eTrac® Text Messaging Feature

eTrac comes equipped with a unique text messaging feature, which allow users to send both order assignment notifications to vendors as well as custom notifications to processors or other staff. These notifications can be automated via eTrac's Workflow Engine, allowing you to set them and forget them.

Standard Text Messaging:
eTrac's Standard Text Messaging feature applies to order assignment texts that are sent to your vendors, who must first opt-in to begin receiving these notifications. The opt-in process is easy to set-up and helps ensure compliance with regulations.

Once your vendors are set-up, orders can be automatically broadcast to them for assignment via text message. Vendors are able to accept or decline the order via text message, which automatically updates the order's status to "Accepted/Declined By Vendor." After responding, an acknowledgement text is then instantly sent to the vendor. A "Help Text" is also available for invalid responses. This text notification is automatically sent whenever a vendor's response doesn't meet all the criteria and can be customized to your liking.

Custom Text Messaging:
eTrac's Custom Text Messaging feature is used in conjunction with the platform's Workflow Engine and allows users to configure and automatically send custom text notifications to vendors, processors, and other staff that are assigned to an order. Like your vendors, processors and additional staff must first opt-in to begin receiving these notifications.

From inside eTrac's Workflow Engine, users can create their own custom text notifications and select the desired recipient(s). To help compose these custom messages, several merge fields are available that automatically insert the appropriate information into the text upon being sent. There is no restriction on length, but messages that contain more than 140 characters will be sent as multiple texts.

eTrac Pre-Scheduler Text Messaging:
eTrac's Pre-Scheduler tool allows both lenders and AMCs to select between 1-3 predetermined appraisal appointment dates per order that a vendor must agree to before accepting an assignment. The platform's text messaging feature has been incorporated into this tool, which allows its users to include the pre-designated appraisal appointment dates within the assignment notification text that's sent to vendors.

Vendors can still accept or decline the order via text message, but must include one of the specified dates in their response if they choose to accept. The order's status is then automatically updated to "Accepted/Declined By Vendor" and the "Inspection Date" field on the order form will auto-populate with the chosen appointment time (if the vendor accepts).