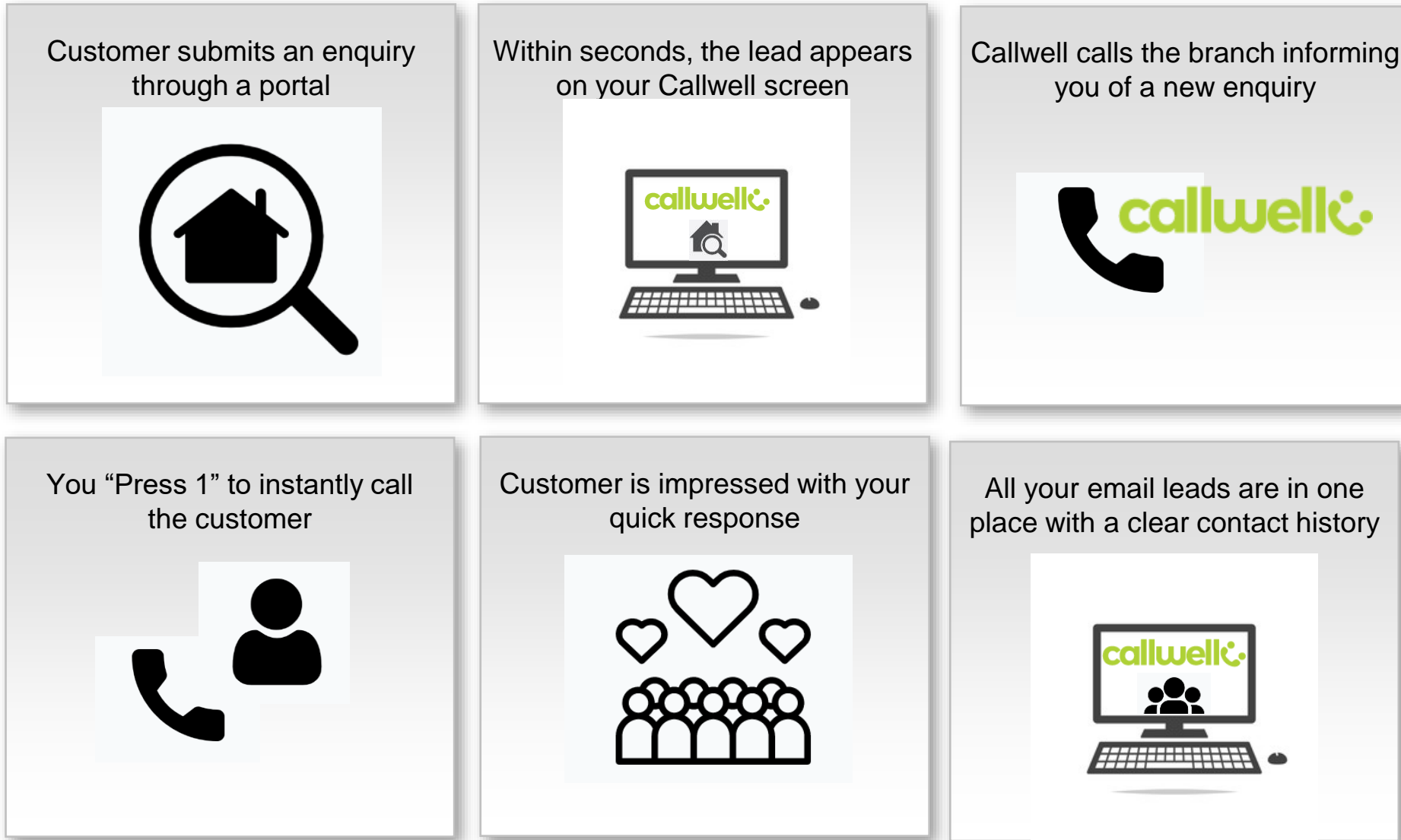




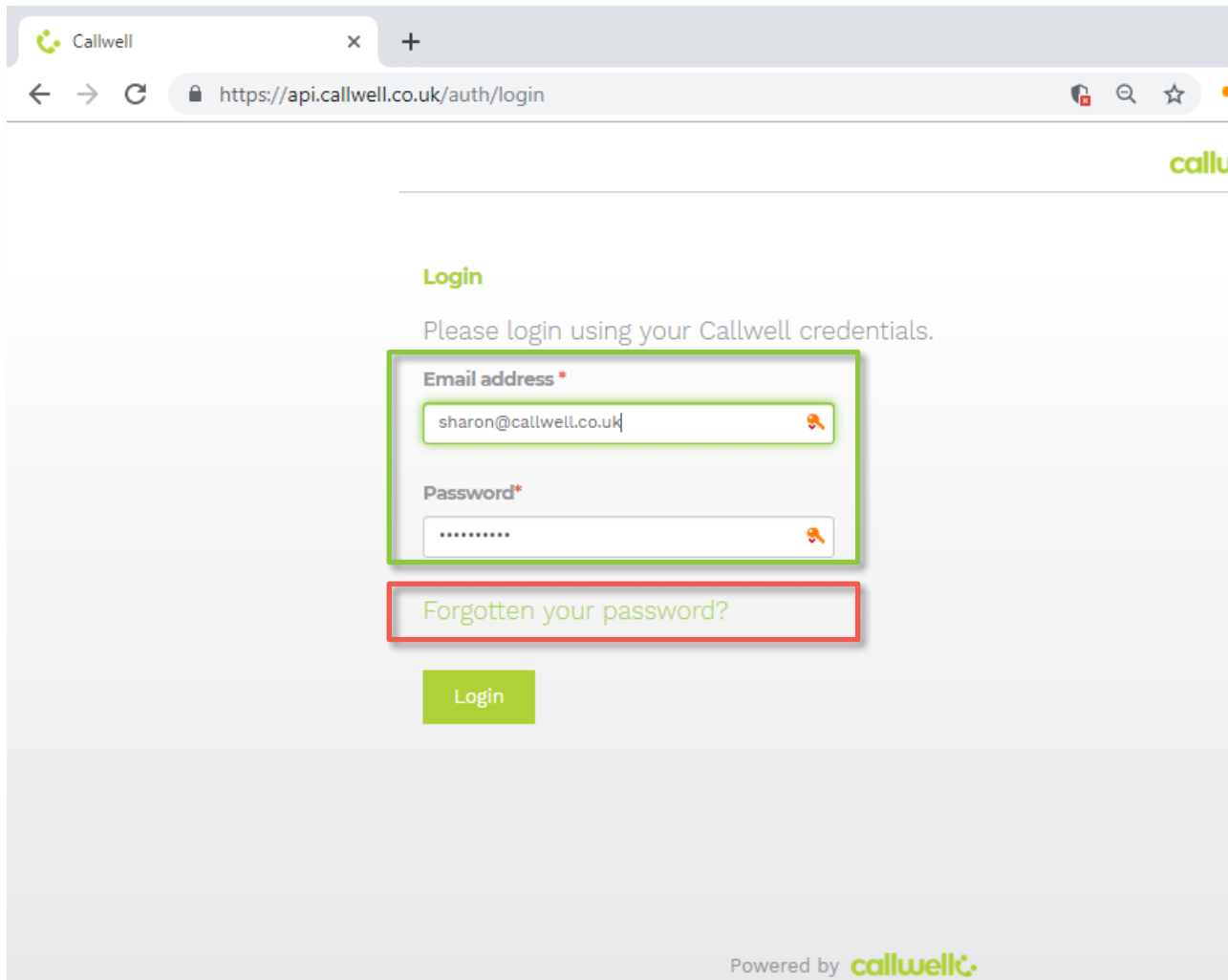
callwell

complete lead control

User guide



Getting started.....



The screenshot shows a web browser window with the URL <https://api.callwell.co.uk/auth/login>. The page title is "Callwell". The main heading is "Login" with the instruction "Please login using your Callwell credentials." Below this are two input fields: "Email address*" containing "sharon@callwell.co.uk" and "Password*" with masked characters. A link "Forgotten your password?" is located below the password field. A green "Login" button is at the bottom. The footer text is "Powered by callwell".

- To open Callwell for the first time, enter api.callwell.co.uk into your browser or go to www.callwell.co.uk and use Login
- Enter your username (your email address)
- Enter your password
- Callwell constantly updates with new lead information, so please bookmark the application and leave it open during your working day.

- If you are having trouble accessing the system, click **Forgotten your password?** and enter your email address
- You will receive an email containing a link to reset your password

Handy Tip : Please remember to log out of Callwell at the end of the day

First things first.....



Test Homes - Sharon Chilton

Active number: 03334589102 (Office) Help

Enquiries 12

Filter search

Status: All enquiries Called: All Search: Search by name, phone number or email...

147 enquiries found.

Score	Contact Details	History	Source	Action
	2024-02-28 17:28:05 Joseph Cremin 86-(414)963-1088 jcremin1j@huffingtonpost.com <i>(not a real person)</i>	Status Claimed: Sharon Chilton SC Pending qualification Call length: 1 min 28 secs Call history Connected - Successful call (1 min 28 secs) - 2024-02-28 17:28:05 SMS & Email history No SMS & Email history	Callwell Homes enquiry Valuation	Booked valuation Booked viewing Select...
	2024-02-28 17:27:07 Bobinette Eldred 63-(366)232-0081 belldredpw@gnu.org <i>(not a real person)</i>	Status Claimed: Sharon Chilton SC Pending qualification Actioned after: 2 min 0 secs Call length: 1 min 0 secs Call history Connected - Successful call (1 min 0 secs) - 2024-02-28 17:29:39 No response from customer (20 seconds) - 2024-02-28 17:27:07 SMS & Email history No SMS & Email history	Callwell Homes enquiry Tenant	Successful Left message No reply Sent email Dealt with Booked valuation Booked viewing Actions Select...

- Once you have logged in for the first time, please look at the top-right corner of the screen. You will see a section called **Active number** and this is the number that Callwell will use to call you.
- Check the number is correct or open the drop-down box and select your office number.
- You are now ready to start using Callwell

Your Callwell Enquiries Screen



How will I know I have a new Callwell lead? When a Callwell enquiry is received, your telephone will ring and announce, 'This is a Callwell message, you have a [Portal], [Enquiry type] lead from [Name], press 1 to call now', open the enquiry on Callwell to see all the information, then **press 1 to start the call to the customer.**

The Enquiries screen shows your leads with the latest at top

The page automatically refreshes every 60 seconds, but the icon can be clicked to update immediately

Assistance is on hand with our online support guides and FAQs

Use the Advanced Search option to find and manage leads

The History tab shows who has claimed the lead and the entire contact history

The source tab shows where the enquiry came from and by clicking on the envelope you can see the full details of the enquiry

Record the call outcome here

The screenshot shows the Callwell Enquiries interface. At the top, there's a header with the user's name 'Sharon Chilton' and an 'Active number' dropdown set to '03334589102 (Office)'. A 'Help' button is visible. Below the header is a 'Filter search' section with dropdowns for 'Status' (set to 'All enquiries') and 'Called' (set to 'All'), and a search input field. A 'Refresh' icon is present. The main content area shows a table of enquiries. The first enquiry is for Joseph Cremin, with a 'Speed 1000' badge. The second is for Bobinette Elldred, with a 'Speed 998' badge. Each enquiry row has columns for 'Score', 'Contact Details', 'History', 'Source', and 'Action'. The 'Action' column shows a 'Successful' status and various buttons like 'Left message', 'Sent email', and 'Booked valuation'. A 'Messenger' button is also visible. A 'New!' badge is present near the search buttons.

Your Callwell enquiry details

1262459 - 2019-06-25 09:39:12

Brett Flanigan

7-(648)892-1822
bflaniganc@phpbb.com
(not a real person)

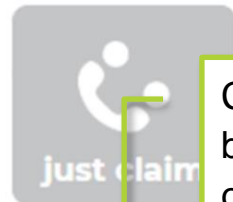


- Customer details
- Edit details
- Call history (1)
- Notes (0)
- Admin
- CLOSE

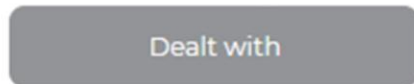
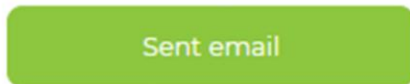
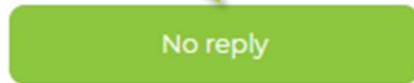
Would you like to call Brett now?



Use this button to call a customer that was missed



Click on the control buttons to take ownership of a lead and increase your score



Rate this lead:



Contact details
Mr Max van Rooijen
17 Edgars Court, AL7 2JH
max.van@callwell.com

Full details of the enquiry are here

3 bed house to rent
15, The Green Street, Hitchin, SG4 8EZ
£250 pcm
Status: Available
12166_27125144

Additional Comments
"We would like to view this property if possible on Saturday 28/07. All mobile contact 0797 2223645"

Additional comments are left here

(not a real email)

Advanced search

Advanced search can be used to filter your leads quickly.

Enquiries auto-refresh paused

Filter search

Status
Unclaimed enquiries | Called: Not called | Search: Search by name, phone number or email...

Branch: All | **Claimed by**: All | **Rate That Lead**: All | **Score**: All | **Enquiry Method**: All

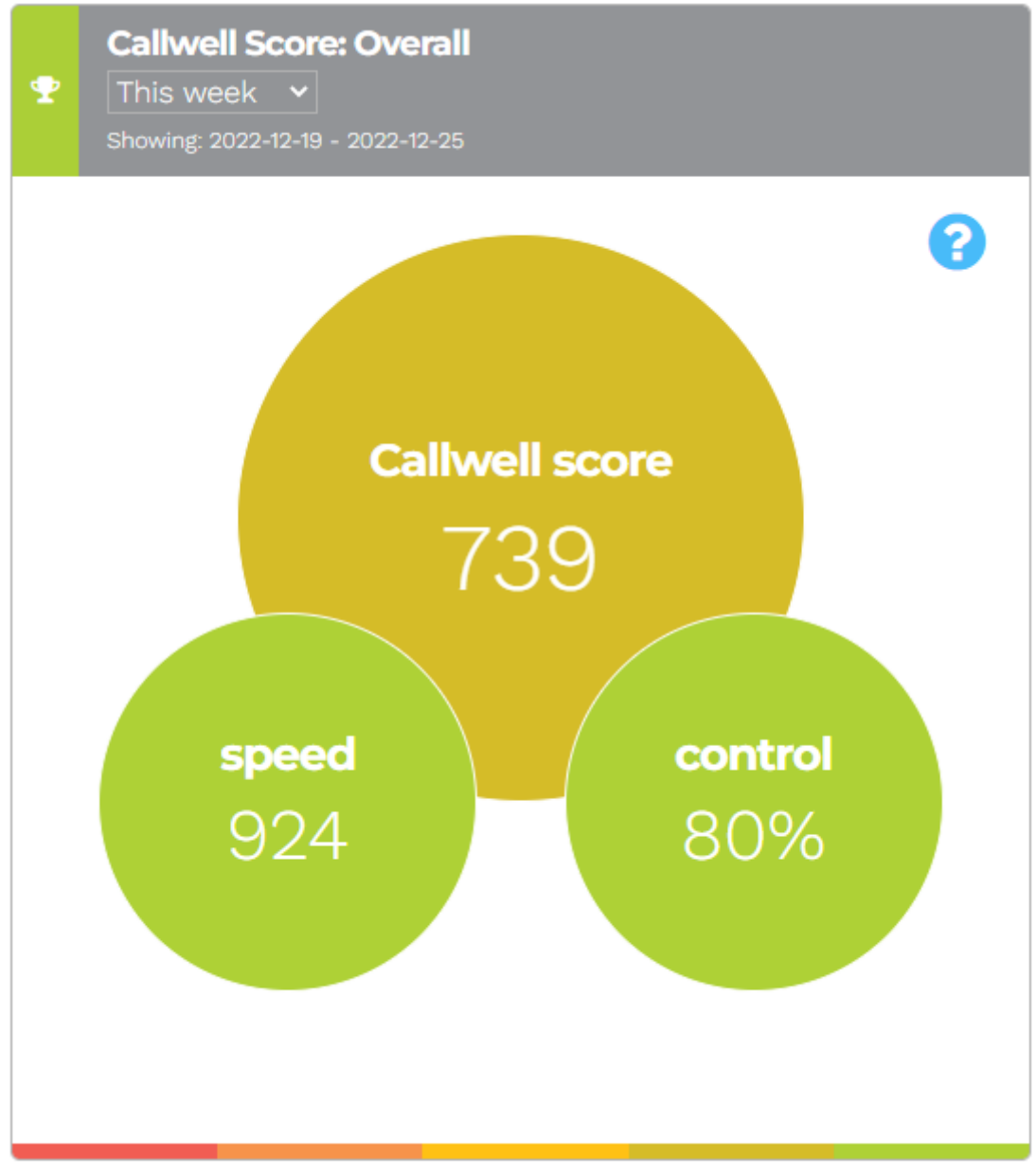
Duplicates: Show | **Opportunities**: All | **Call Length**: All | **Has Note**: All | **Property search**: 100 London Road, London

Enquiry type: Valuation | **Source**: Test Homes | **Action Taken**: Show All | **Start date**: Enter date | **End date**: Enter date

Search

Callouts:
- Auto-refresh is paused
- Use "Unclaimed enquiries" and "Not called" to see all leads that need to be actioned
- Filter by "Enquiry type" to find your high-value leads immediately
- Find all enquiries from a specific portal
- Use "Property search" to find all enquiries relating to a specific address, area or postcode quickly
- Click Search to view results

Callwell Score (shown on your Dashboard)



How we calculate your score

Speed

Every time you receive a lead we award you with 1000 points. Minutes are counted during working hours. We count working hours as 9am to 6pm Monday to Friday and 9am to 5pm Saturday. Therefore, leads received overnight and called before 9am receive 1000 points.

For each minute that passes you lose 1 point.

Control

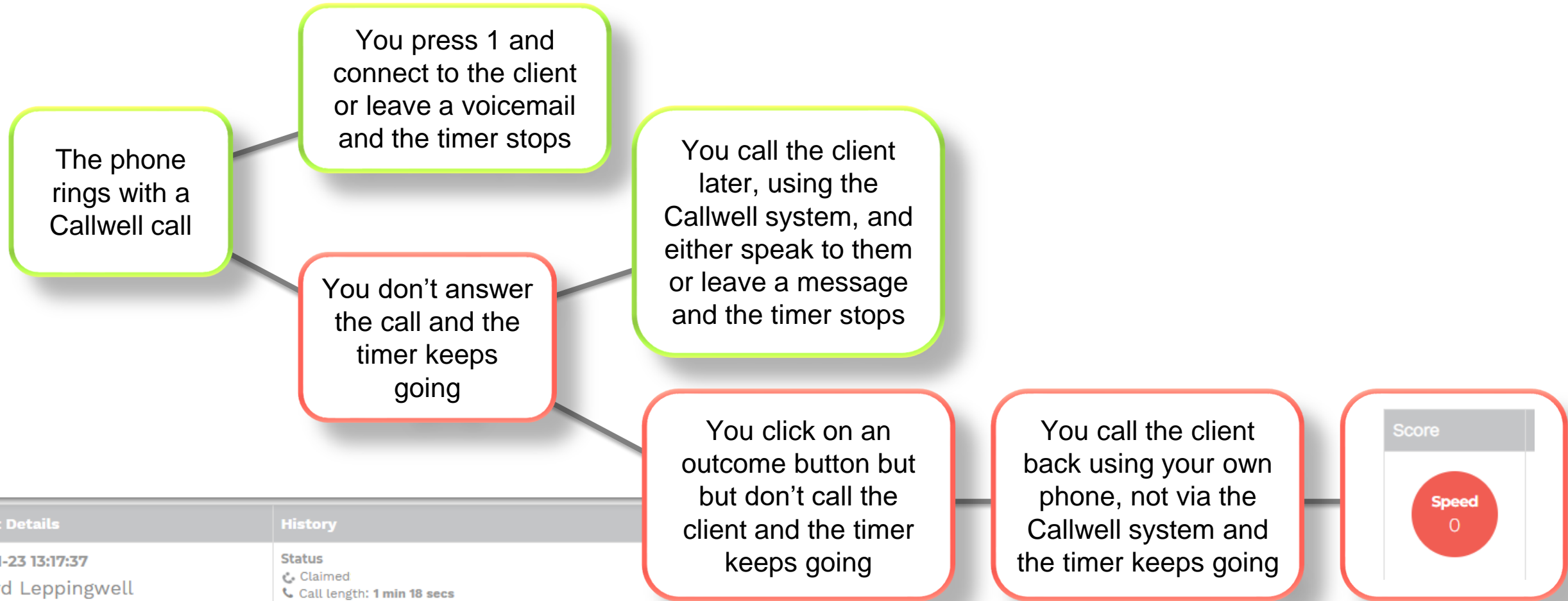
We monitor every lead you receive and update your Callwell Control % every 10 minutes. This % is calculated by looking at the number of leads you've called within the time period. For a live score this is the last 1000 minutes.

Callwell Score

Your Callwell score is decided using the following simple formula:

$$\text{Speed} \times \text{Control} = \text{Callwell Score}$$

How to stop the clock and achieve a high score



Score	Contact Details	History
Speed 1000	2020-01-23 13:17:37 Gaylord Leppingwell 66-(354)306-7801 gleppingwellph@hexun.com <i>(not a real person)</i>	Status ☑ Claimed 📞 Call length: 1 min 18 secs Call history Connected - Successful call (1 min 18 secs) - 2020-01-23 13:17:38
Speed 1000	2020-01-23 11:29:46 Elizabeth Eicke 62-(967)135-8790 eeickeav@fotki.com <i>(not a real person)</i>	Status ☑ Claimed 📞 Call length: 7 min 32 secs Call history Connected - Successful call (7 min 32 secs) - 2020-01-23 11:29:48

The timer only stops when you see **Connected – Successful call** in the History section

Resources

Videos

- Why use Callwell: [Click here](#)
- How Callwell works: [Click here](#)
- A walk around the Callwell enquiries screen: [Click here](#)
- Scoring Explained: [Click here](#)
- None-scoring enquiries: [Click here](#)
- What's on the dashboard: [Click here](#)
- Callwell FAQs: [Click here](#)
- Advanced search and referrals: [Click here](#)



Is situated in the top right-hand corner of your Callwell screen

Alternatively, here is a link to our online support guides and FAQs: <https://support.callwell.co.uk/hc/en-gb>

You can send an email to support@callwell.co.uk for anything else.