Paragon v5.57 Release Enhancements (V2)

Agent Level Enhancements

City and State added to listing expiration notice emails

Expiration notice emails have been enhanced to include the city and state information for users in multistate systems.

NEW! Ability to email a Mobile View!

A new mobile view is now available for listings emailed manually out of the system. This new mobile view has a responsive design that detects when the report is viewed on a mobile device.

Price Range option added to the Comparable Price Analysis on CMA

A new price range option has been added to the Comparable Price Analysis within the CMA.

CC2: Dashboard Counts filter results based on the Saved Searches

Prior to this release, filtering by a search only updated the content within certain sections. We have updated this functionality to include the Undecided, Favorite, Possible, other content to reflect the number based on the selected search.

CC2: Users must manually select lookups in the location search field

When using the location search field to limit the results to a city, state, zip, etc., the auto complete control was not functioning properly when clicking the Enter key. We have corrected this so that you must select the specific desired value rather than using the Enter key.

CC2: Listings not loading after initial 6 results

A few CC2 users were experiencing issues where only the first 6 listings would load on the dashboard due to the user's browser zoom level which has been corrected.

CC2: Emails for Agent Notification options are now being sent

Previously when changes were made in CC2 by the contact, the agent was not always being notified of the changes which has now been corrected.

CC2: Favorite/Possible/Rejected System Folders counts are updated

The Favorite, Possible, and Rejected folders always had a count of zero even though there were listings in these folders which has now been corrected.

CC2: Ability to remove a listing from a custom folder

A new icon has been added to the custom folders within CC2 to allow users to easily remove the listing from a current folder.

CC2: Additional information added to the Mobile Thumbnail view

Several additional fields have been added to the Mobile Thumbnail report including MLS number, city, state, zip code, status and sub-status.

CC2: Property History now sorts newest to oldest instead of oldest to newest

Previously when viewing the property history, the historical data was sorting oldest to newest within the individual property results. This has been corrected so that all of the historical information is sorted newest to oldest.

CC2: New "About Me" Agent Social Media Links

To provide further exposure for the agent, new social media links are available to be added to both the "About Me" page and the Public view of a listing from CC2.

CC2: Zoom In/Out and Pan Controls added to CC2 Maps

CC2 maps now contain a manual zoom in and out button. This will allow users running CC2 to manually zoom in or out on a map.

CC2: New Help link added to CC2 for Consumers

To help Consumers new to CC2, a retrievable help overlay will display on various screens when they first visit CC2.

CC2: Agent image now changes everywhere from previous agent images

When an agent updated their agent image through Paragon, CC2 did not carry the updated image throughout the system. It would only show the new image when a new comment was added. It will now update everywhere in the system as expected.

CC2: Ability to set a listing back to "Undecided"

New to CC2, Consumers can now unmark a listing to undecided. For example if you Favorite a listing by accident or change your mind, you can now click the same icon to make that listing go into the undecided category.

CC2: Ability to filter data on Mobile view by various parameters

In the mobile view of CC2, a user could filter by the updates and sort the data, but they could not choose which search to filter on which has been updated with a new interface.

CC2: A map of the listing location has been added in the Mobile detail view

Within the detail view on the CC2 report, a map view is available in the desktop view of CC2. However, there was no map when viewing this same report on a mobile device. A map section is now added to the mobile view of a detail report.

CC2: NEW! Profile Image for Contacts

Contacts can now upload their own photo within the CC2 site.

MLS Customizations and Administration

All options in this section are configurable via MLS Administration controls or by your System Support Manager as noted.

Rename Search Activity Folder

In preparation for our new sell side feature for CC2, the "Search Activity" folder, found within a contact record, has been re-labeled to "Buyer Activity."

Market Monitor: Updated label for Pending Status Category to reflect the MLS Label

We enhanced the Market Monitor to respect the data source label for Pending Status (Category 3) to match what the MLS has named it.

Inactivated Agents Report Name Revision

We renamed the Inactivated Agents report to Auto Inactivated Agents to clarify the purpose and functionality of the report.

Text added to password reset email confirmation page specifying the length of time to wait for email

Additional information has been added to the existing Password Request confirmation page requesting end users to wait 10 minutes to receive the password request.

Office Record Hyperlink added to the user record

The "Office" field label in the Agent Record now links directly to the User's Office Record for quick access.

Assume Identity Hyperlink added to the Paragon User Record

A new hyperlink has been added to the Agent record allowing the administrative user to assume the end user's identity directly from the agent record.

Password field removed from the User Audit Report

As part of the recent password changes, the password field has been removed from the User Audit Report.

Password removed from Agent Information Modal in Paragon

The password field (that could only be seen by Admins) has been removed from the agent information modal in all reports where it was previously displayed. This includes legacy and custom listing reports and all administrative reports.

Temporary passcode shortened

The temporary password has been shortened to be exactly 8 characters long. The password will continue to contain multiple character types and will be generated randomly.

Email that contains temp password no longer says LPS-REG

The email alias has been updated to appear as "No-Reply (Paragon)" instead of "LPS-REG".

Paragon can no longer be accessed using an IP Addresses

If an end user attempts to access a Paragon site via an IP address, a message will be displayed directing the user to contact the system administrator for a valid URL.

Password column removed from the Agent Security Report

The Password column and associated date has been removed from the Agent Security Report.

Password Field removed from Paragon Interface

To better secure access to Paragon and as part of Black Knight policies, the password field has been removed from being visible within the Paragon system for all users.

A backup Text Solution implemented for Password Reset Emails

An additional backup Text Solution has been implemented for the Password Reset Emails.

Maintain previous Temporary Password when a duplicate password reset request is identified

If a password reset request is identified as a duplicate, the same temporary password from the previous request will be sent to the user again. The life span of the temporary password will be reset to the maximum allowed by the customer.

Password Change Record added to Agent Audit Report

The Agent Audit Report will be modified to show when an end user submits a password reset and when the end user confirms his or her new permanent password.

Opt In/Out processes Implemented for SMS Text messages by Paragon

Paragon Users will be able to Opt In/Out from receiving text messages from Paragon. The process will be similar to the Opt In/Out process for email messages.

If the Password Reset configuration is set to Active, disable the Force-Password-on-Next-Login attribute

If the configuration setting for forcing password resets is set to Y, a warning message is displayed when a password change is active and the Force Password on Next Login attribute will be enabled but cannot be changed by an administrative user. This will prevent administrative users from interrupting the password reset process.

The ability to setup Clareity for one Board in a multiple board database

Several customers have requested the ability to provide different login pages based upon a Board's use of 3rd Party password management system (Ex. Clareity Security).

Remove the office filter from the agent transfer screen

Prior to this release, when using the agent transfer function within Paragon, the system would only display listings where the office matched the agent's current office. For agents that are transferred more than once, their previous listings were not available for selection. This has been modified to allow the Agent's previous office listings to be displayed for transfer.

Introducing CC2 Sell Side BETA!

With this release we are giving our customers a first look into our latest product, CC2 – Sell Side. The sell side version will focus on your selling clients who are looking to sell their property. It will contain activity tracking information, information on the property's competition, and a valuation tool to estimate potential price ranges and proceeds from the sale of your contact's home.

Corrected Issues

CC2: Must manually select lookup, not hit enter to search correctly

When using the location search field to limit the results to a city, state, zip, etc., the auto complete control was not functioning properly when clicking the Enter button. We have corrected this so that you must select the correct value instead of using the Enter Key.

CC2: Listings not loading after initial 6 results

A few CC2 users were experiencing issues where only the first 6 listings would load on the dashboard due to the user's browser zoom level, which has been corrected.

Search Option shown in Contact Manager conflicting with ability seen in CC2.

Consumers do not have the ability to edit searches that are created by their agent within CC2, for this reason, an update was made in the Contact Manager in Paragon to remove the "Edit Only" option as it no longer applies.

Corrected Issue: CC2 – Can only search by one property type. Selecting others causes errors.

Within the CC2 property search, you have the ability to choose which property types your Consumers should be able to search. However when multiple types were selected an error was returned. This has been fixed to allow a Consumer to choose a different property type.

Administrative Users could see all MLS messages regardless by whom they are created

During the testing and implementation of our new *Paragon for Brokers* and *Association Autonomy* initiatives, it was discovered that administrative users could view all MLS messages regardless of who created them. This has been resolved.

Agent Level Changes

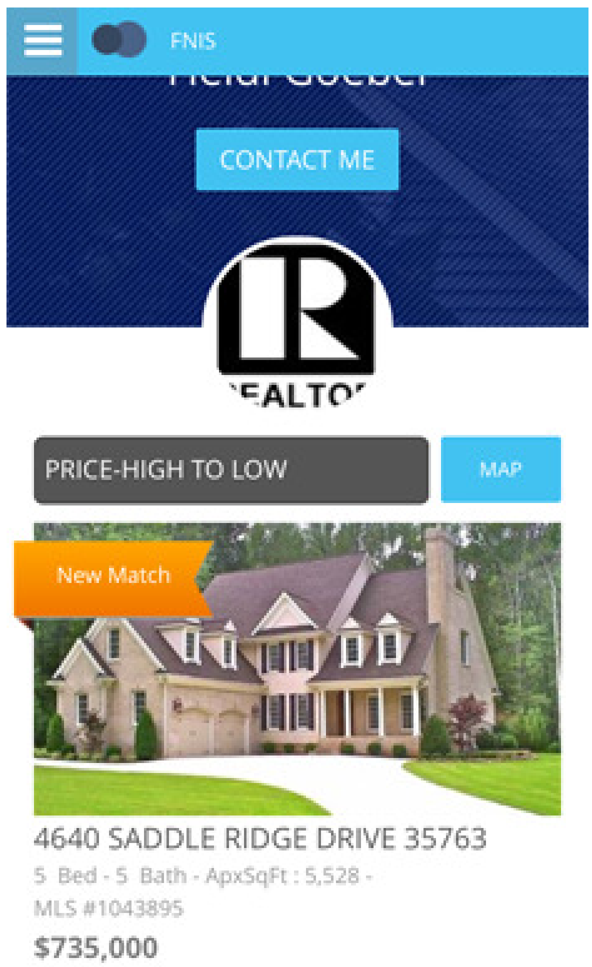
The following section contains changes that are active system wide and available to users based on their assigned security levels.

City and State added to listing expiration notice emails

We have enhanced the address format in the expired listing notification emails. Previously, the address for expired listings consisted only of the address without city and state information. This made it difficult for multi-state users to determine the true location of the address. The expired listing notification emails now include address, city, and state information.

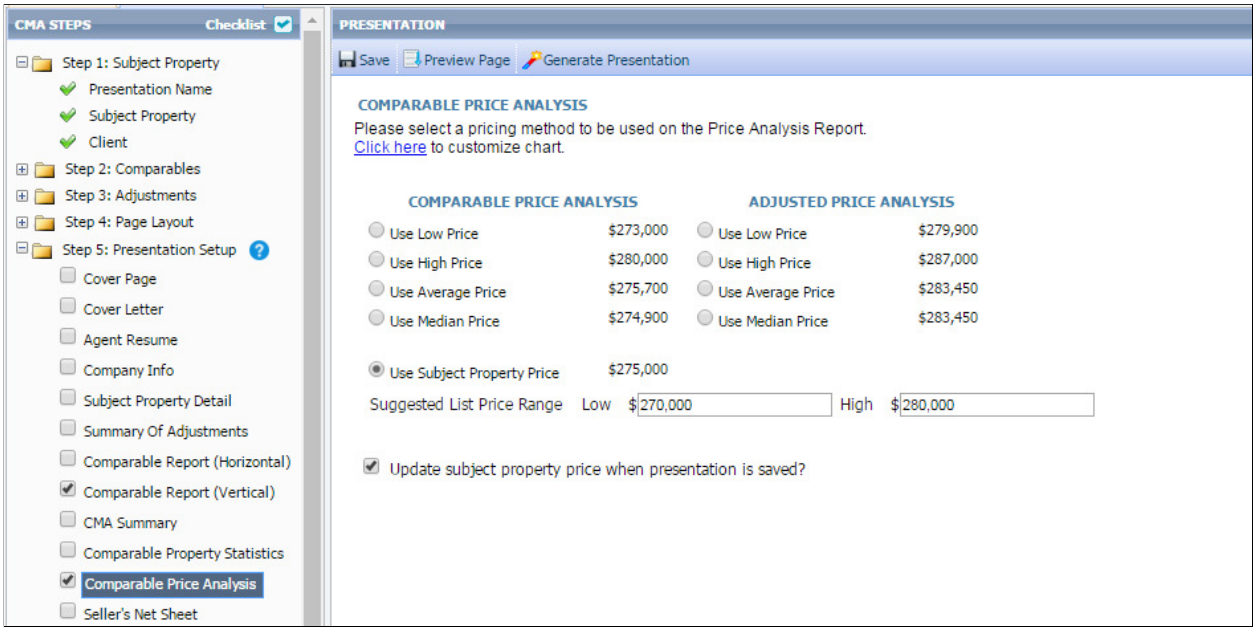
NEW! Ability to email a Mobile View!

Powered by the Collaboration Center (CC2) functionality, a new mobile view is now available for listings emailed manually out of the system. This new mobile view has a responsive design that detects when the report is viewed on a mobile device. Users can see property on various views.



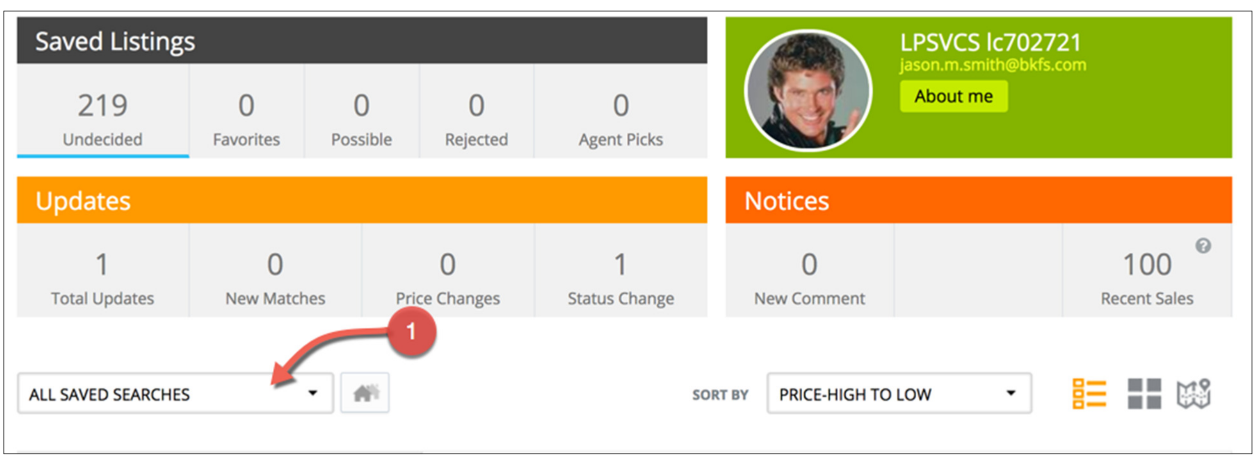
Add price range option to Comparable Price Analysis in CMA

There is now a price range option in the comparable price analysis within the CMA. The user can manually enter a Low and High price range to reflect in the price analysis report. If the user does not want a price range they can leave the "High" field blank and utilize the other options just like before.



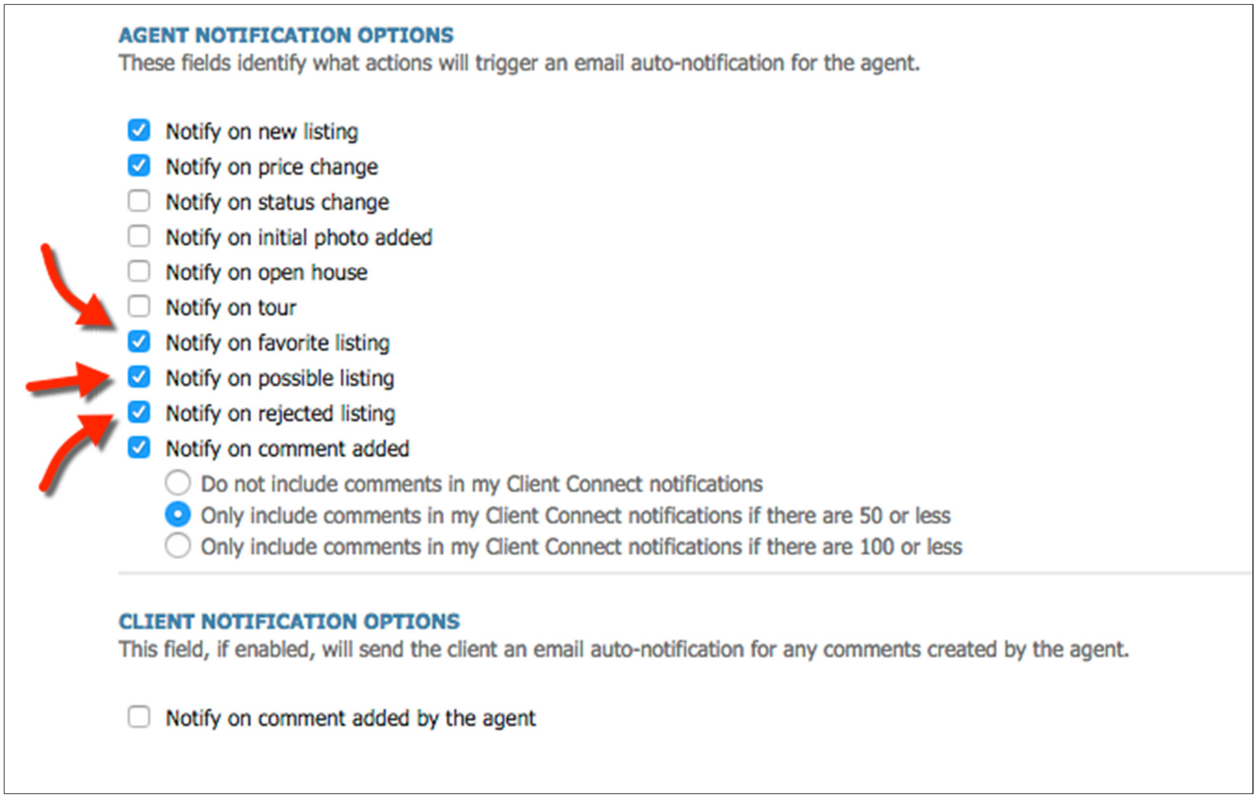
CC2: Dashboard Counts filter based on the saved searches

Prior to this release, filtering by a search only updated the contents within the Updates section. We have enhanced this functionality to include the Undecided, Favorite, Possible and other content to reflect the number based on the selected search. The application has been updated to now to filter all content based on the search selected. By default, the search filter is still set to All Saved Searches.



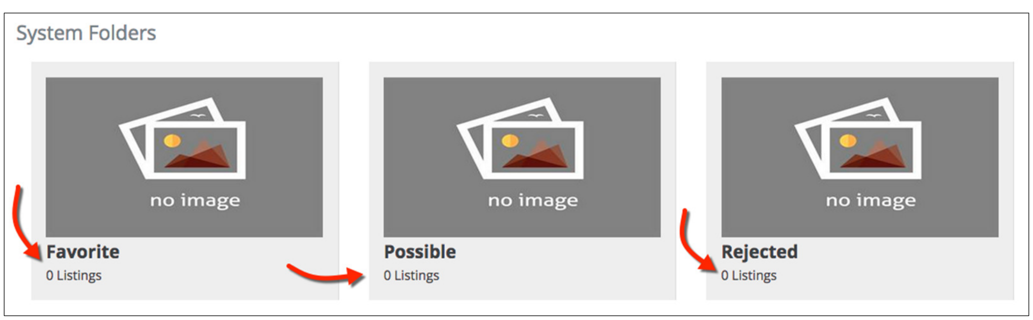
CC2: Emails for Agent Notification options are not being sent

Agents have several notification options to choose in Paragon. The ability to get notified when a listing is marked as a Favorite, Possible, or Rejected are three notifications that are enabled by default. However, when Consumers were marking these listings as so, the agents were not getting notified on these changes.



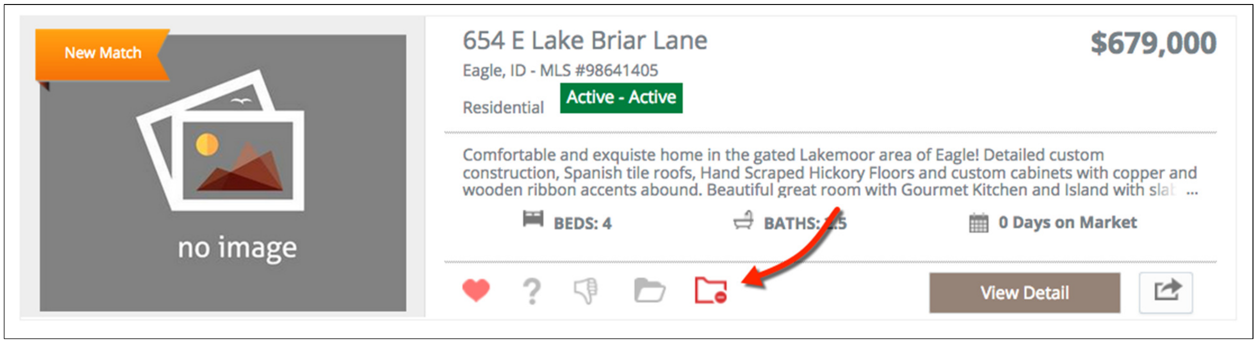
CC2: Favorite/Possible/Rejected having listings in them but the Saved folders are empty

A user would mark several listings as either Favorite, Possible, or Rejected in the CC2 system but when they navigated to the main menu and select "Saved Folders", the count for these folders would always display 0 listings. This has been corrected to display the correct number of listings in each folder.



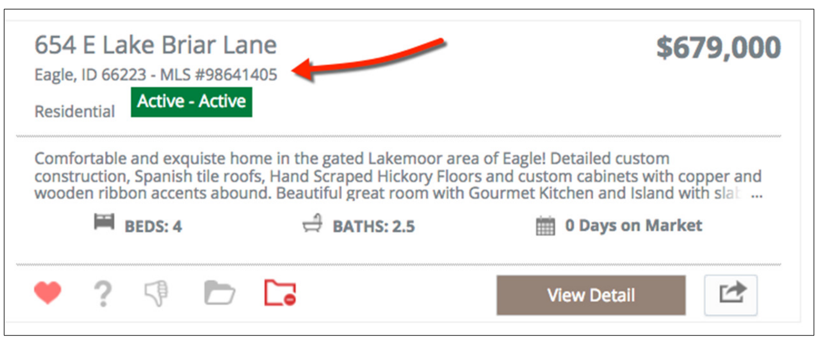
CC2: Ability to remove a listing from a custom folder

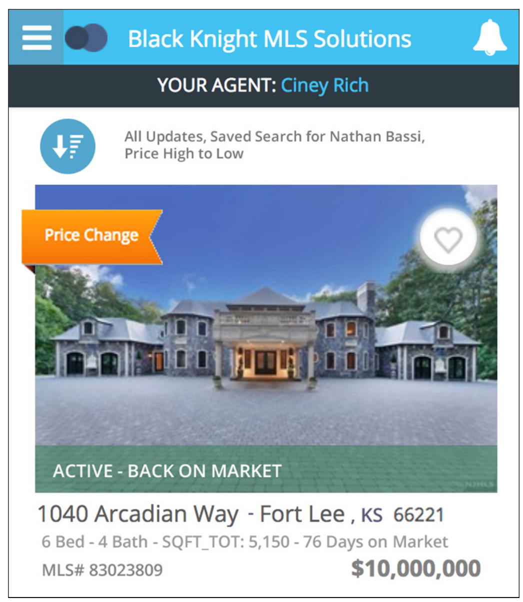
Once a listing has been added to a custom folder, there might be times when a user would want to remove it from that folder. To do that, a new icon was added next to the custom folder icon. This icon will appear in red and when clicked, it will present the user with a modal containing the folders that the listing is part of. Simply click the folder the user wants to remove the listing from and click the remove button.



CC2: Additional information added to the Mobile Thumbnail view

Several additional pieces of information have been added to the Mobile Thumbnail report in CC2 including the following: the MLS number, city, state, zip code, status and sub-status. Below are the changes to mobile and desktop views:



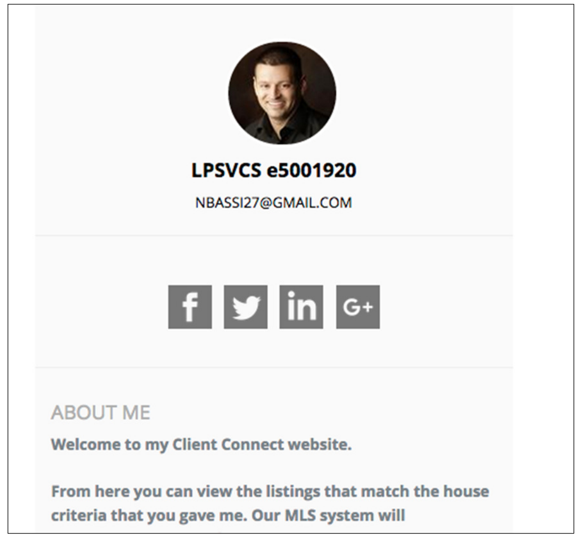


CC2: Property History now sorts newest to oldest instead of oldest to newest.

The property history section on the detail view was sorting the changes to the property correctly when viewing the different listing numbers assigned to it over the years. However, within those listing numbers the changes to that listing were sorted by the oldest first. This has been corrected so that all historical information is consistently sorted by newest to oldest.

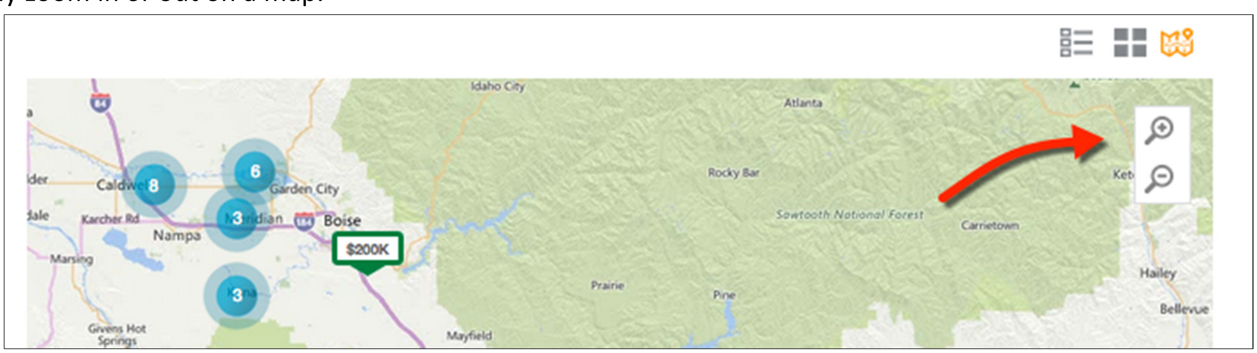
CC2: New “About Me” Agent Social Media Links

To provide further advertisement for the agent, social media links are now available to be added to both the “About Me” page and the Public view of a listing from CC2. The following options are available to be added via the Agent’s preferences: Facebook, Google +, Twitter, and LinkedIn. Clicking any of these links will load the social media page in a new browser tab.



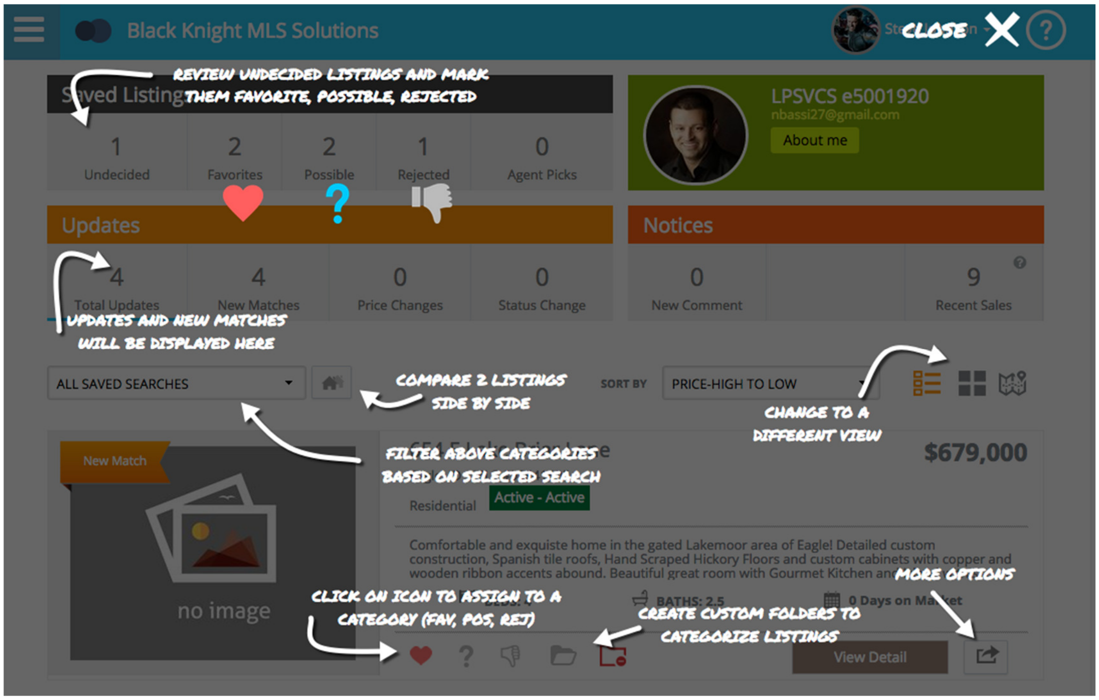
CC2: Zoom In/Out and Pan Controls added to CC2 Maps

All CC2 maps now contain a manual zoom in and out button. This will allow users running CC2 without a mouse to manually zoom in or out on a map.



CC2: New Help link added to CC2 for Consumers

For consumers new to CC2, a retrievable help overlay will now display on the screen during the first visit. This overlay will point out a few options on the screen that will help them get familiar with how to use CC2. The overlay is displayed on the main dashboard and when they run their first property search. The Help Overlay can also be accessed from a new Help button in the right corner of the page.



CC2: Agent image now changes everywhere from previous agent images

When an agent updated their agent image through Paragon, CC2 did not carry that updated image throughout the system and would only show the new image when a new comment was added. It will now update everywhere in the system.

CC2: Need a way to set a listing back to "Undecided"

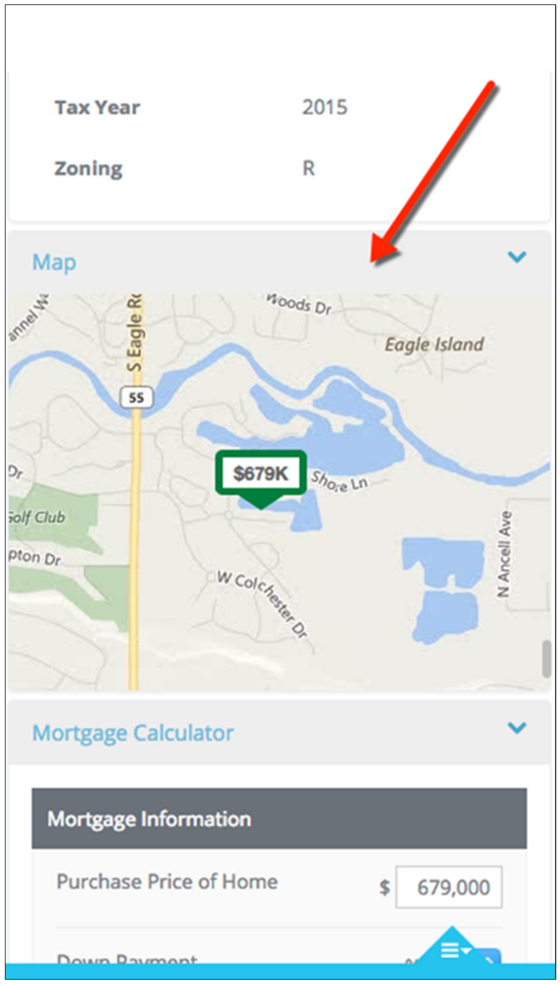
New to CC2, consumers can now uncategorize a listing back to undecided. For example if a consumer Favorited a listing by accident or change their mind, they can now click the same icon to make that listing go into the Undecided category.

CC2: Ability to filter data on Mobile view by various parameters

In the mobile view of CC2, a user can filter by the updates and can sort the data, but they could not choose which search to filter on; this issue has been corrected.

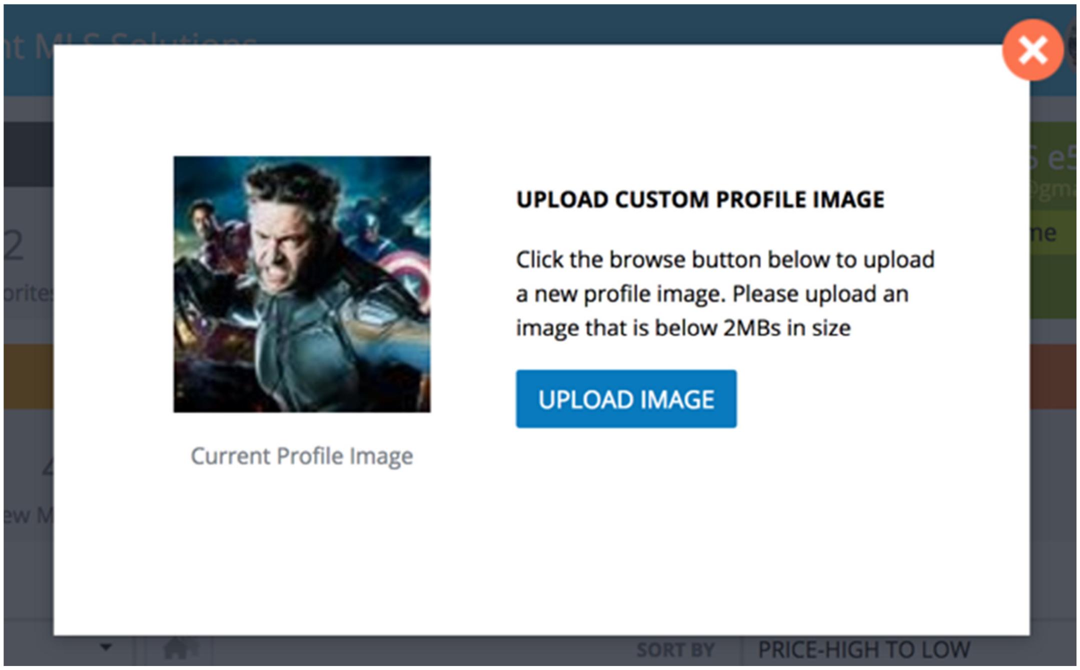
CC2: A map of the listing location has been added in the Mobile detail view

Within the detail view on the CC2 report, we have a map view available in the desktop view of CC2. However, there was no map when viewing this same report on a mobile device. A map section is now available in the mobile view of a detail report.



CC2: NEW! Profile image for Contacts

Consumers can now upload their own photo within the CC2 site. The profile image is located in the upper right hand corner of the page.

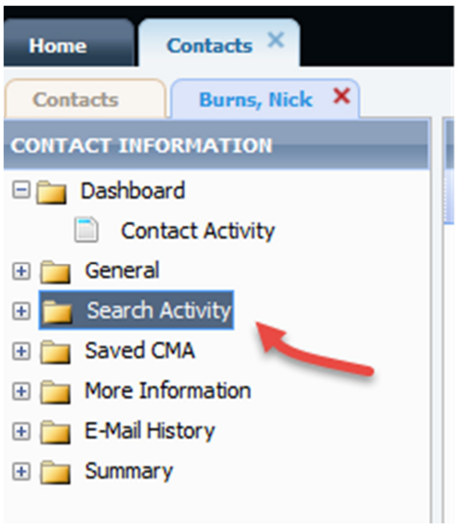


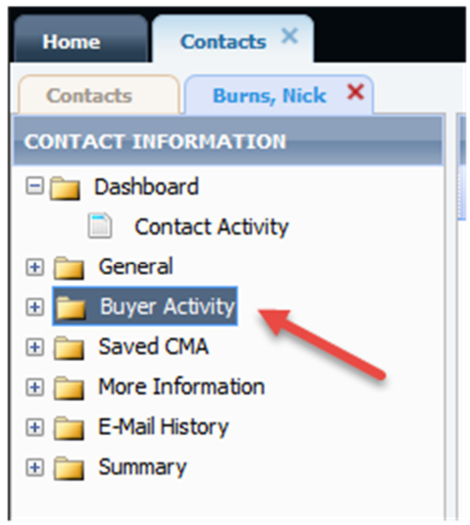
MLS Customizations and Administration

All options in this section are either configurable via MLS Administration controls or by your System Support Manager as noted.

Search Activity Folder Renamed

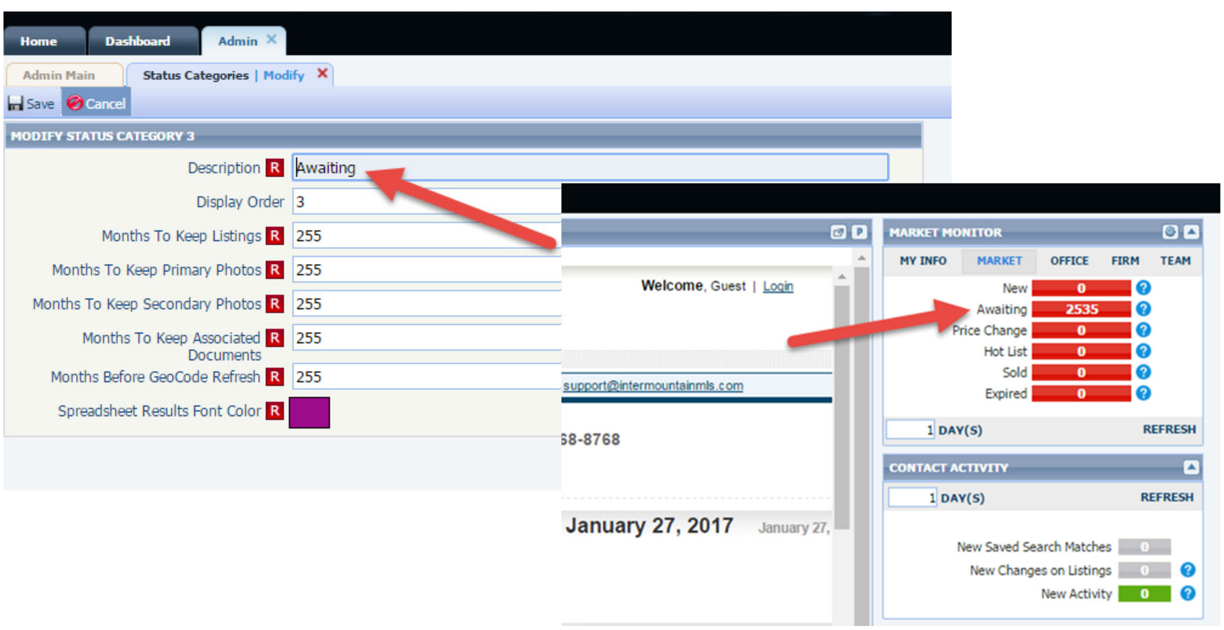
In preparation for our new sell side feature for CC2, the "Search Activity" folder, found within a contact record, has been re-labeled to "Buyer Activity." The goal is to have a "Buyer Activity" and a new folder called "Seller Activity" to be able to separate the two real estate processes.





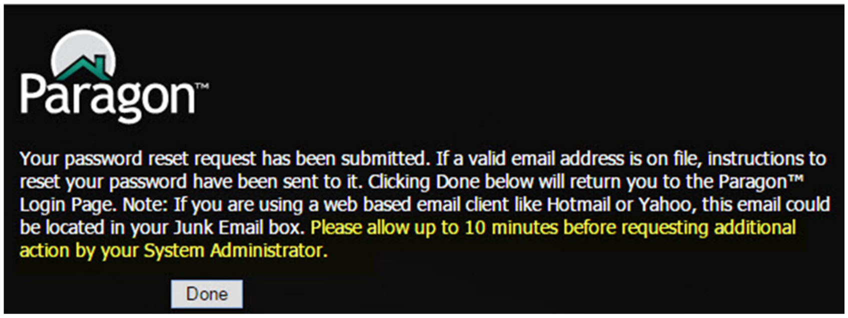
Market Monitor: Updated label for Pending Status Category to reflect the MLS Label

The Market Monitor has been enhanced to respect the data source label for the Status Category 3.



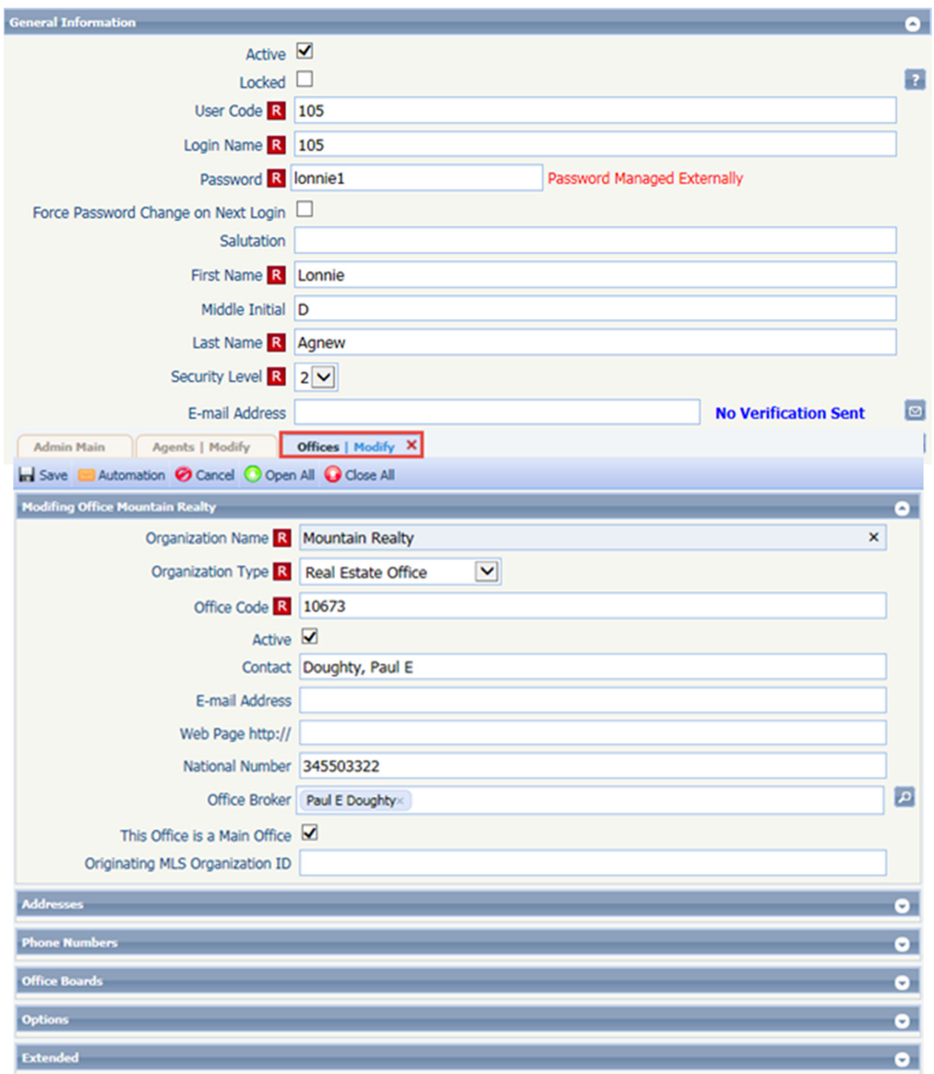
Text added to password reset email confirmation page specifying the length of time to wait for email

Additional information has been added to the existing Password Request confirmation page requesting end users to wait 10 minutes to receive the password request. New text is highlighted in yellow.



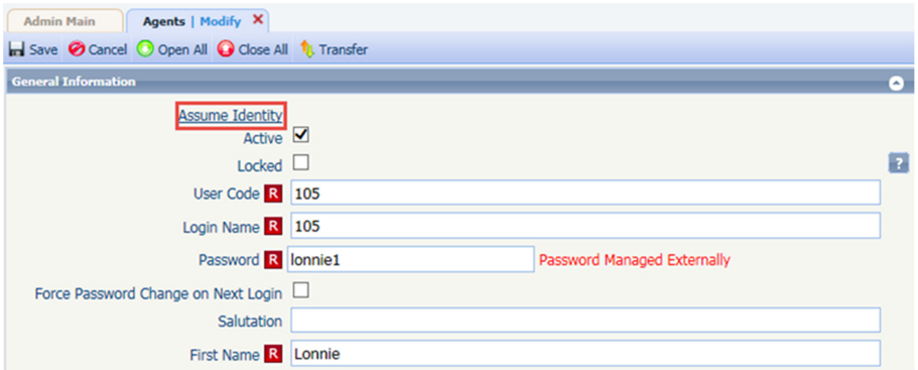
Office Record Hyperlink added to the user record

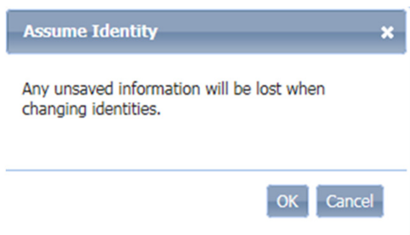
The "Office" field label in the Agent Record now links directly to the Agent's Office Record for quick access. The office is opened in a new tab next to the agent record tab.



Assume Identity Hyperlink added to the Paragon User Record

A new hyperlink has been added to the agent record allowing the administrative user to assume the end user's identity directly from the agent record.





Password field removed from the User Audit Report

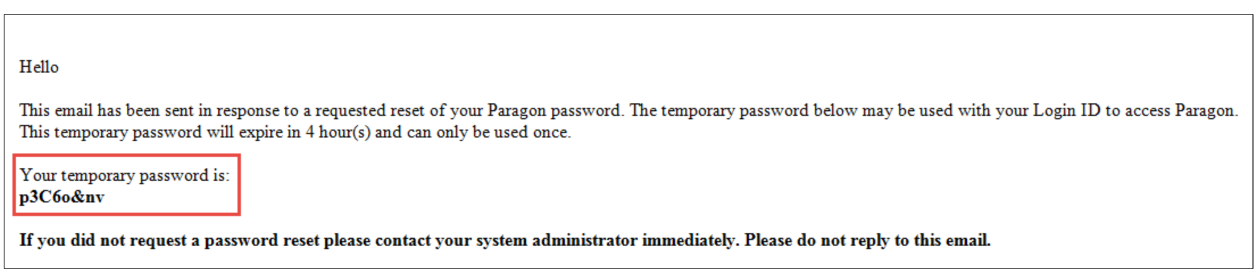
As part of the recent password changes, the password field has been removed from the User Audit Report.

Password removed from Agent Information Modal in Paragon

The password field (that could only be seen by Admins) has been removed from the agent information modal in all reports where it was previously displayed. This includes legacy and custom listing reports and all administrative reports.

Temporary passcode shortened

The temporary password will now be exactly 8 characters long. The password will continue to contain multiple character types and will be generated randomly.


Hello

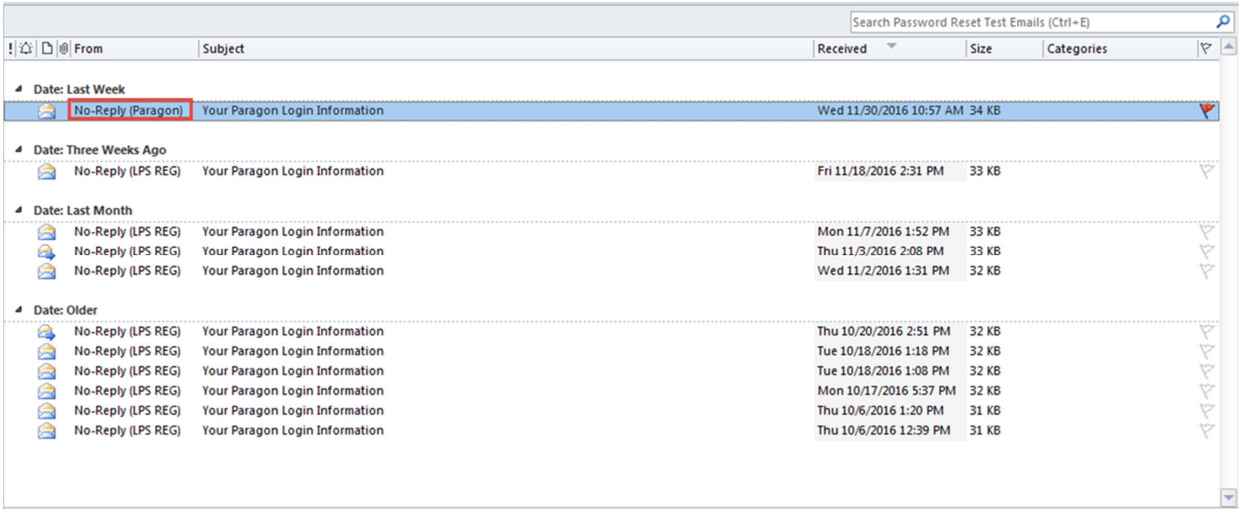
This email has been sent in response to a requested reset of your Paragon password. The temporary password below may be used with your Login ID to access Paragon. This temporary password will expire in 4 hour(s) and can only be used once.

Your temporary password is:
p3C6o&nv

If you did not request a password reset please contact your system administrator immediately. Please do not reply to this email.

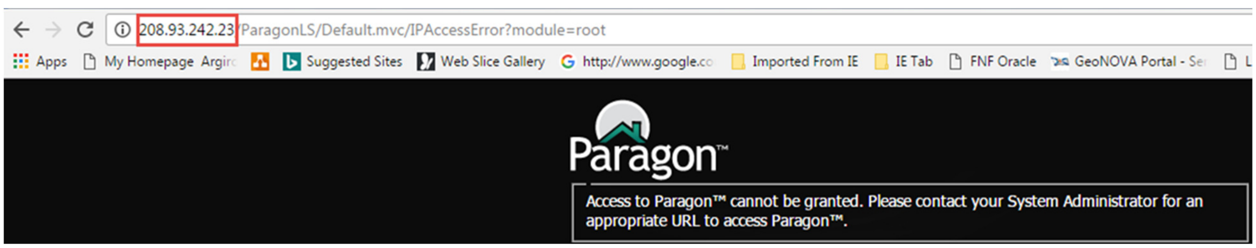
Email that contains temp password no longer says LPS-REG

The email alias has been updated to appear as “No-Reply (Paragon)” instead of “LPS-REG”.



Paragon can no longer be accessed using an IP Addresses

If an end user attempts to access a Paragon site via an IP address, a message will be displayed directing the user to contact the system administrator for a valid URL.



Password column removed from the Agent Security Report

The Password column and associated data has been removed from the Agent Security report.

Password Field Removed from Paragon Interface

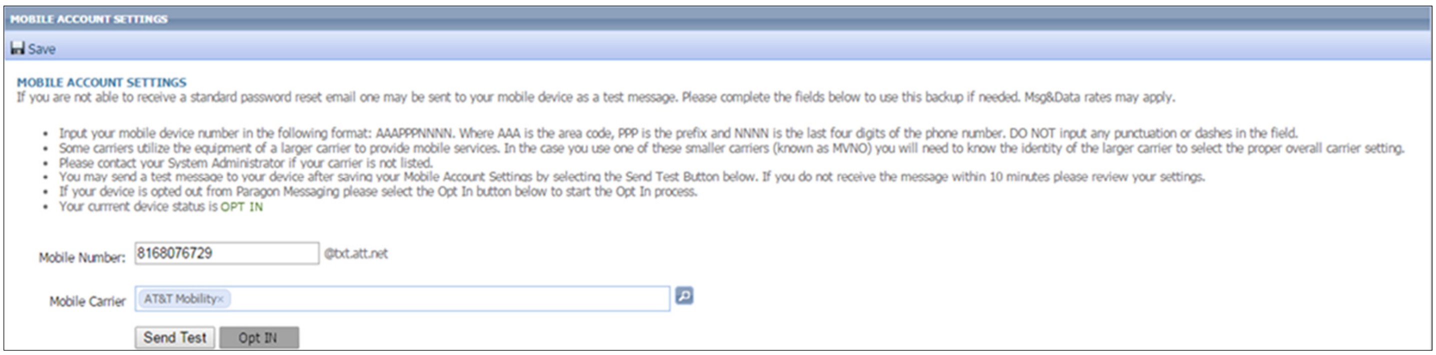
To better secure access to Paragon and as part of Black Knight policies, the password field data has been removed from being **visible** within the Paragon system for all users. The following changes have been made in order to comply:

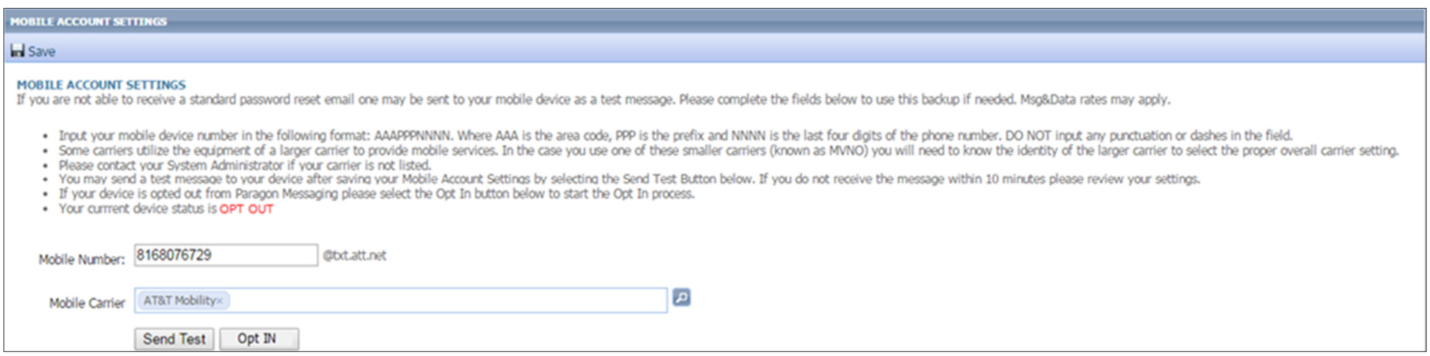
- ***A. The password field in the Paragon agent record will be replaced with a hyperlink that sends a password reset email to the end user. The hyperlink will contain the email address of the end user to which the reset email will be sent for easy visual verification of the destination.***
- ***B. The password field will no longer be required when adding or editing a user within Paragon.***
- ***C. When a new user is created in Paragon a password reset email will be sent to the agent automatically when the record is saved. The email address field must have a valid value in order for the email to be sent.***
- ***D. The User Codes (Group) function will be modified to identify users for whom a forced password change on next logon is not required (e.g. - RETS vendor password management).***
- E. ***The User Codes (Group) will be modified to identify users for whom the Forgot Password option will not be displayed on the Paragon Login page (shared reciprocal user accounts).***

Implement a Text backup option to Password Reset Emails

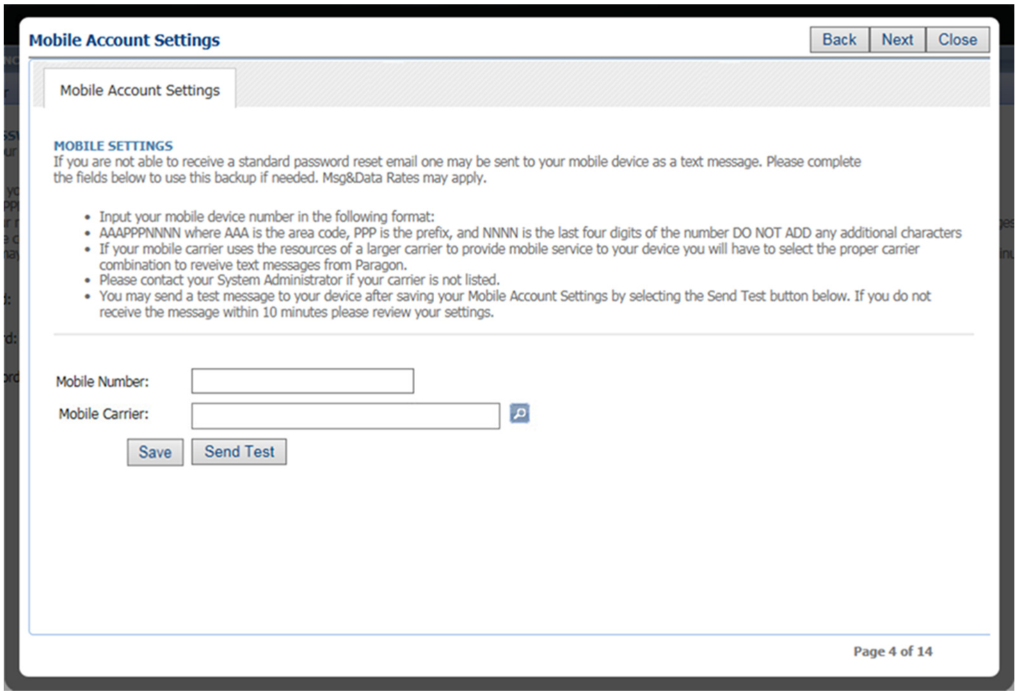
An addition backup Text option for the Password Reset Emails has been added to Paragon. This backup process will work as follows:

A. Paragon will send a password reset email to the user's email address and concurrently send a password reset text to the user's mobile device if he or she has configured the Mobile Account Settings section of User Preferences.
B. The end user will be responsible for maintaining his or her mobile account settings in the User Preferences module.

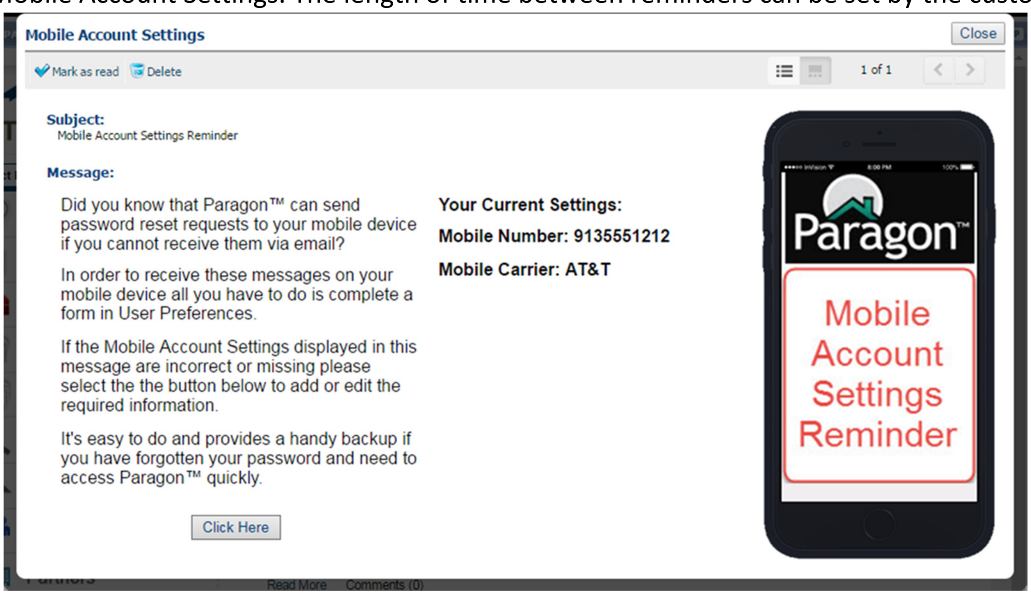




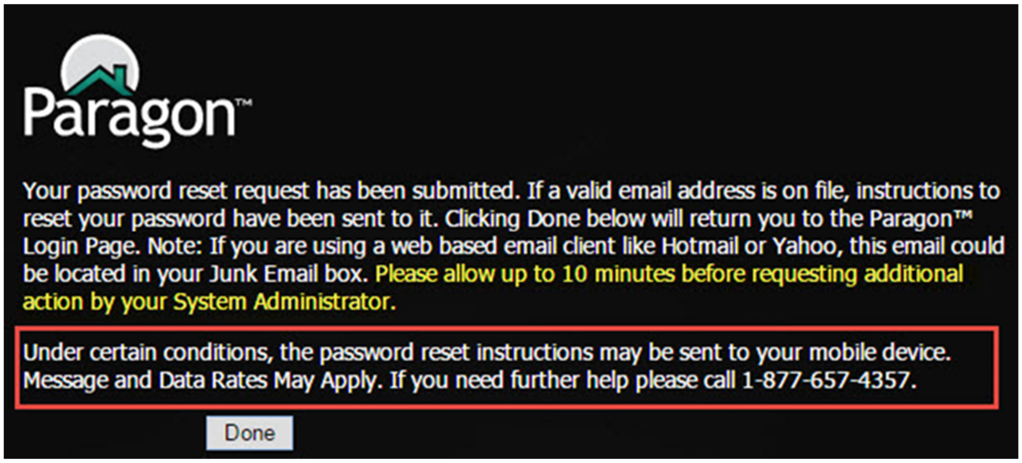
C. The Preferences Wizard will also include the Mobile Account Settings.

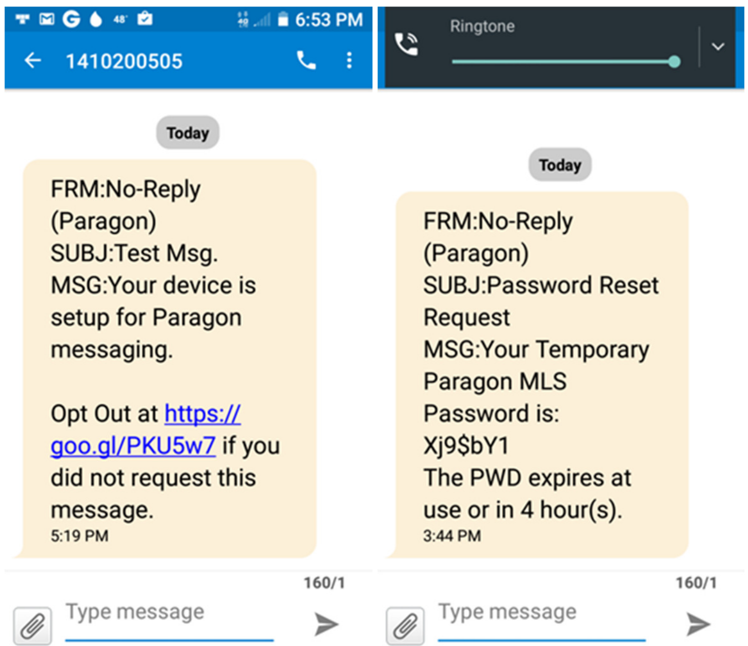


D. A MLS message will be displayed to all end users on a periodic basis to review and update their Mobile Account Settings. The length of time between reminders can be set by the customer.



E. Password Reset Confirmation Page and Text Message Samples.



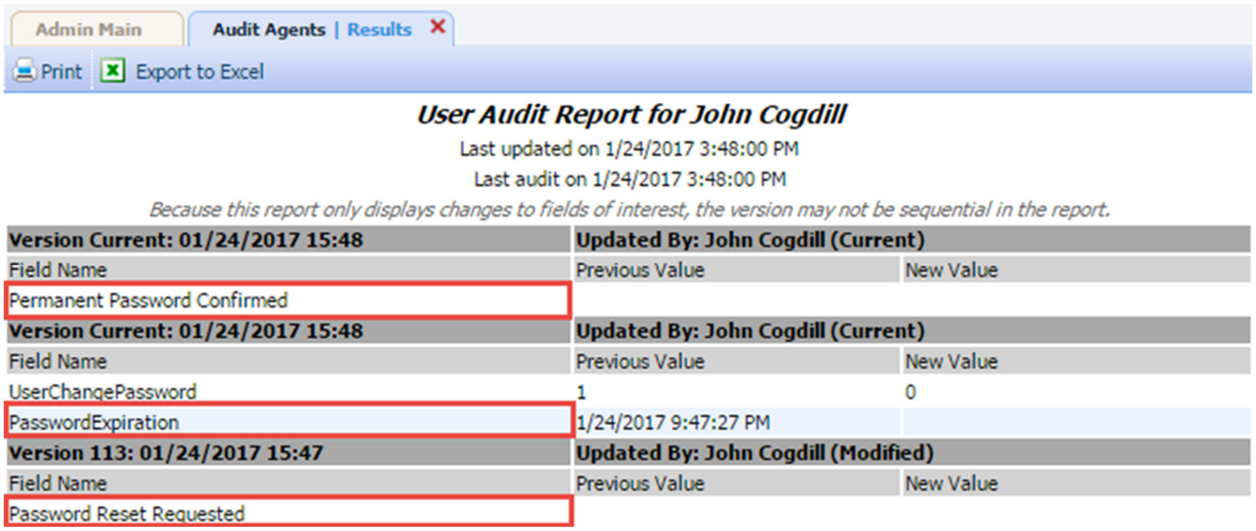


Maintain Previous Temporary Password when duplicate password reset request is identified

If a password reset request is identified as a duplicate the same temporary password from the previous request will be sent to the user again. The life span of the temporary password will be reset to the maximum allowed by the customer.

Add Password Change Record to Agent Audit Report

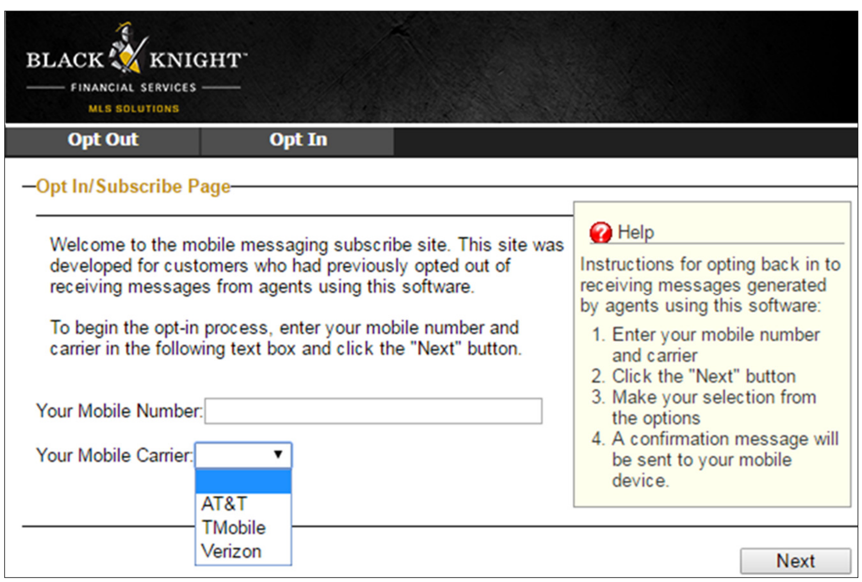
The Agent Audit Report will be modified to show when an end user submits a password reset and when the end user confirms his or her new permanent password.

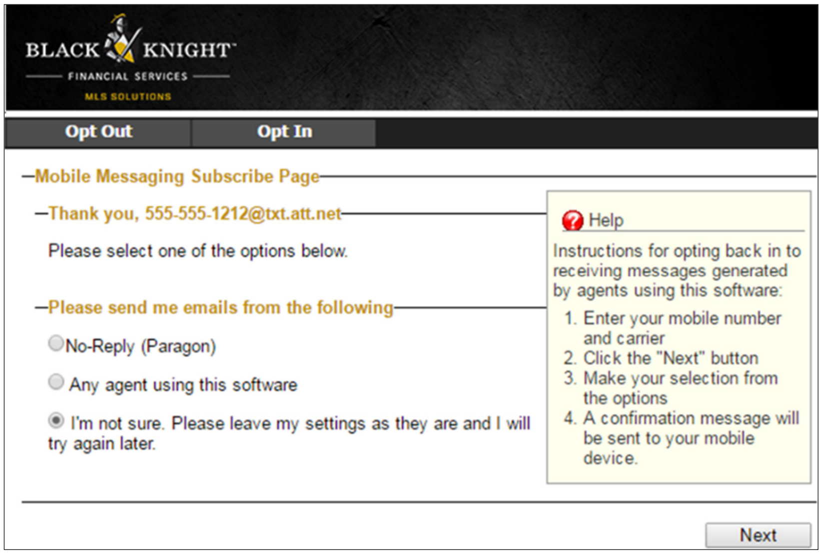


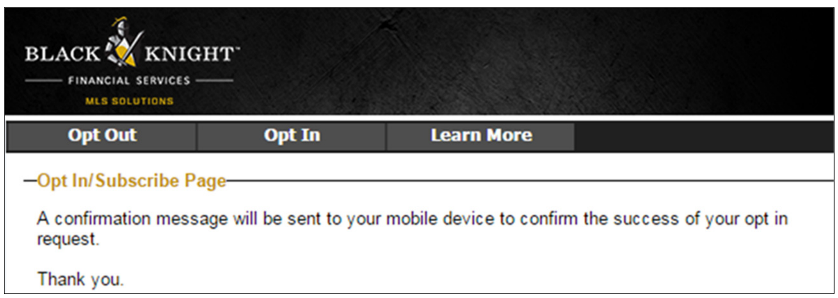
Opt In/Out processes implemented for SMS Text messages sent by Paragon

Paragon Users will be able to Opt In/Out from receiving text messages from Paragon. The process will be similar to the Opt In/Out process for email messages.

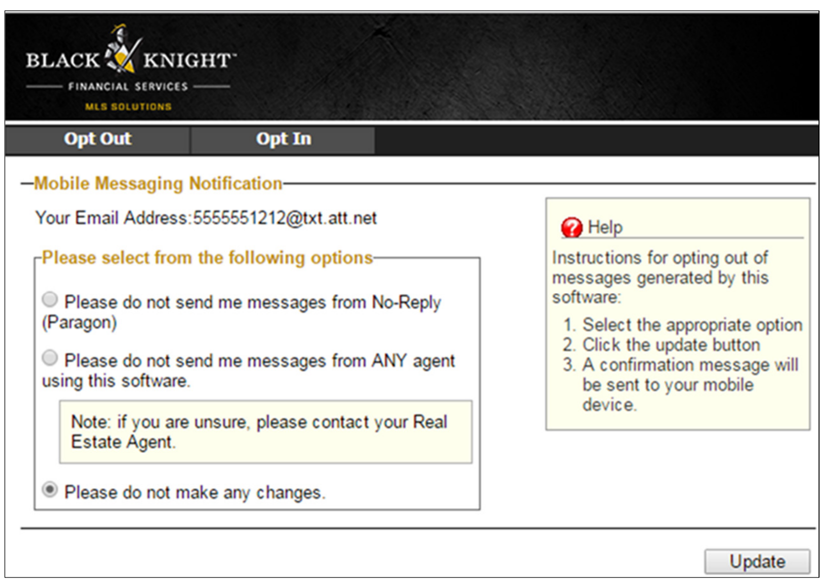
Opt In Process:

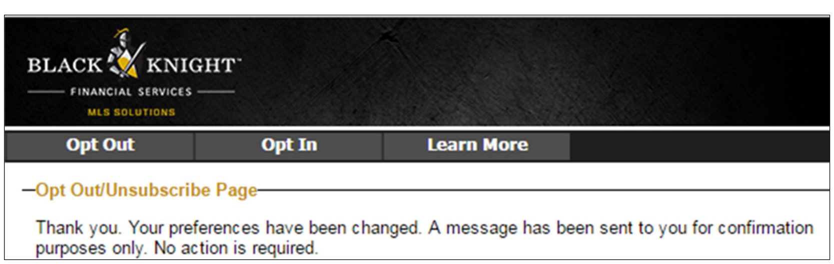






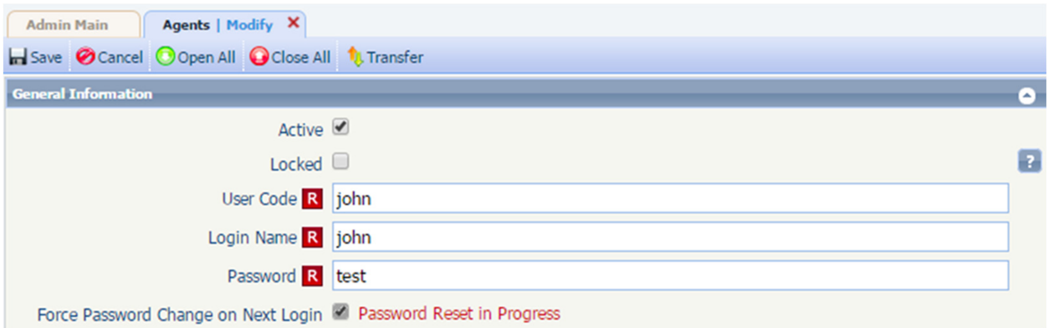
Opt Out Process:





Disable the Force Password on Next Login attribute in the agent record if password reset is active

If the configuration setting for enforcing password resets is set to Y a warning message is displayed when a password change is active and the Force Password on Next Login attribute will be enabled but cannot be changed by an administrative user. This will prevent administrative users from inadvertently interrupting the password reset process.



The ability to set up Clareity for one Board in a multiple board database

At our customers' request, we have added the ability to enable Clareity at the Board level of a multi-Board MLS.
Note: This functionality requires configuration and network changes to implement. Please contact your SSM.

New! Introducing CC2 Sell Side

Last November, Paragon transitioned all customers over to the new version of their Collaboration Center (CC2). This new version contains several new features and enhancements along with a new modern responsive design. This allows your clients to access your portal information on any computer or mobile device.

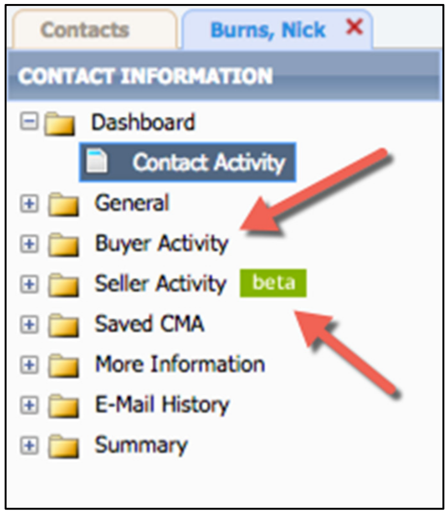
While the new CC2 is exciting and has been well received, Black Knight MLS has decided to add something new and exciting to the Collaboration Center. CC2 today, is only designed to work with the buyers looking to purchase a listing or property. In 5.57 we are giving you a first look at our latest product, **CC2 – Sell Side**. The sell side version will focus on your clients who are looking to sell their property. It will contain activity tracking information, information on their home's competition, and even a valuation tool to estimate potential price ranges and proceeds from the sale of their home.   Below are more details about CC2 sell side.

It's in BETA Mode

There is still more cool functionality we'd like to implement in CC2-Sell Side before we release it to the masses, so we configured the sell side to be disabled for 5.57. If an MLS organization is interested in using CC2-Sell Side in Beta, you can contact your system support manager to enable this feature.

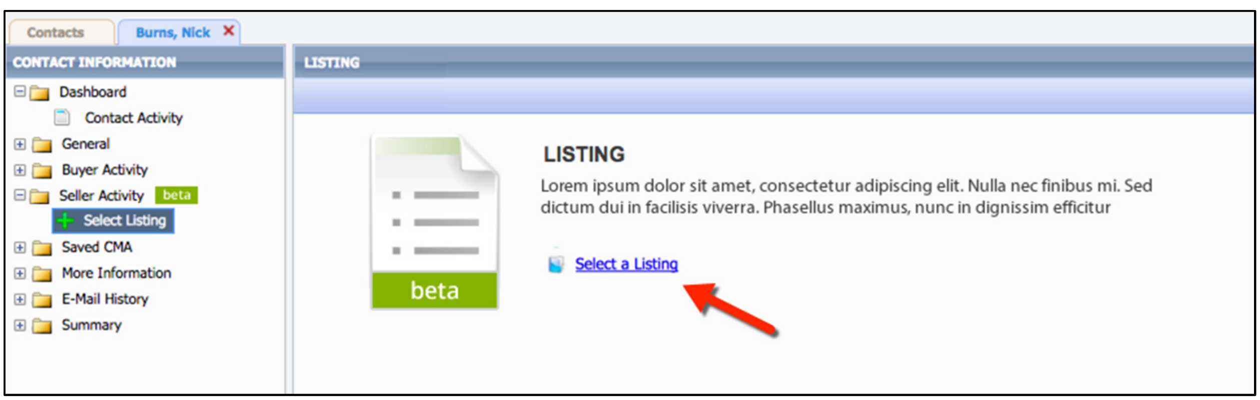
Let's Set a CC2 Sell Side Up

Now that you know what CC2 sell side is, let's look into the setup. The process to setup a sell side site is almost identical to the steps to setup a CC2 Buy Side site. Speaking of "Buy Side" and "Sell Side" we have done some updating to your folders within contact manager. Prior to 5.57 you had a folder called "Search Activity." This folder has been renamed "Buyer Activity" to help separate the difference between buyer and seller activities. You will then see a new folder called "Seller Activity". This is where you will setup your CC2 Sell site.



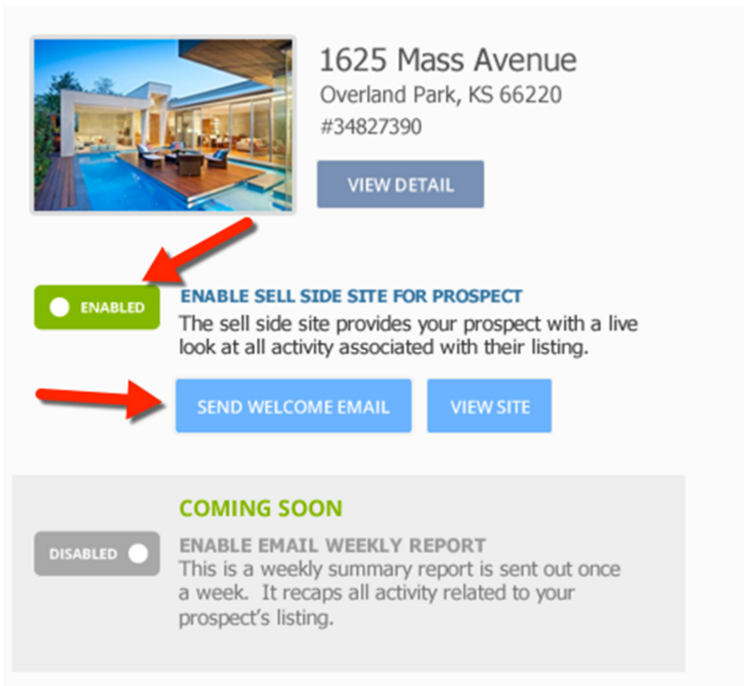
Select a Listing

Once you open the "Seller Activity" folder, you will be directed to select a listing. For 5.57, the listings available to the Agent will only load where the agent is found to be the list agent 1, 2, or 3. Simply select the listing or listings that belongs to the client and follow the next steps to setup a site.

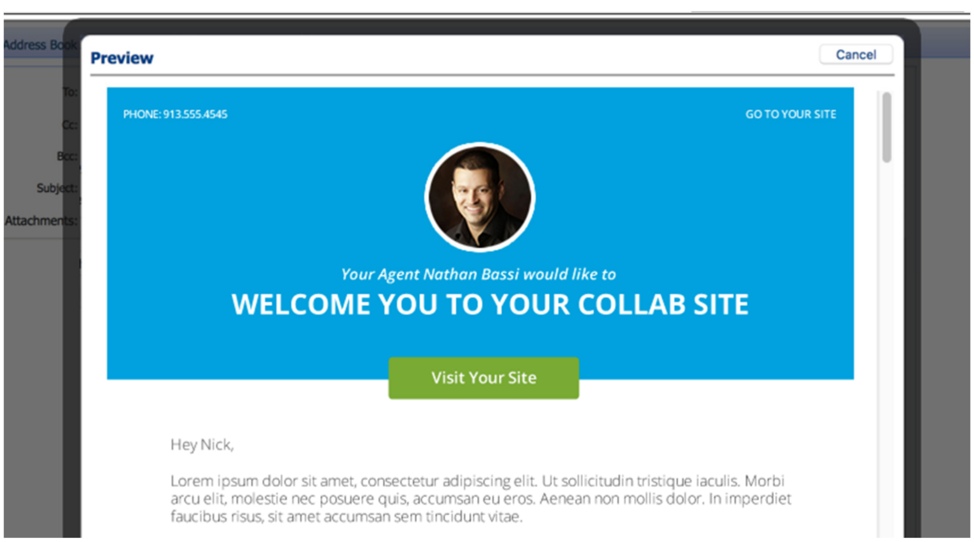


Enable CC2 Sell Side

After the listing has been selected, the next step is to enable the site. Click on the disabled button to toggle the enable option. Once enabled you should see two additional buttons. The first button is the "Welcome Email." This function will allow you to invite your client to the CC2 Sell side. The welcome email is a bit different than the sell side. You will have an option to compose a message, however there is additional content within the email that you will not initially see. We added a preview button on the email for you to see the completed email prior to sending it. This email will contain helpful information to explain to your clients as to what CC2 Sell side is. Click the send button to finish the setup.



Note: if this is the first time you have used CC2, you will have to follow the CC2 wizard to setup a site. The Buy side and sell side use the same setup so you only need to do this once total.

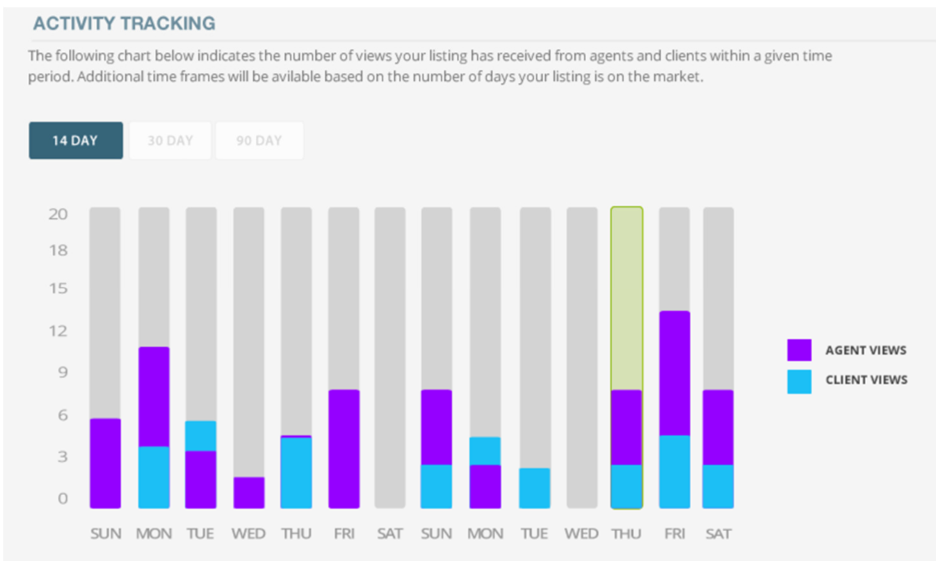


CC2 Sell Side Features

After the Sell Side site has been set up, let's look at some of the features your clients will enjoy. The first feature to point out is the fact that the site is 100% responsive. This will enable your clients to access the site using any computer or device. If your client is already running a CC2 site (buyer) to find a new home, you can toggle back and forth between the two sites. The sell side features are displayed across three tabs (Activity, Competition, and Valuation).

Activity Tracking

Activity tracking tracks both the number of times an agent and prospective buyer viewed your listing in a detail view. For example, if an agent views your client's listing in a detail report within Paragon it will add a count. Same for any prospect that opens the listing in a detail view within CC2. Also, if you change the price of the listing the chart will indicate when the change occurred so you can see the activity after the price change. The chart has three time frame options 14 days, 30 days, and 90 days.

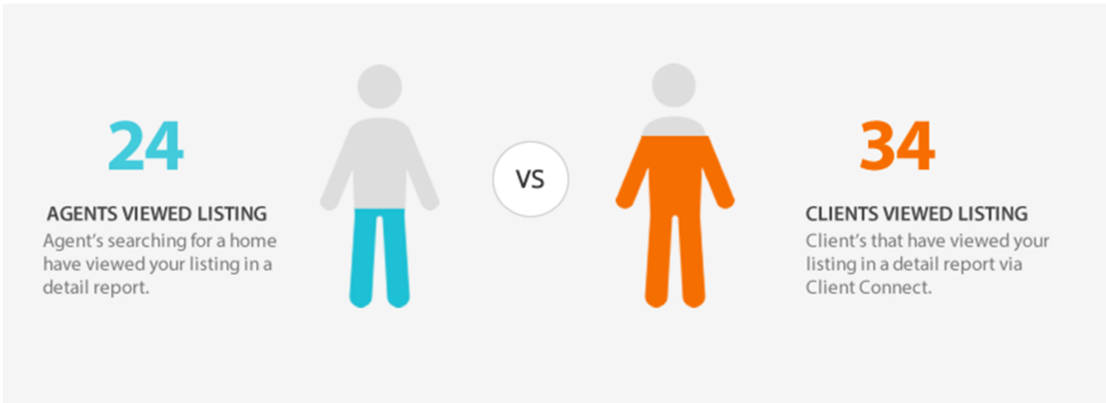


Client Activity

Through our current CC2 sites, we can track how many times your listing was marked as a favorite, possible, rejected or undecided. This will allow your client to view how popular their listing is in the eyes of prospective buyers.

Agent vs Prospect Views

The next section of the sell side dashboard will allow your clients to view the total number of times an agent and a prospective buyer has viewed your listing.



Agent Recommended

When an agent recommends your client's listing to another prospective buyer the site will provide you with a count.

Number of Saved Searches

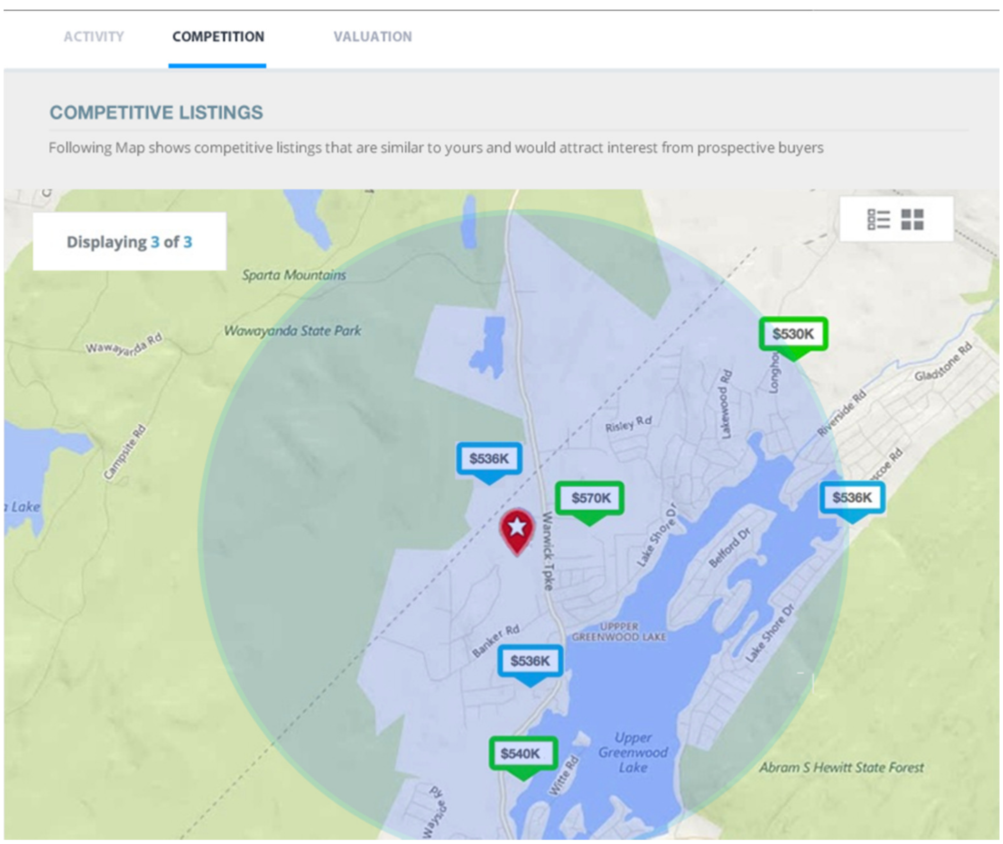
The saved search section will inform your client the number of times their listing was saved in a search created by either an agent or a prospective buyer.

Social Activity

The social activity section tracks the communication and sharing of your listing with agents and prospective buyers. It will track the number of times your listing was emailed, shared on Facebook (optional feature), or any comments made about it buyer either an agent or prospective buyer.

Competition

The second tab on the site allows your client to view their property's competition. The site will take similar characteristics from your client's listing. It will then map your client's listing within a five-mile radius search and return any Active or Sold listing within that radius.



Valuation

The valuation tab provides estimated values for your client's property that are derived from public record sources through Zillow and Black Knight Data and Analytics. Based on the information available from these sources, we supply a value range for your client's property market value and a profit estimate from the potential sale. Please note that neither the value range nor the profit estimate constitutes as official amounts, but as mere estimates to provide analytic data.