rDesk v6.2 Production Release Notes
February 15, 2010

LPS Real Estate Group is proud to announce the Production release of rDesk v6.2. These Production Release Notes highlight new or improved features of the product and the benefits that these features provide to LPS customers.

The Production release of rDesk 6.2 is scheduled for the night of Tuesday, February 16, 2010. This means that on **Wednesday, February 17**, your Production Cobrand will reflect the changes described in this document.

Release Notes contain:

I. **PRODUCT ENHANCEMENTS –** New features that you and your Website visitors can see, use, and enjoy!

II. **INTEGRATED SCREEN SHOTS –** Browser captures that illustrate many of the enhancements in this rDesk release.

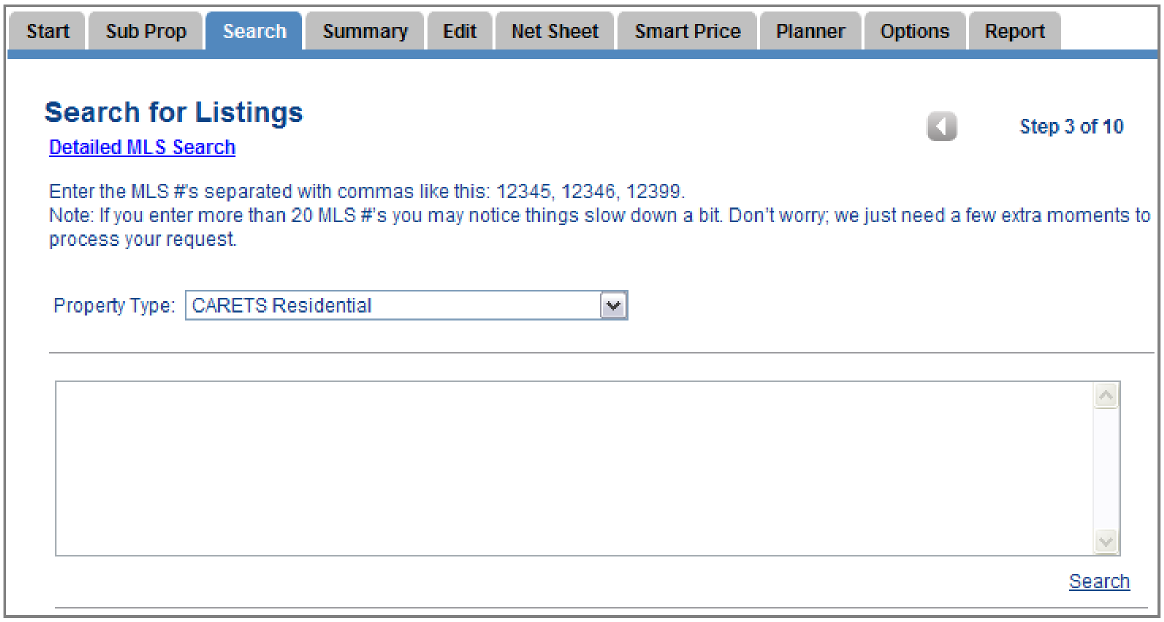
Release Highlights

CMA Enhancements

Quick Entry Field for MLS # Search

With one open field for MLS numbers, you can enter a whole list at once and just click Search!

1) From the **Search** tab click **MLS Number Search**.
2) Enter all of your desired MLS numbers into the search box and click Search.



Improved Messaging

We've added helpful tips and improved the instructions throughout the CMA making it more intuitive and easier to use.

Summary Tab Training Video

The Summary tab has so much to offer. Allow us to demonstrate how to utilize all the options by watching our quick video.

Easily Search Through Lists

From 29 Palms to Zephyr Cove, simply enter the name of the city into the search box above the list of cities to quickly find location you're searching for. This new Search capabilities is added throughout the CMA product to make your job that much easier.

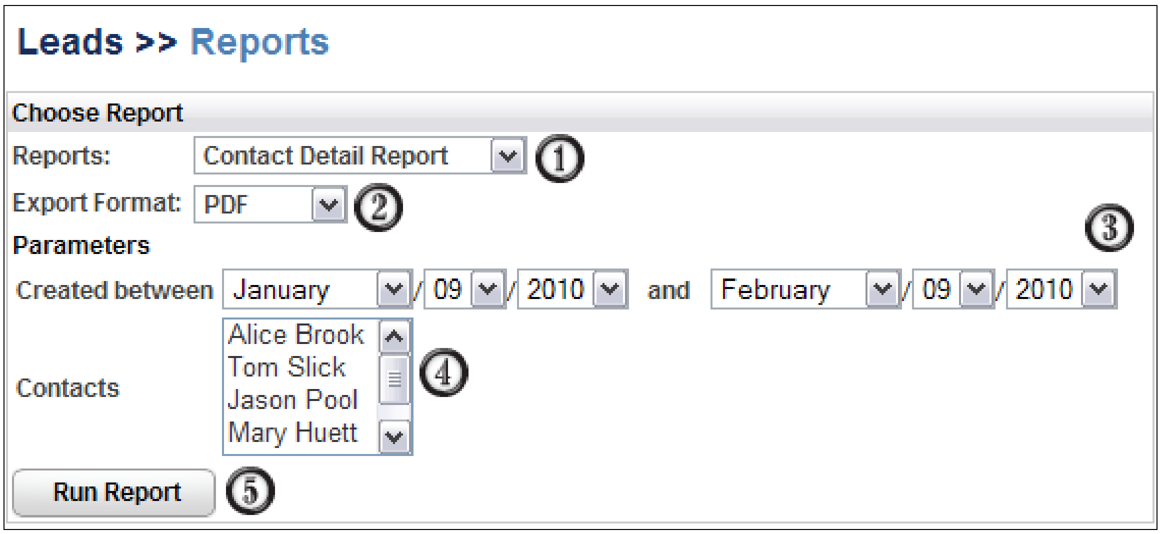
1) From the **Search** tab select City from the Search Criteria panel
2) Start typing in the Search box above the list of cities to find the right city

Key Benefits

- Simply saving your time when you know exactly what you're looking for
- Easier work flow, instructions and video assist new users rapidly learn how to use the CMA Product

Print Your Contacts & Groups

Easily print your contacts for your records. Printing your contacts is quite simple. First expand the **Contacts** section and select **Lead Reports**. Then simply follow the steps below.



1) Select **Contact Detail Report** from the reports list
2) Select the **Export Format**
3) Select the desired date range for when the contact was created
4) Select the desired contacts
5) Click **Run Report**

<u>*Note:</u> Users with the Office Admin role can access contacts assigned to agents in that office. Users with the Co-Brand Admin role can access all contacts. All Admin views indicate the agent who the lead is assigned to.

New Lead Sources

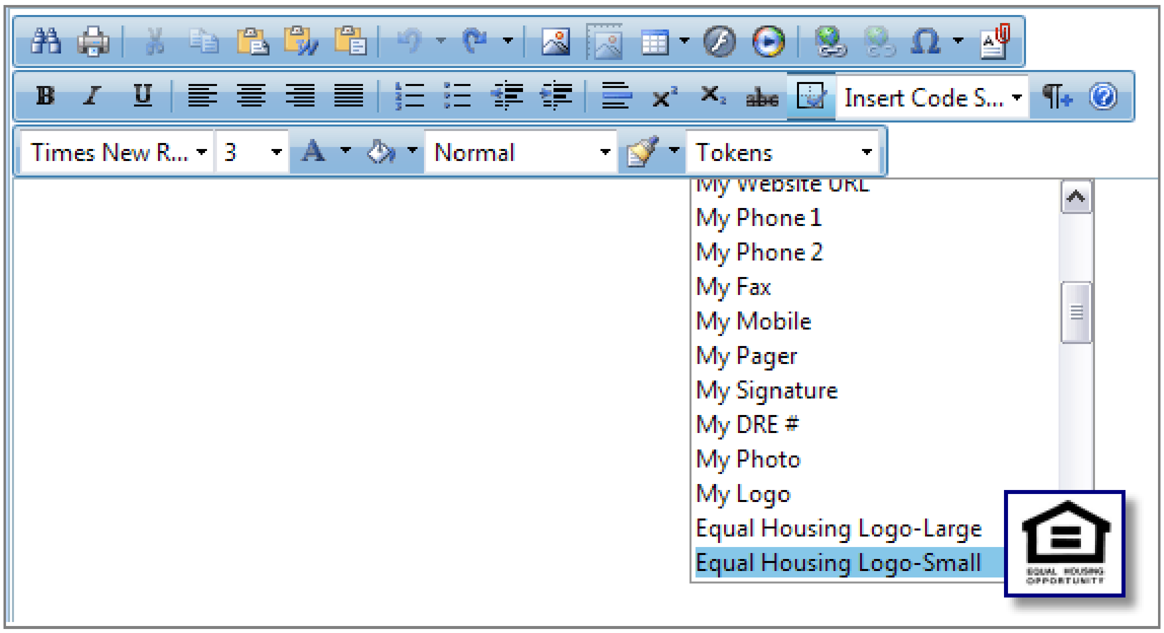
You'll notice two new Lead Sources for showing requests. One from Web sites and the other is from Mobile sites. When someone sends you a showing request, you'll easily see where they're coming from.

Key Benefits

- Track how your clients contact you to understand them better

Quick Email > New Token for Equal Housing logos

Easily add the Equal Housing logo to your communication pieces from rDesk! The logo is available as a token in Quick Email, Action Plan Manager, CMA, and Buyer's Tour.



Individual Office Logos/Photos

To aid in localized branding, an office logo can be set up for use throughout CMA, Buyer's Tour, Neighborhood & School Reports, and Flyers. A token is also available.

You can set one default office logo (or photo) to be used by all offices or set them individually. If you have 10 offices and only 2 need special logos, simply upload a default logo and then upload new logos for those 2 specific offices.

1) Expand **Administration** and select **Cobrand Admin**
2) Select the **Design** tab
3) Scroll down to the **Office Logo** section

4) Select the office name from the **Office** list (Select -- Default -- to upload a photo that will be utilized for all offices that do not have individual office logos)
5) Click the **Browse** button and open the photo you wish to upload
6) Click **Upload**
7) This photo will now be displayed as the Office Logo throughout rDesk

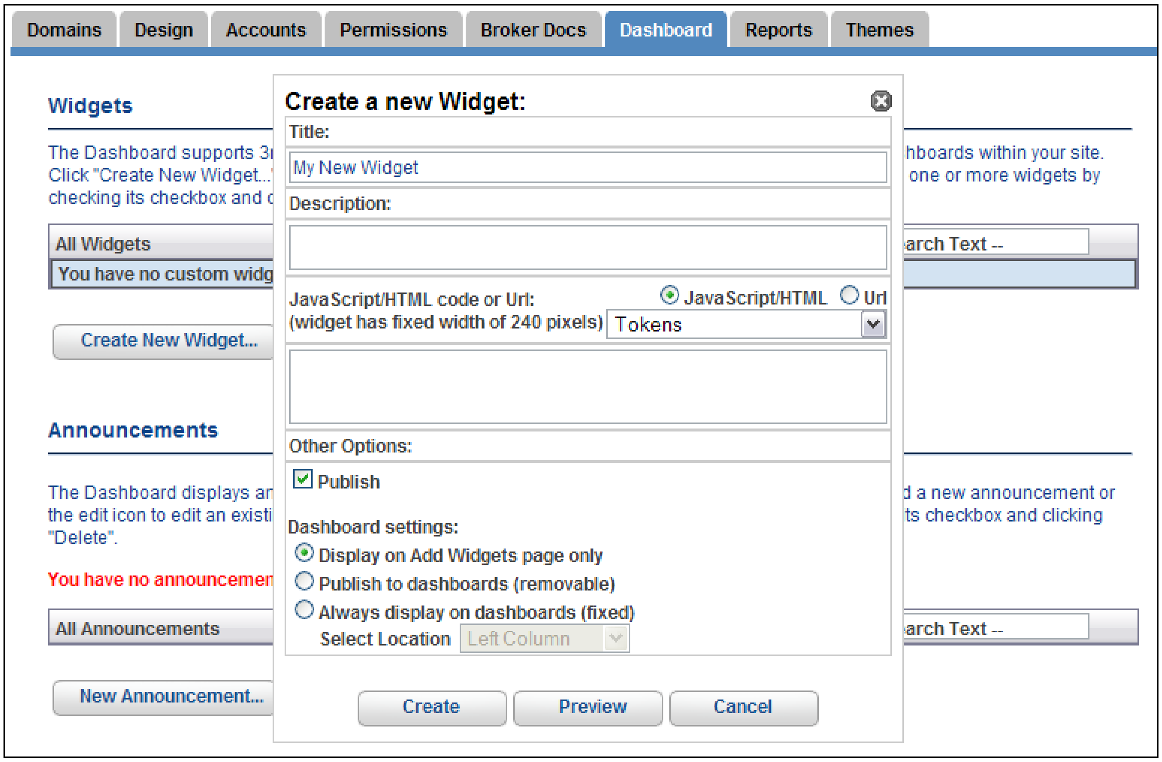
*Note: Please see Office-Logo-Support-Precedence-Order document for additional workflow documentation.

Dashboard Widget Updates

Force Widgets on Agent's Dashboards *(Cobrands Only)*

When creating new widgets, you may select "Always display on dashboards". This option forces the widget to always display on every user's Dashboard. If a user does remove the widget, it will reappear the next time they return to the page or if they refresh the page.

1) Expand **Administration** and select **Cobrand Admin**
2) Select the **Dashboard** tab
3) Click the **Create New Widget…** button
4) Select the **Publish** check box and note the options below

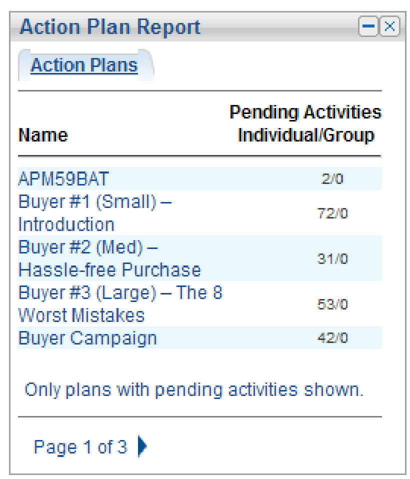


Key Benefits

- Now you can be sure that important company information that you publish to agents will always be one of the first things that they see!

Add Header to Action Plan Report Widget

The Action Plan Report Widget is now easier to understand with new headers. You will be able to clearly see how many individuals and how many groups are scheduled to receive Activities each day.



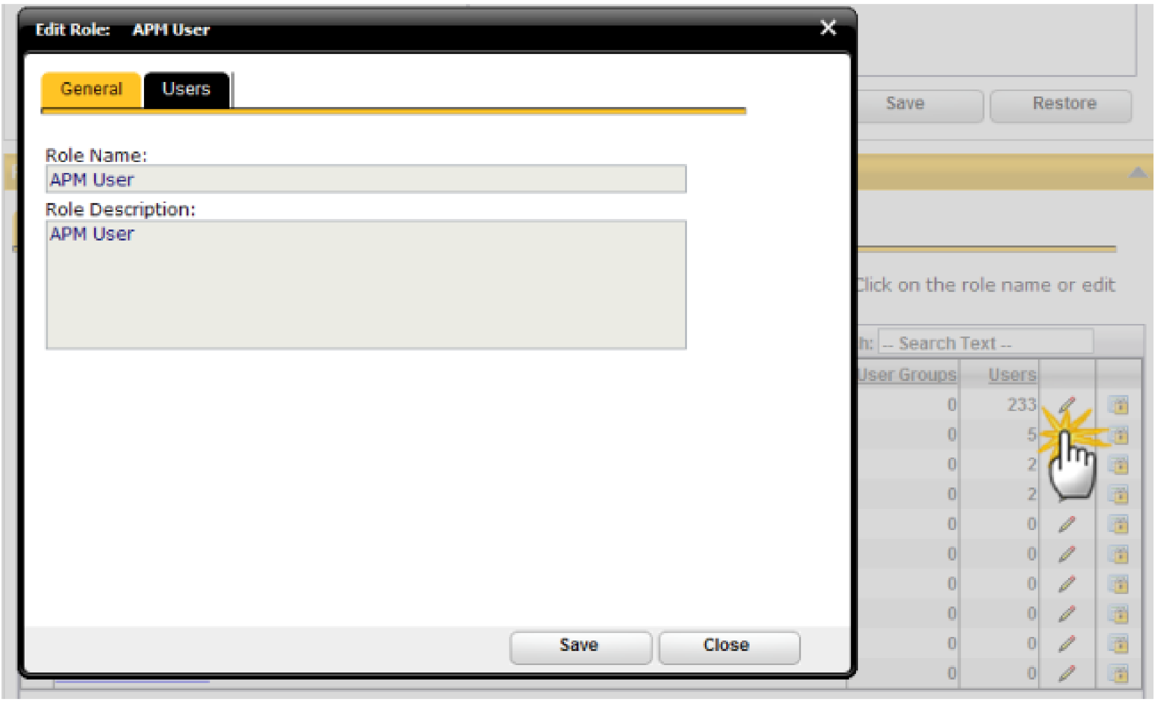
Key Benefits

- Get a quick glance at the activities that your clients will receive every day so you'll never be surprised by that phone call that starts with, "Hi, I got your email today. Can you answer a few questions?"

New Overlay Designs

We are working towards a more elegant approach in our overlays, or in techy terms, floating divs. Keep watching as we move towards this approach throughout rDesk!

A sample is provided below. Cobrand attribute colors will be applied where appropriate.



Key Benefits

- Stands out against the page
- Easier to work within the overlays with scroll capabilities

