

PERCHWELL & Me in 2023

FAQs

Q1 When will Perchwell be implemented?

A1 Our best estimate at this time is a full cutover in April/May; however, this is a moving target. Training and onboarding would begin a few weeks before. We do not want to implement the system before it is ready.

Q2 Will we have access to Rapattoni for a while after implementation?

A2 The answer is three parts:

- Training will begin once the system is ready.
- Once training has been provided (2-3 weeks later) everyone will have access to everything in Perchwell except adding and editing listing data. You will be able to use the system for your daily work (excluding add/edit). You are encouraged to use this time to verify your contacts/searches and learn and experiment with other system workflows to ensure a successful transition. All new listings and edits to listings will be performed in Rapattoni and synced with Perchwell in real time.
- Approximately two weeks later, the Add/Edit module will be activated and we will switch 100% to Perchwell. Rapattoni will no longer be updated with new data; however, you will still be able to log in to Rapattoni to reference any information and data for about two weeks following the cutover.

This multi-phased implementation will allow time to get familiar with searching, adding/editing clients, client searches, analytics, reports, and more while still having access to Rapattoni.

Q3 Will our contacts and saved searches be migrated to Perchwell?

A3 Contacts/Prospects will be migrated to Perchwell. The saved searches conversion has been challenging so far, but Perchwell continues to investigate solutions and is still optimistic. So, at this time, it is a definite "Maybe" on saved searches. With new fields, removed fields, modified fields, and re-classified field types between the systems, it will be extremely challenging to convert current saved searches.

Q4 Will there be training? When?

A4 A few weeks before the cutover, there will be several training opportunities offered in-person, via live webinars, and online courses. After implementation, online courses will be available at your convenience and there will be regularly scheduled live webinar training.

Q5 Will the functionality be similar to or different than Rapattoni?

A5 The content will be similar but the User Interface (UI) and functionality will be very different, in a good way. We will be creating several 'Quick Guides' for the most commonly used features. Testers have found the new experience to be innovative and user-friendly. **Attending training is highly recommended.**

Q6 Will Perchwell be responsive on other platforms?

A6 YES! In addition to the desktop version, Perchwell features native iOS and Android apps available in the Apple and Google Play stores. The mobile apps provide the same functionality as the desktop version, which was an important factor in the decision to select Perchwell.

Q7 Will there be a lot of procedural changes?

A7 There will be some policy and procedural changes that will streamline timeframes, drastically reduce paper and printing in the MLS office, and save time for those that have electronic documents. For instance, documentation will be uploaded directly to Perchwell instead of being emailed to CincyMLS and all agents will have the ability to enter a "draft" listing. Quick Guides and training will be available for these and all other changes.

Q8 Will Perchwell have a help desk and what are the hours?

A8 Perchwell will provide live chat and email support from 8:00 am - 6:00 pm (EST) Monday through Friday and from 9:00 am - 3:00 pm (EST) Saturday and Sunday, excluding the following holidays: New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving, and Christmas Day.