

Hit Counters in Matrix

Open Hit Counters in Matrix to see how often clients and agents interact with your listing - portals, views, favourites, Auto Emails, and concierge activity.

Open Hit Counters

1. On Home, under the My Listings widget, select My Hit Counters.
2. Optional: Open My Matrix > My Listings, then set Show to My Hit Counters and Display to Hit Counters.

What each column means

Column labels match Matrix (including US spelling where Matrix shows it).

- Client Portals - how many portals this listing is currently in.
- Client Views - how many clients have viewed this listing in the portal.
- Client Favorites - how many clients favouredited this listing in the portal.
- Auto Emails - how many times this listing has been included in an Auto Email.
- Prev 14 Day Views - how many views in the last 14 days.
- Agent Published - how many times it was approved through the concierge process.
- Agent Rejected - how many times it was rejected through the concierge process.
- Agent IDX - not in use.
- Agent Views - how many views from the system.

Some counts are links. Select a linked count to open more detail for that metric.

Concierge mode

Concierge mode is an Auto Email setting. When it is enabled, you approve listings before the client receives them.

Agent Published and Agent Rejected on Hit Counters count those approve and reject decisions for the listing.

For how to turn concierge mode on when you create an Auto Email, see [Create an Auto Email in Matrix](#).

Tips

- Hit Counters is a view of My Listings - use Show and Display to switch back to other listing views.

- For the full My Listings path and listing actions, see My Listings in Matrix.
- Agent IDX is not used in ITSO Matrix.

Source: <https://support.itsosystems.ca/kb/141>