Opportunity Time Policy

In order to provide the best possible service to our community, the following parameters have been established as a guideline for success:

On the 20th of each month, at noon, the Opportunity Time Calendar for the following month will be available on the Intranet. At that time, agents wishing to fill slots may add their name to 2 slots for the month during regular business hours and 2 slots for the nighttime Opportunity Time. If additional slots are wanted, they may be added if the slots are still available 48 hours prior to the opening. Please remember, if you are on Opportunity Time during regular business hours (Monday through Saturday 9am - 5pm, Sunday 1pm - 5pm) you are responsible for answering the phones and covering front desk duties when the Call Coordinator is unable to do so. **If you are on the weekend Opportunity Time, during regular business hours, you must be present in the office.** If you are not in the office, another agent may come in and take that Opportunity Time slot. The phones are only to be transferred during the evening hours.

1. You must be licensed in both North Carolina and South Carolina and graduate from Ignite in order to schedule Opportunity Time.
2. Business hours are Monday through Friday, 9am - 5pm, **Saturday 9am - 5pm and Sunday 1pm - 5pm. If on WEEKEND Opportunity Time, please put the red agent on duty sign out in the morning or bring it in, in the evening. This should be up already.**
3. Opportunity Time can be scheduled 4 times per month during normal business hours.
4. Always answer the phone referencing your affiliation with Keller Williams. Remember, those who call in are expecting to be greeted by Keller Williams, not necessarily by an agent. "Thank you for calling Keller Williams Realty, this is..." or "It's a great day at Keller Williams, this is..., how can I help you?"
5. Be prepared to answer the phone during your Opportunity Time slot. Have it readily available. If you have evening Opportunity Time, we will call you prior to rolling the phones to you. You will have a 5 minute window to answer your phone. If you do not answer the phone or return the phone call within the 5 minute window, the phone will not be rolled to you and instead will be given to another agent.
6. Do not allow anyone else to answer your phone when on Opportunity Time.
7. **Reference your affiliation with Keller Williams on your voicemail** in the event you are not able to answer your phone. This is not ideal. Do your very best to answer every call that comes through during your scheduled Opportunity Time.
8. If you cannot cover your shift, it is your responsibility to get Opportunity Time covered. You must call 4 people and if all 4 people cannot cover your shift, call your Team Leader and identify who you spoke to. The Team Leader will then help you get it covered after you have attempted to do it on your own. Phones always must be answered.
9. You are the emergency contact during evening Opportunity Time. If you receive an emergency call or a Red File call, you must follow the process of getting emergency services to the address stated and will contact leadership immediately. If the leader does not answer, call until you get another leadership team member to ensure the issue is known quickly. (If the Team Leader doesn't answer, call the MCA. If the MCA doesn't answer, call the OP.) Please save all leadership contact information in your phone for easy access.
10. When transferring the phones, call the office line after it has been transferred to make sure it was transferred successfully. If you cannot reach the person, transfer it to yourself or another agent before leaving. Do not leave without the phones being transferred to an agent successfully. If after calling 4 other agents, you cannot reach anyone, call the Team Leader, identify who you spoke to, and he/she will help get it covered from there. **Agents signed up for 5 PM time slots on Friday, Saturday and Sunday evenings are responsible for ensuring the calls are transferred to themselves.**
11. Be sure to check voicemails.
12. If someone calls in for another agent, take their name and phone number and call the requested agent with the information. We are a My Listing, My Lead company and commit to routing the name and phone number of anyone that calls in for a KW Connected agent to them. You may give out the agent's phone number that is listed on the roster which can be found at https://www.kwconnectedresources.com/.

Instructions on how to forward phones: **MUST BE DONE FROM FRONT DESK, NOT OPPORTUNITY TIME DESK OR YOUR CELL PHONE.** Press *72, then the phone number and #, (803-555-1234#). PLEASE TEST WHETHER THE FORWARD WORKED by calling our main line from another phone to see if it has properly transferred to the right person.

Instructions on how to unforward phones: **MUST BE DONE FROM FRONT DESK, NOT OPPORTUNITY TIME DESK OR YOUR CELL PHONE.** Press *73 and the phones will unforward.

Instructions on how to check voicemails: **Dial 9999, when prompted to enter your passcode, enter 1030#, then 1 and 1 again.**

Reminder: ***Dress for Success***! You may get a walk-in client or have to leave for a showing A.S.A.P.