

ABOUT ZAP

Zap is a CRM (Customer-Relationship Management) tool that is an end-to-end software solution you can use for

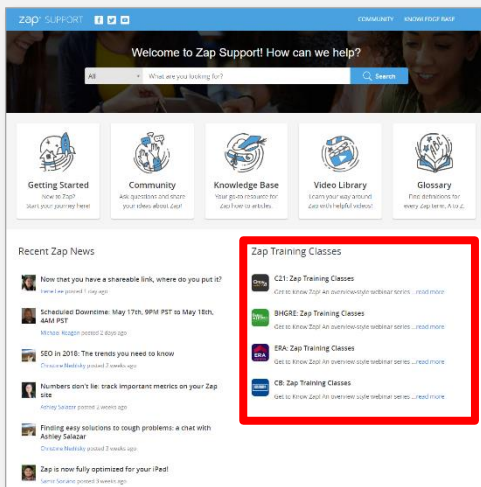
- Lead generation
- Marketing and Web site hosting
- Incubating prospects passively
- Communicating with clients
- Recording insights on homes
- Predicting which prospects are starting the home-buying process

AVAILABLE TRAINING

There are several training series available to Zap users:

- **Get to Know Zap!**
- **Get Zapped! for Agents**
- **Get Zapped! for Managers**

To access the links to the available Zap Training Classes, refer to the [Zap Support](#) Home page.

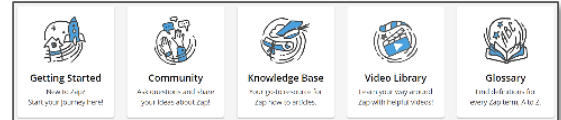


Q. What resources are available for learning about Zap?

A. There are several resources available for learning about Zap and how it can help you build your business.

1 Zap Support

Zap Support is accessed from within Zap, and includes several resource options:



- **Getting Started** is intended for new Zap users, and includes short videos and articles on a variety of topics.
- The **Community** is an interactive space in which you can share ideas, ask questions, and get help from other users.
- The **Knowledge Base** houses numerous how-to articles and videos on specific Zap features.
- The **Video Library** includes all available Zap videos, and is a great way to learn your way around Zap.
- The **Glossary** includes definitions for every Zap term, A to Z.

COMMUNITY TOPICS

- My Account
- Contacts & Follow-ups
- Requests & Tasks
- Zap Website & Apps
- Broker Features
- Zap Specialist Center
- Zap CRM Mobile App
- Zap Elite
- Brand Ambassadors
- Real Estate Talk
- Team USAA**
- Zap Suggestions
- Zap News

Zap Support also includes a separate area just for agents working with USAA clients. The **Team USAA** Community and Knowledge Base is designed for the special needs of agents handling home purchases for military personnel.

2 Other Resources

Other available resources to learn about Zap include the following:

- Zap has a **Social Media** presence on [Facebook](#), [Twitter](#), [Vimeo](#), and [YouTube](#), where you can access even more great info.
- Your **Zap Specialist** stays informed of new features and can help you learn Zap, assist with Zap issues, and report company issues.
- **ZapTV** is a live broadcast, brought to you by the Zap Squad! Each month's session is centered around a different Zap learning topic, with featured guest speakers, interactive activities, and opportunities to get your critical Zap questions answered.

