



LEAD MANAGEMENT POWERED BY TOOLSEY®

FREQUENTLY ASKED QUESTIONS

What is Lead Management powered by Toolsey®?

Lead Management powered by Toolsey® is Owens Corning's new lead management platform created for your sales team. Leads can be aggregated from many possible sources into the platform for easy, centralized management for your whole team to respond quickly and easily. Lead information submitted through Find A Contractor on owenscorning.com will appear in your Lead Management powered by Toolsey® account.

Who is Toolsey®?

Toolsey® is a lead aggregation platform developed by roofers to respond quickly to leads and improve communication. Toolsey® is privately held company that has partnered with Owens Corning to launch our new Lead Management powered by Toolsey®.

How do I access the lead management platform?

Lead Management powered by Toolsey® can be accessed from your OCCconnect™ Resource Center account via the Dashboard or left navigation.

How do I manage users within the lead management platform?

Users are managed through your OCCconnect™ Resource Center account. Visit Settings > User Management to see who currently has access.

What is the benefit of using Lead Management powered by Toolsey®?

Since Lead Management powered by Toolsey® is directly integrated into OCCconnect™, contractors can stand this up quickly. Lead management allows contractors to manage and respond to leads efficiently and effectively. Faster response times can help result in improved lead conversion rates, revenue, and a better homeowner experience.

What about leads from Owens Corning's Find a Contractor (FAC) page?

Lead information submitted through Find A Contractor on

owenscorning.com will appear in your Lead Management powered by Toolsey® account accessible via the OCCconnect™ Resource Center.

How quickly are leads assigned to a salesperson?

When a lead appears in Lead Management, it is immediately assigned to the appropriate salesperson based on your preferences.

What is the methodology used to assign leads?

You have the option to choose from multiple assignment profiles to distribute your leads. You can opt for a simple rotation, also known as a "round-robin," or a team assignment based on team geography or product type. Alternatively, you can assign an individual salesperson based on geography or product.

What is the cost for Lead Management powered by Toolsey®?

As a member of the Owens Corning Roofing Contractor Network, you are automatically enrolled to use the Lite version for free. Details for the Basic and Premium monthly plans can be found [here](#).

What additional features are available via Toolsey®?

Additional information on third-party integrations, photo management capabilities, and forms can be found [here](#).

How do I pay for additional features I'm interested in using?

You have the option to select the use of promo funds or credit card to pay for the Basic or Premium subscription plans.

Is there a long-term contract with Toolsey®?

There is no long-term contract, and you can elect to pay monthly.

What does the mobile app version do and how can I find it?

The mobile app can be found via the App Store and is designed for your sales team to view lead information that comes into Lead Management in order to respond quickly, edit, or add additional information. Users can also add a lead manually that will then appear in Lead Management. This is great for capturing referrals or other leads while in the field.

If I am already a Toolsey® customer, how do I take advantage of the integration benefits?

Please reach out to ProDesk with questions via prodesk@owenscorning.com.

What integrations are available with Toolsey®?

Integrations from Owens Corning's Business Solutions partners include: Angi Leads, EagleView and JobNimbus. A complete list of current integrations can be found [here](#). Additional integrations are in the works.