Types of Emails sent from CarolinaMLS Matrix™ System

All emails sent to contacts have the agent signature

New – sent to customers on the initial run of a new auto-email set up for them

Hi {Contact First Name},

Welcome to your new Client Portal! I'll be sending you information on homes you may be interested in containing a link to your own personalized page where you'll be able to view, rate, and categorize the homes as well as leave me messages regarding what you did or didn't like for each home you view. You'll be able to see all photographs and see the houses pinned on a map as well as a high-level aerial or low-level "Bird's Eye" view.

I hope you enjoy working with your Client Portal, and I am looking forward to your feedback. In the meantime, please click on the link below to begin your home search experience!

Click to View Homes

Active – sent to customers on subsequent runs of an autoemail set up for them (ie. they have clicked the link in the NEW autoemail text above)

Subject: "More New Property Listings for Your Review"

Hi {Contact First Name},

One or more new/updated listing(s) match your search criteria:

Click to View Listings

Concierge Notification – sent to agents when new listings are waiting in Concierge for their approval to be sent to a customer

Alert! New matches found.
Alert! New matching listings found

Contact Name: {Contact Name}
Auto Email Name: {Auto Email Subject}
You need to review/approve these matches before they'll send.

All are viewable on your next Matrix login, or by clicking this now:

Click to View Listings

Revised – sent to customers when the agent has revised the criteria for an autoemail

Subject: More New Property Listings for Your Review (Criteria Revised)

Hi {Contact First Name},

I have revised your criteria for finding property listings of interest. Let me know if you have any questions.

Click to View Listings

Re-Activated – sent to customers when an auto-email has been reactivated

Subject: "More New Property Listings for Your Review"

Hi {Contact First Name},

One or more new/updated listing(s) match your search criteria:

Click to View Listings

Client Disabled – sent to an agent when a customer has unsubscribed from an auto-email.

Client Unsubscribed: {Contact Full Name}
Search Name: {Auto Email Subject}

{Contact Full Name} has chosen to unsubscribe from your Auto Email notification. You can reactivate and/or make changes to this Auto Email by logging into Matrix.

Over Limit – sent to an agent when an auto-email has been de-activated because the number of results exceeds the limit (default 250).

Subject: Matrix Auto-email Deactivated for {Contact Full Name}
Limit Exceeded, Search Name: {Auto Email Subject}

Your Auto Email {Auto Email Subject} for {Contact First Name},could not be delivered because the search returned more than 250 listings.

To re-activate the Auto Email follow these steps:
• Hover over "My Matrix"
• Choose "Auto Emails"
• Click on the Auto Email name
• Click "Criteria"
• Refine the criteria and click "Save"
• You will be taken to the Auto Email settings screen. Scroll down to the "Setting" section and select "Enabled"
• "Save" your changes

You can set up more than one Auto Email for a client. For questions, please contact CarolinaMLS Support Desk at 704-940-3159 or support@carolinahome.com
Sincerely, CarolinaMLS Support Desk

==No Listings Findy== **– Sent to agents when an autoemail does not find any matches within the established window (default 90 days).**

Subject: Matrix Autoemail Deactivated for {Contact Full Name}, No Listings found, Search Name: {Auto Email Subject}

Your prospect autonotification for {Contact Full Name} has automatically been deactivated because your search returned no listings in the allotted 90 day window. Please go to your Saved Search under the "My Matrix" tab to revise your search and re-activate autoemail. If needed, you can set up more than one search for a single client. If you need help, please contact CarolinaMLS Support Desk at 704-940-3159 or support@carolinahome.com

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==No One To Send To== **– Sent to agents when the email address they associated to an autoemail is invalid.**

Auto Email: Invalid Recipient for AutoEmail, Search Name: {Auto Email Subject} for {Contact Full Name} Unable to find a recipient for an auto email. Check the saved search/auto email page for an invalid status.

==Invalid== **– Sent to agents when an autoemail is de-activated because the system cannot send emails on their behalf.**

Subject: Matrix Autoemail Deactivated for {Contact Full Name} Invalid Email, Search Name: {Auto Email Subject}

Your prospect autonotification for {Contact Full Name} has automatically been deactivated because the system was unable to send emails on your behalf. The most likely cause is that one or more recipients have unsubscribed from all auto emails from you or from the MLS. If you need help, please contact CarolinaMLS Support Desk at 704-940-3159 or support@carolinahome.com

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==Search Failing== **– Sent to agents when an autoemail is deactivated because the search cannot be executed.**

Subject: Matrix Autoemail Deactivated for {Contact Full Name} Persistent errors, Search Name: {Auto Email Subject}

Your prospect autonotification for {Contact Full Name} has automatically been deactivated because of persistent errors while trying to process the search. The most likely cause is search criteria that is too complex. Please go to your Saved Search under the "My Matrix" tab to revise your search and re-activate autoemail. If needed, you can set up more than one search for a single client. If you need help, please contact CarolinaMLS Support Desk at 704-940-3159 or support@carolinahome.com

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Ignored – Sent to agents when an autoemail is deactivated because the client has ignored autoemail notifications for 30 days

Subject: Matrix Autoemail Deactivated for {Contact Full Name} Emails Ignored, Search Name: {Auto Email Subject}

Your Auto Email {Auto Email Subject} for {Contact Full Name} has been deactivated because the client has not clicked any of the emailed links within the past 30 days. If your client has had other activity in the Client Portal in the past 30 days, their Client Portal will remain active.

To re-activate the Auto Email follow these steps:
• Hover over "My Matrix"
• Choose "Auto Emails"
• Click on the Auto Email name
• Click "Criteria"
• Refine the criteria and click "Save"
• You will be taken to the Auto Email settings screen. Scroll down to the "Setting" section and select "Enabled"
• "Save" your changes

For questions, please contact Customer Care at support@carolinahome.com or 704-940-3159.
Sincerely, CarolinaMLS Support Desk

Direct Email – Sent to customers when the agents sends a direct email containing a subset of listings to their customer

Hi {Contact Full Name}

I have some new information related to listings for you. To review this information Click here
If you have received listings in a Client Portal, you'll be able to use the \"favorite\", \"possibility\" or \"discard\" icons to help me find additional listings that fit your criteria.

I'm available to assist and answer any question you may have.

To view these listings Click here