CLAIRE BUYER MANAGEMENT

Functionality

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FEATURE	DEFINITION	NOTE
LISTING AUGMENTATION – CRM SUPPORTED	Uses standard REAXML – Listings pushed from CRM. All CRM's that use industry standard portal pushing are supported.	Claire is dependent upon the accuracy of the data provided in the listing
ADDITIONAL CRM DATA FIELDS	Claire can further augment certain conversations with additional information from certain CRM's. The following is currently supported. Rex • Custom Price Conversations • Contract of Sale • Council Rates • Strata Fees • Water Rates • Pest and Building Reports • CMA document Vault • Custom Price Conversations • Contract of Sale • Council Rates • Strata Fees • Water Rates • Pest and Building Reports • CMA document • Pool inspection document Agent Box • Custom Price Conversations • Contract of Sale • Council Rates • Strata Fees • Water Rates • Pest and Building Reports • Rental Appraisal • CMA document • Pool Inspection document Box N Dice • Custom Price Conversations - not supported • Contract of Sale • Council Rates • Strata Fees • Water Rates • Pest and Building Reports • Rental Appraisal • CMA document • Pool Inspection document	This functionality is reliant on CRM (third-party) API's availability/uptime. Some CRMs require custom fields to be created to support this functionality. Propic can provide guidance on adding these fields, and the client will need Admin permissions to CRM to accommodate these fields.

	Move • Under Development anticipated Q1 Production Release Property Me • Not supported by API	
WEB UI	Claire offers customers a choice of the following web UI's for properties: -Micro listings -Inline (embedded Conversational AI) within your own website -Traditional "Pop Up" chat Ability to have a vanity URL and vanity email address	The inline solution requires simple web development to be undertaken by your Web developer. Whilst Propic will assist your web developer, Propic is not responsible for the development or design.
CONVERSATIONAL AI	Claire uses a combination of Natural Language Processing, Machine Learning and Large Language Models	Responses may vary depending on the property data and the LLM response to that and data training.
BRANDING/TONE OF VOICE	The following branding options are available for branding and tone of voice • Web Site Concierge On: • Auto Open On Page Load: • Maximal Load • Name Of Your Web-Page AI: • Your website URL: This secures Propic's Conversational A.I. to your domains and blocks others. • Background Colour: (popup, email) • Header Background Colour: (popup, microsite, email) • Header Text Colour: (popup, microsite, email) • Bubble Background Colour for agent messages: • Bubble Text Colour for agent messages: • Bubble Background Colour for user messages: • Bubble Text Colour for user messages: • Background colour for the text input box: • Text colour for the text input box: • Text colour for placeholder text in text input box: • Colour of the send icon in the text input box: • Email Highlight Text colour:	

	• Email Button Colour: • Enrich - Text Colour Highlight: • Email Text Font Colour: • Campaign Reporting Highlight Colour : (Must Contrast with Header Colour) • Google Analytics Token: • Assistant Name: • Chat Width: (inline) • Chat Alignment: (inline) • left • Choose Alignment • Chat Logo: (microsite) Format: jpg, jpeg, png • Shape: Square (aspect ratio 1:1) • Dimension: 500 * 500 px (max) • Brand Logo: (microsite, email)	
AGENT PROFILES	Agent profiles are automatically pulled from REA and or Domain. It is the Agents responsibility to maintain their profiles	
EMAIL RESPONSE	Claire uses API's/Webhooks to respond to portal enquiries currently REA, View and Domain are supported. Email branding includes Agent Photos, Agency Logo, and main agency colour. Email responses use generative AI to produce a response to consumer questions	Propic in its discretion will progressively add additional portals based upon customer demand over time. Responses may vary depending on the property data and the LLM response to that and data training.
LISTING SUCCESS NOTIFICATIONS	When listings are pushed to Claire, an email notification is sent to the office confirming success and the office is provided a QR Code which can be used in all marketing which will direct the consumer to Claire to be served. This QR Code can be turned on or off	
CONVERSATIONAL LISTINGS	Claire supports branded Micro Listings, Inline (the ability to embed conversational AI on your own listings) or pop-up chat on your listings. The micro listings support the same digital assets that are pushed to the portals and must conform with that requirement (REA/Domain). Assets not supported by the portal is not supported by Claire.	

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	Claire's Conversational AI uses a combination of Natural Language Processing, Machine Learning and Large Language Models	
MULTILINGUAL	Claire supports the following languages: ● English ● Mandarin ● Arabic ● Vietnamese ● Cantonese ● Punjabi ● Greek ● Italian ● Filipino/Tagalog ● Hindi ● Spanish ● Nepali ● Korean ● French	The language preference of the consumer is determined by the language settings of the consumers browser
VENDOR REPORTING	Vendor reporting is provided to each Agent weekly (Mondays) in email format. Branding utilises the theming in the onboarding portal. Only branding is configurable by the customer, there is however the ability to customise email subject header. Refer to reporting API for custom data solutions available via Claire's API in this document.	
AGENCY BRAND REPORTING	A log in to Claire insights can be provided to each office and where applicable to Corporate. Insights are aggregated and structured as follows: ● Brand ● Office ● Agent ● Property Key metrics include but not limited to: ● Time period ● Number of Offices, Agents, and Listings ● Number of listings ● Number of enquiries handled. ● Number of people spoken to ● Number of conversations ● Types of conversations ● Number of Leads	Note permissions settings determine who can see what. For example, an office can only see their data

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	• Number of Intent Signals • Conversation Detail • Days and Times of Conversations	
AGENT LEADS	An agent receives the following notifications via email. • Copy of Claire's response to enquiries • Leads (contact information, conversation summary)	
AUGMENTED LEADS	When a consumer enquires via the portal or via Claire directly and automated process occurs to try to match the PII data provided with third-party data sources and Propic internal property data.	It is important to note that augmentation depends upon the PII data provided by the consumer and the availability of third-party data on that consumer. Refer to the terms and conditions on augmented data.
AUGMENTED LEADS & CRM DATA	In Q1 2025 Claire in addition to augmenting leads from third party PII data sources she will also cross reference your CRM data to see if there are any records (contact information and or property address) and return this information in the Augmented lead. This feature can be turned off. Initially the following CRM's will be supported: • Rex • Agent Box • Box n Dice • Vault	This feature is not yet currently available. When launched it will return contact information and or a property address irrespective of contact ownership due to the fact the consumer has enquired on an agents listing and Claire is simply seeking to identify the consumer and where they live.
AUGMENTED LEADS & REA LEAD SCORING	realestate.com.au (REA) Lead Scoring is only available to customers that have Premium Plus realestate.com.au subscriptions, and will automatically activate on connection of your account with REA	
LEAD TO CRM	Enquiries managed by Claire can now be pushed into the following CRMS • Rex - production • Vault - in QA • Agent Box - in QA • Box n Dice - in QA	Augmented lead data is appended to the lead as a note. i.e. property address details are NOT created against the contact as it is important for an agent to validate this type of information.

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GOOGLE ANALYTICS (GA4) and UTM	Claire provides integration with Google Analytics v4. The client is required to provide their GA4 Token for the integration to be activated. Key engagement events with Claire are pushed through to GA4 and are noted that the events are occurring inside the Claire interface (Microsite, Inline, Bot). In the event that the client is using url parameters (UTM) within their digital marketing activities, then Claire will push these url parameters to GA4 for deeper analysis and understanding digital marketing engagement and conversions in the Claire interface.	Propic does not provide support for Google Analytics. Propic enables the integration only. Any reporting or customisations within Google Analytics are at the client's discretion and capability.
VISION AD COPY	You can upload photos and 2D floor plans into your CRM and push the listing to Claire first. If vision is turned on for your office Claire will email suggested ad copy. The format of the ad copy can be customised to each offices preferred formats and channel. The web app (linked within the email) enables you to make changes to the copy and will retain versions. This feature is available for two weeks from the date the listing is pushed to Claire. The following options are available per office: ● CLAIRE Image Vision (on/off) ● Add Vision Copy to Enquiry & Chat Capability (on/off) ● Add Floor Plan Copy to Enquiry & Chat Capability (on/off) ● Use Vision Template	
ADDITIONAL INSTRUCTIONS	● Ability to provide additional instructions/guard rails per brand and or office ● Ability to add extra disclaimers and policies text to the UI	
DOCUMENT UPLOADER	The document uploading feature enables at either an agency level or listing level to upload any PDF documents and Claire can learn and incorporate this content in responses. Agency ● Only PDF files are accepted. ● Each document must not exceed 20 MB.	The user bears all responsibility for documents and content uploaded to the platform and the accuracy of this information. The user is also aware data uploaded to the platform should not conflict with data already provided to

	• You can upload a maximum of 4 documents per agency or listing • The total number of pages across all documents must not exceed 40 pages. Per Listing • You can upload up to 4 PDF documents, with a maximum size of 20MB per file. • The total number of pages across all files cannot exceed 40 pages per property	the platform from your CRM. Doing so may impact the quality and accuracy of responses to consumers.
GOOGLE PLACES	If turned on Claire can extract relevant points of interest for every single listing and the distance from the property. This includes ~200 categories e.g. schools transport options, shops, recreation facilities, restaurants etc. This also includes reviews where available. This data can then be surfaced in conversation where relevant including links to relevant website and or google maps.	
CLAIRE THE DATA SCIENTIST	Claire can extract relevant market data from the Propic data lake for all listings. This can be turned on or off by each office • Include DOM: • Include Historic Median Price: • Include Current Median Price: • include Historic Median Rent: • Include Current Median Rent: • Include Current Gross Rental Yield:	
EMAIL MAPPING – LEAD DROP	If you are using Rex Lead drop and advertise the lead drop email verse the agents work email. This feature enables you to continue to advertise the lead drop email but Claire will send leads to the agents work email	
BANNER ADVERTISING	Offices can now include banner ads on all emails going to consumers. These are at the bottom of each email and can be redirected to any web page. 1. Allowed image formats are jpg and png only. 2. Allowed width and height sizes for 10-7000 px and 10-7000 px respectively. 3. Maximum allowed file size is 1MB. 4. Rectangular images display better	Propic is not responsible for the generation of the images, or the performance of these campaigns.
AVATARS – SYNTHETIC AGENT	When enabled Claire is will create and email a video introduction for every listing. This process including the script is automatically created by the platform and is emailed as a link to	Custom Video and Voice Avatars are available to purchase separately. These require a once off investment.

<table>
<tr><td></td><td>download the video file. This video file is available to download, the Synthetic videos do not expire until the next video is generated

As a free option there are a library of Avatars and voices that can be selected. The following options are available:
AI Video Settings On/Off
AI Agent Voice: info
AI Agent Presenter: info
Maximum Word Count for Talk: Maximum 160 are allowed.
Use Background Colour:
Choose Background Colour for Video:
Use Property Hero Image As Background:
Video Cropping Percentage from Bottom:
Value should be between 0 to 99.</td><td>per avatar. Production of the required high resolution video content to create the avatar is the responsibility of the customer. Instructions and specific requirements are listed below in the appendix.</td></tr>
<tr><td>AGENT CONTROL CENTRE</td><td>The agent control centre enables an agent to manage their own preferences. This can be accessed via a link on all email notifications. It will require the agent to enter an OTP code which will be emailed to them. Functionality mirrors that of an agency but specific to the agent and their listings. An agent can only access features that have been turned on at an office level. They can manage:
Communication (email communication, re-directs, CC, BCC etc.,
Properties (upload and or remove documents for their listings
Synthetic Agent (If turned on choose from a library of avatars and voices for the auto generation of video content for each listing)</td><td></td></tr>
<tr><td>EXCLUDING PROPERTIES</td><td>Setting can be enabled at an office level so that Claire does not respond to enquiry if the listing status is changed to:
Sold:
Withdrawn:
Off Market:
Additionally individual listings can be excluded from responses if required</td><td></td></tr>
</table>

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	● Exclude Properties:	
URL'S & VERBAGE	Text and the following URL's can be added at an office level. This enables redirects in conversations to relevant websites and the text is used for training data for Claire for that office ● Submit Offer URL: ● Appraisal URL: ● Current Listings URL: ● Stages of Buying: ● Stamp Duty Text: ● Stamp Duty URL: ● Local Area Info: ● Home Loan Calculator URL: ● Office Name: ● Stages of Selling: ● Mortgage Broker Text: ● Mortgage Broker URL: ● Home Application URL: ● Auction No Offers:	
WEBHOOKS & INTEGRATIONS	● Zapier ● Trello ● Monday ● Airtable	
CUSTOM MERGE FIELDS	● Allow Price Quote Conversations: ● Contact Us Email List: ● Finance Email List: ● SMS Application Enabled: ● SMS Complaint Enabled: ● SMS Enquiry Enabled:	
AGENCY & AGENT COMMUNICATION SETTINGS	The following emails can be controlled at an agency/Agent level including ● On/Off ● Redirect ● CC ● BCC ● The email notifications include: ● AI Agent Video Email ● Campaign Summary Report - Vendor Live View ● Customer Microsite Visit ● Customer Portal/Enquiry Response Copy ● Enquiry Summary & Data Detective - Augmented Lead/PII ● Microsite/Website Chat Summary & Lead	

	• New Enquiry But I have No Listing - Unable to respond • New Listing (QR Code) Email • Vision - Advert Copy Writer	
CLAIRE DATALAKE AND API	All your data (Listing, Agent, Agency, Consumer, Intent, Conversations, Augmented data etc) is available on the platform and is accessible via an API, this data has multiple use cases be that custom vendor reporting through to lead gen for property management, vendors, finance etc. The data is structured as follows: • Agency details • Agent details • Listing details • Enquirer details • Conversations • Engagement • PII data (from augmentation) • Enquiry conversation • Session details • External enquiry details API documentation is available in the appendix.	

APPENDIX

Premium+ Presenters – Shooting Guidelines (CUSTOM AVATAR)

These guidelines do not replace a prep call with our team. Please ask your Propic contact to schedule a prep call to avoid reshooting and or arrange the shoot and have the studio ready when for a time to add your Propic rep to a shoot meeting as the shoot starts.

Please note, if these instructions are not followed the actor and agency will have to re-shoot the whole thing again at their own expense so please ensure instructions are followed exactly. You are better off re-shooting on the day if the actor makes any mistakes then submitting a video and it being rejected.

General Shooting Instructions

1. Continuous Shot:
    - Film a single 5-minute continuous video. No editing is allowed.
    - It’s recommended to shoot a total of 3 videos for redundancy. We will use the best one.
2. Orientation:
    - Must be in Landscape mode. Portrait mode is not acceptable.
3. Framing:
    - waist-up shots are recommended.
    - Ensure hands are always visible. Hands must not be cut off at any stage or raised above the face.
    - Keep the face centered in the frame.
    - Minimal hand movement and minimal gestures are recommended or the end avatar will move their hands as per the video provided.
4. Resolution & Frame Rate:
    - 4K resolution.
    - Record at 60FPS for optimal clarity.
    - High resolution
5. Camera Placement:
    - Position the camera at eye level.
    - Ensure a neutral start and end frame: Mouth closed, neutral expression, looking directly into the camera.
    - Ensure every 20-30 seconds the actor pauses while looking directly at the camera with mouth closed and natural expression. Pretend Like they are listening to someone.
6. Lighting:
    - Use a 3-point lighting setup:

        - Two diffused lights on each side and one behind on the green screen to eliminate shadows.
    - Avoid shiny reflections on the face or head.
7. Sound:
    - Use high-quality lapel microphones.
    - Ensure no background noise (e.g., air conditioner hums, talking, elevator sounds).
    - Only the actor's voice should be heard – no off-camera guidance or interruptions.
8. Background:
    - Greenscreen is required. Ensure:
        - No shadows behind the actor.
        - No green clothing or accessories
        - No creases or interruption to the flat greens screen.

Acting & Presentation Guidelines

1. Natural Presentation:
    - Speak naturally with enthusiasm, as if presenting a property.
    - Avoid filler words like "umms" and "ahhs," as they will be included in the avatar and affect quality.
2. Gestures & Movements:
    - Look directly into the camera at all times. No deviation
    - Avoid gestures like looking up, down, or to the side.
    - Keep hands below the neck area. Do not touch your face.
    - The hands cannot cover the face at any time or go off screen
3. Facial Expressions:
    - Avoid extreme expressions. Maintain natural, moderate expressions to ensure compatibility with new content.
4. Clothing & Accessories:

    - Avoid stripes, shiny materials, or green clothing.
    - No large metal jewellery or face piercings.
    - Hair should be pulled back to keep the face and neck visible.
5. Speech:
    - Speak clearly and at a natural pace.
    - Use variable text; do not repeat the same sentences multiple times.
    - Silent moments are acceptable, but the mouth should remain closed during silences.
6. Content:
    - Actors are recommended to talk about something they know and can fluidly in a relaxed manner. Their families, last holiday, what they love to do on the weekends. Anything that is enthusiastic and easy to discuss on the spot.

    - Actors can think about the shoot like they are talking to a good friend or family member about their last trip or something good that happened. They can change topics at any point in the recording as long as the words are fluid, relaxed and enthusiastic. Ensure a 2-3 second pause every 20-30 seconds with a relaxed, non-moving natural mouth closed posture.

Technical Details

- Format: MP4
- File Size: Should not exceed 2.5GB but can be up to 5GB.
- 5min x 3 videos please.

By adhering to these guidelines, you ensure high-quality avatars with consistent performance. For further clarification or assistance, contact your Propic Support representative.

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REPORTING API - DOCUMENTATION

Overview

The Public Reporting platform provides a collection of APIs that allow agencies to retrieve various data related to inquiries, chat conversations, and other associated entities. These APIs use Client ID and Client Secret for authentication, ensuring that data is only accessible to authorized agencies under a specific brand.

Authentication Process

To use the APIs, agencies must authenticate by obtaining a token using the Client ID and Client Secret from Propic. Once authenticated, the token will be used in subsequent requests to access the desired data.

- Client ID: A unique identifier for each brand, generated during the onboarding process.
- Client Secret: Generated through the API Management screen (as shown in the attached image), which is specific to each agency and updated for all agencies under the same brand.

API Authentication

1. Authenticate API

This API handles the authentication process by accepting clientId and clientSecret in the request body and then returning a token used for authorization in subsequent API calls.
Endpoint: /v1/publicAPI/authenticate
Method: POST
URL: <https://api-prod.conciergeservices.ai/v1/publicAPI/authenticate>

Request Body:

```
{
  "clientId": "<Client ID>",
  "clientSecret": "<Client Secret>"
}
```

Headers:

- Content-Type: application/json

Responses:

Success Response:

- Status Code: 200 OK
- Body:

```
{
 "isSuccess": true,
 "error": null,
 "token": "string",
 "expiryTime": "string (ISO 8601 date format)",
 "refreshToken": "string",
 "refreshTokenExpiry": "string (ISO 8601 date format)"
}
```

Failure Response:
- Status Code: 400 Bad Request/401 Unauthorized/500 Internal Server Error
- Body:

```
{
  "isSuccess": false,
  "error": "string",
}
```

2. Refresh Token API

This API handles the refresh token process by accepting a refresh token in the request body and then returning a token used for authorization in subsequent API calls.
Endpoint: /publicAPI/refresh-token
Method: POST
URL: <https://api-prod.conciergeservices.ai/v1/publicAPI/refresh-token>

Request Body:

```
{
   "refreshToken": "<Refresh Token>"
}
```

Headers:

- Content-Type: application/json

Responses:

Success Response:
- Status Code: 200 OK
- Body:

```
{
  "isSuccess": true,
  "error": null,
  "token": "string",
  "expiryTime": "string (ISO 8601 date format)",
  "refreshToken": "string",
  "refreshTokenExpiry": "string (ISO 8601 date format)"
}
```

Failure Response:
- Status Code: 400 Bad Request/401 Unauthorized/500 Internal Server Error
- Body:

```
{
  "isSuccess": false,
  "error": "string",
}
```

The token will be used in subsequent API calls.
The token expiration period is set to 12 hours. Once the token has expired, you can call the refresh token API to obtain a new token.
Additionally, the refresh token has an expiration period of 48 hours.

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API Details

Base URL: https://api-prod.conciergeservices.ai

1. Concierge Conversation

Endpoint: /v1/ConciergeConversation
Method: POST
Description: Fetches chat conversations within a specified date range.

Request:

Headers:

- Authorization: Bearer {token}
- Content-Type: application/json

Request Body:


```
{
  "fromDt": "string (ISO 8601 date format)",
  "toDt": "string (ISO 8601 date format)",
  "pageNumber": int,
  "pageSize": int
}
```


Responses:

Success Response:

- Status Code: 200 OK
- Body:


```
{
  "isSuccess": true,
  "error": null,
  "data": [
    {
      "createdDateTime": "string (ISO 8601 date format)",
      "category": "string",
      "inputType": "string",
      "userInput": "string",
      "workflowId": "Guid",
      "confidence": double,
      "isLLM": boolean,
      "agencyId": "string",
      "listingDetailId": "Guid",
      "sessionDetailId": "Guid",
      "officeName": "string",
      "isHeadOffice": boolean,
      "projectId": "Guid",
      "projectName": "string"
    }
  ],
  "totalRecords": int,
```

"pageNumber": int,
"pageSize": int,
"responseRecordCount": int
}

Failure Response:

- Status Code: 400 Bad Request/401 Unauthorized/500 Internal Server Error
- Body:

{
"isSuccess": false,
"error": "string",
}

---

2. Concierge Engagement

Endpoint: /v1/ConciergeEngagement
Method: POST
Description: Fetches engagement details within a specific date range.

Request:

Headers:

- Authorization: Bearer {token}
- Content-Type: application/json

Request Body:

{
"fromDt": "string (ISO 8601 date format)",
"toDt": "string (ISO 8601 date format)",
"pageNumber": int,
"pageSize": int
}

Responses:

Success Response:

- Status Code: 200 OK
- Body:

{
"isSuccess": true,
"error": null,
"data": [
{
"azureConciergeEngagement": "Guid",
"createdDateTime": "string (ISO 8601 date format)",
"conciergeType": "string",
"category": "string",
"type": "string",
"text": "string",
"action": "string",

```
      "entityName": "string",
      "entityId": "string",
      "agencyId": "astring",
      "listingId": "string",
      "sessionId": "string"
    }
  ],
  "totalRecords": int,
  "pageNumber": int,
  "pageSize": int,
  "responseRecordCount": int
}
```


Failure Response:

• Status Code: 400 Bad Request/401 Unauthorized/500 Internal Server Error

• Body:


```
{
  "isSuccess": false,
  "error": "string",
}
```


---

3. Enquirer Details

Endpoint: /v1/EnquirerDetails
Method: POST
Description: Retrieves enquirer details for a specific period.

Request:

Headers:

- Authorization: Bearer {token}
- Content-Type: application/json

Request Body:


```
{
  "fromDt": "string (ISO 8601 date format)",
  "toDt": "string (ISO 8601 date format)",
  "pageNumber": int,
  "pageSize": int
}
```


Responses:

Success Response:

• Status Code: 200 OK

• Body:


```
{
  "isSuccess": true,
  "error": null,
  "data": [
```

```
    {
      "externalEnquiryId: "Guid",
      "isPIIProcessed: boolean,
      "senderName: "string",
      "senderEmail: "string",
      "senderPhone: "string",
      "pIIName: "string",
      "pIIEmail: "string",
      "pIIPhoneNumber: "string",
      "senderAddress: "string",
      "lastTransactionDate: "string",
      "purchasePrice: "string",
      "soldPrice: "string",
      "medianPrice: "string",
      "ownerOccupied: "string",
      "isOnMarket: "string",
      "agencyId: "string",
      "isFinancePreApproval: boolean,
      "financePreApprovalStatus: "string",
      "suppliedMarketStatus: "string",
      "leadScore: "string",
      "buyerRediness: "string",
      "listingInterest: "string",
      "bathroomInterest: "string",
      "bedroomInterest: "string",
      "propertyInterest: "string",
      "topSuburb: "string"
    }
  ],
  "totalRecords": int,
  "pageNumber": int,
  "pageSize": int,
  "responseRecordCount": int
}
```


Failure Response:

- Status Code: 400 Bad Request/401 Unauthorized/500 Internal Server Error
- Body:


```
{
  "isSuccess": false,
  "error": "string",
}
```


---

4. Enquiry Conversation

Endpoint: /v1/ConciergeEnquiry
Method: POST
Description: Retrieves public enquiry conversations for a given time range.

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Request:

Headers:

- Authorization: Bearer {token}
- Content-Type: application/json

Request Body:

```
{
  "fromDt": "string (ISO 8601 date format)",
  "toDt": "string (ISO 8601 date format)",
  "pageNumber": int,
  "pageSize": int
}
```

Responses:

Success Response:

- Status Code: 200 OK
- Body:

```
{
  "isSuccess": true,
  "error": null,
  "data": [
   {
     "externalEnquiryId": "Guid",
     "createdDateTime": "string (ISO 8601 date format)",
     "questionCategory": "string",
     "question": "string",
     "answer": "string",
     "agencyId": "string"
   }
  ],
  "totalRecords": int,
  "pageNumber": int,
  "pageSize": int,
  "responseRecordCount": int
}
```

Failure Response:

- Status Code: 400 Bad Request/401 Unauthorized/500 Internal Server Error
- Body:

```
{
  "isSuccess": false,
  "error": "string",
}
```

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5. External Enquiry Details

Endpoint: /v1/ExternalEnquiryDetails
Method: POST
Description: Retrieves external inquiry details within a given time frame.

Request:

Headers:

- Authorization: Bearer {token}
- Content-Type: application/json

Request Body:

```
{
  "fromDt": "string (ISO 8601 date format)",
  "toDt": "string (ISO 8601 date format)",
  "pageNumber": int,
  "pageSize": int
}
```

Responses:

Success Response:
• Status Code: 200 OK
• Body:

```
{
  "isSuccess": true,
  "error": null,
  "data": [
   {
     "externalEnquiryId": "Guid",
     "sourceEnquiryId": "string",
     "enquirySource": "string",
     "enquiryDateTime": "string",
     "isEnquiryResponded": boolean,
     "isEnquiryProcessed": boolean,
     "agencyId": "string",
     "listingDetailId": "Guid"
   }
  ],
  "totalRecords": int,
  "pageNumber": int,
  "pageSize": int,
  "responseRecordCount": int
}
```

Failure Response:
• Status Code: 400 Bad Request/401 Unauthorized/500 Internal Server Error
• Body:

```
{
  "isSuccess": false,
```

  "error": "string",
}

---

6. Listing Details

Endpoint: /v1/ListingDetails
Method: POST
Description: Fetches details about specific listings.

Request:

Headers:

- Authorization: Bearer {token}
- Content-Type: application/json

Request Body:


```
{
  "listingIds": ["string"]
}
```


Responses:

Success Response:

• Status Code: 200 OK
• Body:


```
{
  "isSuccess": true,
  "error": null,
  "data": [
    {
      "propertyAddressId": "string",
      "listingId": "string",
      "listingType": "string",
      "propertyListingType": "string",
      "addressText": "string",
      "subStreetNum": "string",
      "streetNum": "string",
      "streetName": "string",
      "suburb": "string",
      "state": "string",
      "postCode": "string"
    }
  ]
}
```


Failure Response:

• Status Code: 400 Bad Request/401 Unauthorized/500 Internal Server Error
• Body:


```
{
  "isSuccess": false,
```

"error": "string",
}

---

7. Session Details

Endpoint: /v1/SessionDetails
Method: POST
Description: Provides session details based on session IDs.

Request:

Headers:

- Authorization: Bearer {token}
- Content-Type: application/json

Request Body:

{
  "sessionIds": ["string"]
}

Responses:

Success Response:
• Status Code: 200 OK
• Body:

{
  "isSuccess": true,
  "error": null,
  "data": [
    {
      "sessionId": "string",
      "sessionCreatedDateTime": "string",
      "device": "string",
      "platform": "string",
      "pageUrl": "string",
      "isDataCaptured": "boolean",
      "firstName": "string",
      "lastName": "string",
      "email": "string",
      "mobile": "string"
    }
  ]
}

Failure Response:
• Status Code: 400 Bad Request/401 Unauthorized/500 Internal Server Error
• Body:

{
  "isSuccess": false,
  "error": "string",
}

---

8. Agency Details

Endpoint: /v1/AgencyDetails
Method: GET
Description: Retrieves details about agencies under a brand.

Request:

Headers:

- Authorization: Bearer {token}
- Content-Type: application/json

Responses:

Success Response:
• Status Code: 200 OK
• Body:

```
{
  "isSuccess": true,
  "error": null,
  "data": [
    {
      "agencyId": "Guid",
      "agencyName": "string",
      "conciergeType": ["string"]
    }
  ]
}
```

Failure Response:
• Status Code: 400 Bad Request/401 Unauthorized/500 Internal Server Error
• Body:

```
{
  "isSuccess": false,
  "error": "string",
}
```

---

9. Lead PII Info

Endpoint: /v1/LeadPIIDetails
Method: POST
Description: Fetches lead and personally identifiable information (PII) details based on the specified request parameters.

Request:

Headers:

- Authorization: Bearer {token}
- Content-Type: application/json

BUYER MANAGEMENT

Request Body:


```
{
  "source": "string", //Required
  "conciergeType": "string",
  "listingId": "string",
  "agentId": "string",
  "fromDate": "string (ISO 8601 date format)",
  "fromDate": "string (ISO 8601 date format)",
  "pageNumber": int,
  "pageSize": int
}
```


Request Parameters:

- Source (string, required): This field specifies the origin of the lead PII details. It must contain a valid value from the options: ALL, ENQUIRY, or CHAT.
- ConciergeType (string, optional): This identifier denotes the property type. It must be a valid value from the following options: SalesConcierge, LeaseConcierge (applicable for both CHAT and ENQUIRY), WebConcierge, ProjectConcierge, or DuoConcierge (applicable only for CHAT).
- AgentId (string, optional): The identifier for the agent, which can be retrieved using the /v1/AgentDetails endpoint.
- FromDate (string, optional): This specifies the starting date for filtering records. It must be provided in conjunction with ToDate.
- ToDate (string, optional): This indicates the ending date for filtering records. It must be provided alongside FromDate.

Responses:

Success Response:

- Status Code: 200 OK
- Body:


```
{
  "isSuccess": true,
  "error": "null",
  "data": [
   {
     "source": "string",
     "sourceId": "string",
     "listingDetails": {
       "conciergeType": "string",
       "listingId": "string",
       "addressId": "string",
       "projectId": "string",
       "officeIdId": "string",
       "agentId1": "string",
       "agentId2": "string",
       "agentId3": "string",
       "agentId4": "string"
     },
     "leadInfo": {
```

```
    "fullName": "string",
    "firstName": "string",
    "lastName": "string",
    "phoneNumber": "string",
    "emailAddress": "string"
  },
  "piiInformation": {
    "recentPiiInfo": {
      "phoneNumber": "string",
      "emailAddress": "string",
      "fullName": "string",
      "firstName": "string",
      "lastName": "string",
      "dob": "string",
      "address": "string",
      "subStreetNumber": "string",
      "streetNumber": "string",
      "streetName": "string",
      "suburb": "string",
      "state": "string",
      "postalCode": "string",
      "country": "string",
      "latitude": "string",
      "longitude": "string",
      "lastSaleDate": "string",
      "lastSalePrice": "string",
      "medianSalePrice": "string",
      "isOnMarket": boolean,
      "isOwnerOccupied": boolean,
      "lastUpdated": "string (ISO 8601 date format)"
    },
    "historicalPiiInfo": {
      "phoneNumber": "string",
      "emailAddress": "string",
      "fullName": "string",
      "firstName": "string",
      "lastName": "string",
      "dob": "string",
      "address": "string",
      "subStreetNumber": "string",
      "streetNumber": "string",
      "streetName": "string",
      "suburb": "string",
      "state": "string",
      "postalCode": "string",
      "country": "string",
      "latitude": "string",
```

```
        "longitude": "string",
        "lastSaleDate": "string",
        "lastSalePrice": "string",
        "medianSalePrice": "string",
        "isOnMarket": boolean,
        "isOwnerOccupied": boolean,
        "lastUpdated": "string (ISO 8601 date format)"
      }
    },
    "additionalEnquiryInformation": {
      "financePreApprovalStatus": "string",
      "suppliedMarketStatus": "string",
      "leadScore": "string",
      "buyerReadiness": "string",
      "listingInterest": "string",
      "bathroomInterest": "string",
      "bedroomInterest": "string",
      "propertyInterest": "string",
      "topSuburb": "string"
    }
  }
 ],
 "pageNumber": integer,
 "pageSize": integer,
 "totalRecords": integer,
 "responseRecordCount": integer
}
```


Failure Response:

- Status Code: 400 Bad Request/401 Unauthorized/500 Internal Server Error
- Body:


```
{
 "isSuccess": false,
 "error": "string",
}
```


---

10. PII Info Details

Endpoint: /v1/PIIInfoDetails
Method: POST
Description: Provides PII Info details based on email ID and phone number.

Request:

Headers:

- Authorization: Bearer {token}
- Content-Type: application/json

BUYER MANAGEMENT

Request Body:


```
{
  "email": "string",
  "phoneNumber": "string"
}
```


Responses:

Success Response:

- Status Code: 200 OK
- Body:


```
{
  "isSuccess": true,
  "error": "null",
  "data": [
    {
      "phoneNumber": "string",
      "emailAddress": "string",
      "fullName": "string",
      "firstName": "string",
      "lastName": "string",
      "dob": "string (ISO 8601 date format)",
      "address": "string",
      "subStreetNumber": "string",
      "streetNumber": "string",
      "streetName": "string",
      "suburb": "string",
      "state": "string",
      "postalCode": "string",
      "country": "string",
      "latitude": "string",
      "longitude": "string",
      "lastSaleDate": "string (ISO 8601 date format)",
      "lastSalePrice": "string",
      "medianSalePrice": "string",
      "isOnMarket": boolean,
      "isOwnerOccupied": boolean,
      "lastUpdated": "string (ISO 8601 date format)"
    }
  ]
}
```


Failure Response:

- Status Code: 400 Bad Request/401 Unauthorized/500 Internal Server Error
- Body:


```
{
  "isSuccess": false,
  "error": "string",
```

}

---

11. Agent Details

Endpoint: /v1/AgentDetails
Method: POST
Description: Retrieves details of agents based on their email ID.

Request:

Headers:

- Authorization: Bearer {token}
- Content-Type: application/json

Query Parameters:

emailId: "string"

Responses:

Success Response:
• Status Code: 200 OK
• Body:


```
{
  "isSuccess": true,
  "error": null,
  "data": [
    {
      "agentId": "string",
      "agentName": "string",
      "email": "string",
      "phoneNumber": "string",
      "conciergeType": "string"
    }
  ]
}
```


Failure Response:
• Status Code: 400 Bad Request/401 Unauthorized/500 Internal Server Error
• Body:


```
{
  "isSuccess": false,
  "error": "string",
}
```


---

12. Banner Engagement

Endpoint: /v1/BannerEngagement
Method: POST
Description: Fetches engagement details within a specific date range.

BUYER MANAGEMENT

Request:

Headers:

- Authorization: Bearer {token}
- Content-Type: application/json

Request Body:


```
{
  "externalEnquiryIds": ["string"],
  "propertyListingType": "string",
  "fromDt": "string (ISO 8601 date format)",
  "toDt": "string (ISO 8601 date format)",
  "pageNumber": int,
  "pageSize": int
}
```


Request Parameters:

- ExternalEnquiryIds([“string”], optional): This identifier denotes the external enquiry id.
- PropertyListingType (string, required): This identifier denotes the property listing type. It must be a valid value from the following options: SaleSold, RentLeased.

Responses:

Success Response:

• Status Code: 200 OK

• Body:


```
{
  "isSuccess": true,
  "error": "null",
  "data": [
    {
      "azureConciergeEngagement": "string (Guid)",
      "createdDateTime": "string (ISO 8601 date format)",
      "conciergeType": "string",
      "category": "string",
      "type": "string",
      "text": "string",
      "action": "string",
      "entityName": "string",
      "entityId": "string",
      "agencyId": "string",
      "listingId": "string",
      "propertyListingType": "string",
      "associatedEntityType": "string",
      "associatedEntityId": "string (Guid)",
      "categoryId": "string (Guid)",
      "senderName": "string",
      "senderEmail": "string",
      "senderPhone": "string"
    }
```

],
"pageNumber": integer,
"pageSize": integer,
"totalRecords": integer,
"responseRecordCount": integer
}

Failure Response:

• Status Code: 400 Bad Request/401 Unauthorized/500 Internal Server Error

• Body:

{
"isSuccess": false,
"error": "string",
}

Postman Collection

The Postman collection for the APIs is available for download:

- Download QA Postman Collection
- Download Production Postman Collection

Security Considerations

- Tokens: Ensure tokens are stored securely and not exposed in client-side code or logs.
- Client Secrets: Regenerate Client Secrets periodically and update associated agencies to maintain security.

Instructions for Using the Postman Collection

Step 1: Download the Postman Collection

Click the following link to download the Postman collection: Download Postman Collection.

Step 2: Import the Postman Collection into Postman

1. Open Postman and click the Import button.
2. Import the downloaded .json file.

Step 3: Set Up Authentication

1. In the Postman collection, find the Authenticate API.
2. Replace the placeholder clientId and clientSecret values with actual ones.
3. Click Send to authenticate.

Step 4: Test Other APIs

After obtaining the token, you can test other APIs in the collection.

Step 5: Managing Environments (Optional)

Set up environments for different stages (e.g., production, development) by creating environment variables for baseURL and token.

Conclusion

This API documentation provides the details necessary for agencies to authenticate and access the various endpoints available within the Public Reporting platform. For any further questions or support, please contact our technical support team.