

Compliance Reporting System MLS BCS

➤ Ticketing process

If you wish to raise a ticket, **select the “Submit Ticket”** option, which will open a modal. Subsequently, click on the **“Create new compliance”** option and the **“Create Ticket”** button. **The corresponding fields will be displayed for you to fill in.**



➤ Steps:

1. The person making the report must provide their **full name and e-mail address.**

Full Name *
Email Address *
jonathan@mktideas.com

2. The “Issue” field is a selector that allows you to report either an **“Agent”** or an **“MLS Listing.”**

Issue*
Select Issue

3. Selecting the “Agent” option will open a field with a list of all the agents registered in the system. **Select the agent you want to report.**

4. The **“MLS Listing”** option will open the **“MLS Number”** field, in which you must enter the MLS Listing you want to report.

5. **OPPS** refers to the rules established by MLS; **choose the one that best suits the complaint.**

OPPS*
Select OPPS

6. In **“Topic of the problem,”** specify the **reason for the complaint.**

Topic of the problem *

7. In **“Issue Summary,”** you can **provide more detailed information** about your complaint.

Issue Summary *

Paragraph | Visual | Text

8. In the **“Attachments”** section, you may add any type of file to, if necessary, **submit evidence related to the complaint.** The combined size of the attachments should not exceed 1GB.

Attachments

Seleccionar archivo | No se eligió archivo

Maximum File Size (1000000KB)
File Extension Type (jpg, jpeg, png, gif, pdf, doc, docx, ppt, pptx, pps, ppsx, pptt, xls,xlsx,mp3,m4a,ogg,wav,mp4,m4v,mov,wmv,avi,mpg,ogv,3gp,3gp2,zip)

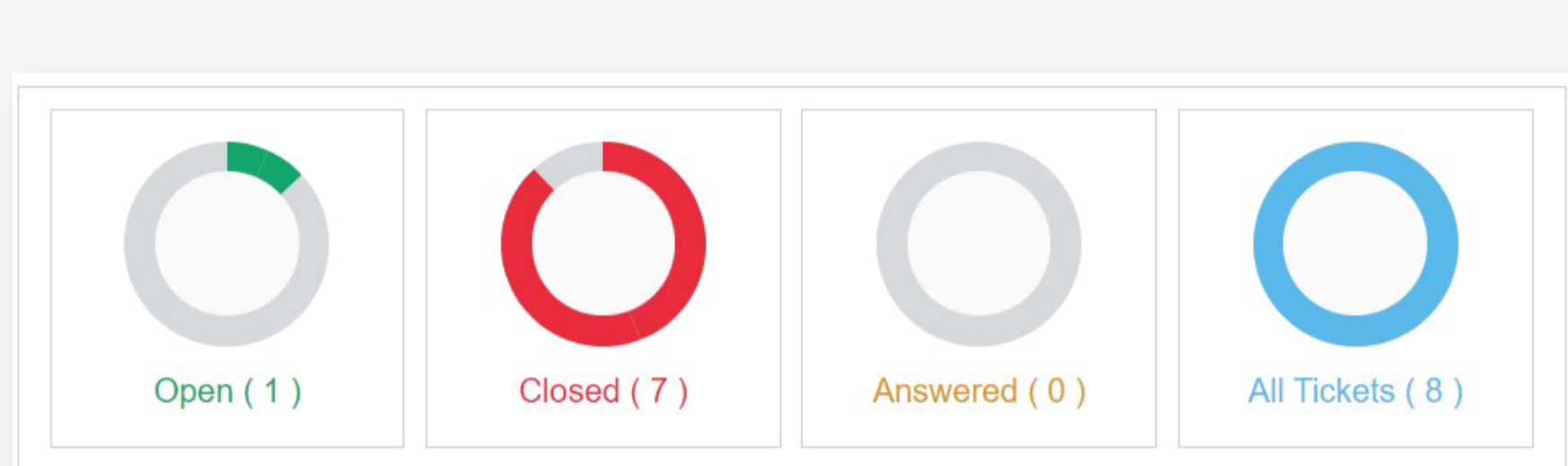
Add more

9. Lastly, **select the priority of your report:** low, normal, high, or urgent.

Once this process is complete, **click on the “Submit Ticket”** button to submit your ticket.

➤ Ticket panel MLS BCS

This panel displays charts showing the **status of the tickets** (open, closed, answered) and the total **number of tickets generated by the user.**



➤ Dashboard Links

From the **“Dashboard Links”** menu on the left, you can **access tickets, announcements, FAQs, and rules established by MLS BCS (OPPS)**, which are arranged in categories for easy reference.

- Submit Ticket
- My Tickets
- Ticket Status
- Announcements
- Downloads
- FAQ's
- Knowledge Base
- User Data
- Log Out

➤ Response to tickets

Selecting “My Tickets” will open up the panel that displays the status of the tickets. **Click the “Open” option to review those that are still open.**

Dashboard | Submit Ticket | My Tickets | Log out

Open (1) Closed (7) Answered (0) All Tickets (8)

Ticket ID Or Offender Email Address Or Topic of the problem Show All Search Reset

All Tickets Status

Jonathan rodriguez
idk In Progress Low Ticket ID: p3HKMyhbG Last Reply: 12-16-2021

Department :
Issue : MLS Listing
OPPS : 2.5. Non-Qualifying Main Offices: 1) an agent's personal residence or a garage, 2) a Pop-up, 3) a Travel Trailer on a lot, 4) Virtual, 5) shared Commercial Spaces, 6) Kiosks



Once you decide on a ticket to look at, you will start a conversation with the “Compliance Officer,”

with whom you can send and receive attachments if necessary. **They will also close the corresponding**

ticket as soon as the situation is resolved. On the upper right-hand side, relevant ticket information is displayed: time elapsed since the ticket was created, last reply, ID, status, and priority.

Jonathan Rodriguez
idk jonym13@gmail.com

You have not had your office open in months

Issue : MLS Listing
MLS Number :
Offender :
OPPS : 2.5. Non-Qualifying Main Offices: 1) an agent's personal residence or a garage, 2) a Pop-up, 3) a Travel Trailer on a lot, 4) Virtual, 5) shared Commercial Spaces, 6) Kiosks

Close Ticket History Print Private Credentials

Ticket Thread

Jonathan Rodriguez
jonym13@gmail.com
You have not had your office open in months
Thursday December 16, 2021, 11:39:41

Jonathan Rodriguez
Hi, What happen?

Douglas Christensen
Compliance@Mlsbc.com.Mx Time Taken: 06:00:00
Hi got a complaint

Jonathan Rodriguez
What is the complain? Excuse me

Reply a message

Attachments

Seleccionar archivo | No se eligió archivo

Maximum File Size (1000000KB)
File Extension Type (jpg, jpeg, png, gif, pdf, doc, docx, ppt, pptx, pps, ppsx, pptt, xls,xlsx,mp3,m4a,ogg,wav,mp4,m4v,mov,wmv,avi,mpg,ogv,3gp,3gp2,zip)

Add more

Ticket Status

Close on reply

Post Reply

In Progress
Created: 4 weeks ago
Last Reply: 12-16-2021
Department :
Ticket ID: p3HKMyhbG
Help Topic :
Status: Overdue

Priority
Low

Assigned To Agent
Ticket assigned to:
Douglas Christensen
compliance@mlsbc.com
Department :
Jonathan rodriguez Tickets
Offender Subject Department
Gustavo No Le Cago Bien Department
No Le Cago Bien A Jonathan Department
Envato License

Please let us know if you have any issues.

