

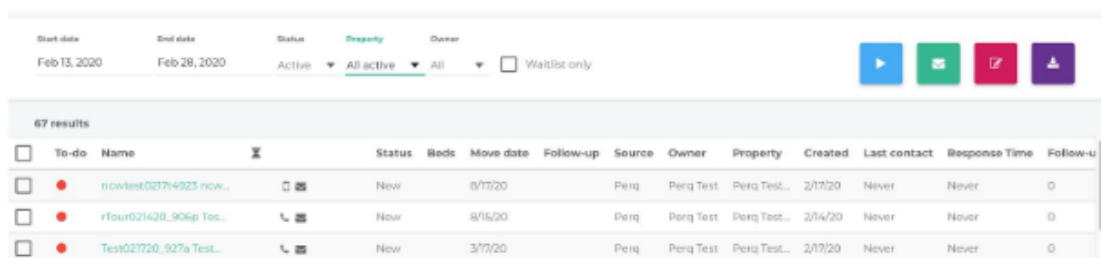
## PERQ, Knock Lead Delivery

This document outlines the expected behavior when the client is using the Knock integration.

Leads will automatically create a new prospect in Knock and can be found within the Prospect section of the CRM. As a new lead is created through PERQ and/or and prospect engages with additional experiences within PERQ, a new notification will link to view that prospect.

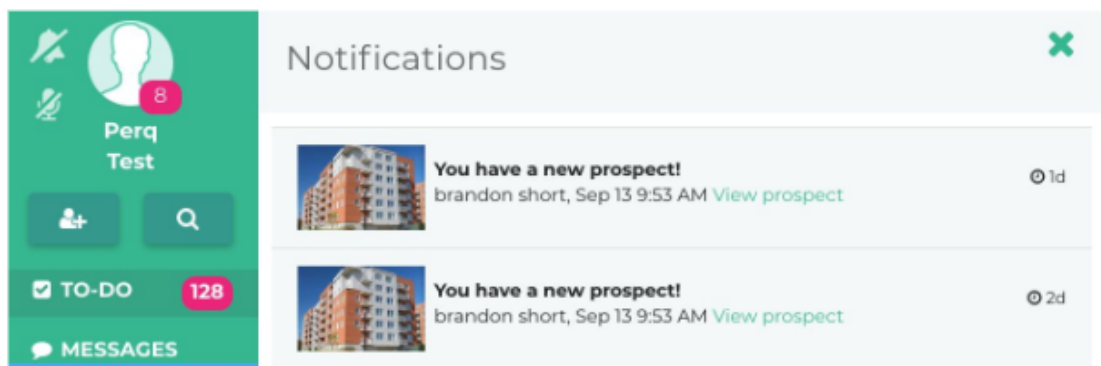
### Notifications

## Knock



The screenshot shows the Knock CRM interface. At the top, there are filters for Start date (Feb 13, 2020), End date (Feb 28, 2020), Status (Active), Property (All active), and Owner (All). There are also icons for a play button, a mail icon, a document icon, and a user icon. Below the filters, it says "67 results". The table below lists prospects with columns: To-do, Name, Status, Beds, Move date, Follow-up, Source, Owner, Property, Created, Last contact, Response Time, and Follow-u.

To-do	Name	Status	Beds	Move date	Follow-up	Source	Owner	Property	Created	Last contact	Response Time	Follow-u
<input type="checkbox"/>	nowtest021764923 now...	New		8/17/20		Perq	Perq Test	Perq Test...	2/17/20	Never	Never	0
<input type="checkbox"/>	rfour021428_306p Tes...	New		8/16/20		Perq	Perq Test	Perq Test...	2/14/20	Never	Never	0
<input type="checkbox"/>	Test021720_927a Test...	New		3/17/20		Perq	Perq Test	Perq Test...	2/17/20	Never	Never	0



The screenshot shows the Knock mobile app interface. On the left is a sidebar with a profile icon, a search icon, and buttons for "TO-DO" (128) and "MESSAGES". The main area is titled "Notifications" and shows two notifications. Each notification includes a building image, the text "You have a new prospect!", the name "brandon short", the time "Sep 13 9:53 AM", and a "View prospect" link. The first notification is dated "1d" and the second is dated "2d".

\*Reminder: Prospects that appear as a new notification multiple times are not duplicate leads. These prospects appearing as new notifications multiple times are engaging with additional PERQ experiences. The more PERQ experiences where a prospect engages, the "hotter" the prospect is for your property! Be sure to look for the additional information and use in your personalized follow-up to the prospect.

## Guest Card

For PERQ Leads in Knock, basic lead data will appear at the top of the Guest Card. The personalized information for the prospects will appear in the message section. As the lead goes through multiple experiences, you will see a new form created within the guest card for each experience and the data that is collected for the prospect when engaging and converting through the specific experience. There are also fields along the left side of the Guest Card, whereas available we will send prospect data for quick reference for the leasing agent.

The screenshot shows the PERQ Guest Card for Kara McIntyre. The interface is divided into several sections:

- Header:** Includes a 'Close' button, the name 'Kara McIntyre', and tabs for 'New' and 'Perq T'.
- Profile:** A sidebar on the left containing fields for First name (Kara), Last name (McIntyre), Email (kmcintyre@perq123.com), Phone (+15555555555), and Property (Pang Test Community). It also includes a 'Save' button and a 'First contact' dropdown.
- Messages:** The main area displays two incoming messages from 'None form'. Each message includes the prospect's name, email, phone, move-in date (2019-09-18), bedrooms (1), occupants (N/A), lease term (N/A months), min budget (\$N/A), and max budget (\$1600). The messages also contain a 'Message' field with details about rental timelines, contact preferences, and floor plans.
- Email Composition:** At the bottom, there is a section for composing an email. It includes a 'To' field with 'Kara McIntyre' selected, a 'Subject' field with 'Inquiry at Pang Test Community', and a 'Send' button.

### PREFERENCES

Move-in date	Desired lease ...
Sep 18, 2019	
Bedrooms	Occupants
1 bedroom	1
Min budget	Max budget
	1600

### PMS Notes

☐ Add to Waitlist

### SECONDARY CONTACTS

No secondary contacts

[Add](#)

### PETS

<input type="checkbox"/> None	<input type="checkbox"/> Cats
<input type="checkbox"/> Dogs < 25 lbs.	<input type="checkbox"/> Dogs > 25 lbs.