# Concierge Fire Benefits

What's New in Concierge ✨

Upgrading from Concierge Legacy? We got you.

All your meeting routers will automatically redirect to Fire. Even if Concierge is operating in more places than you remember, nothing will break.
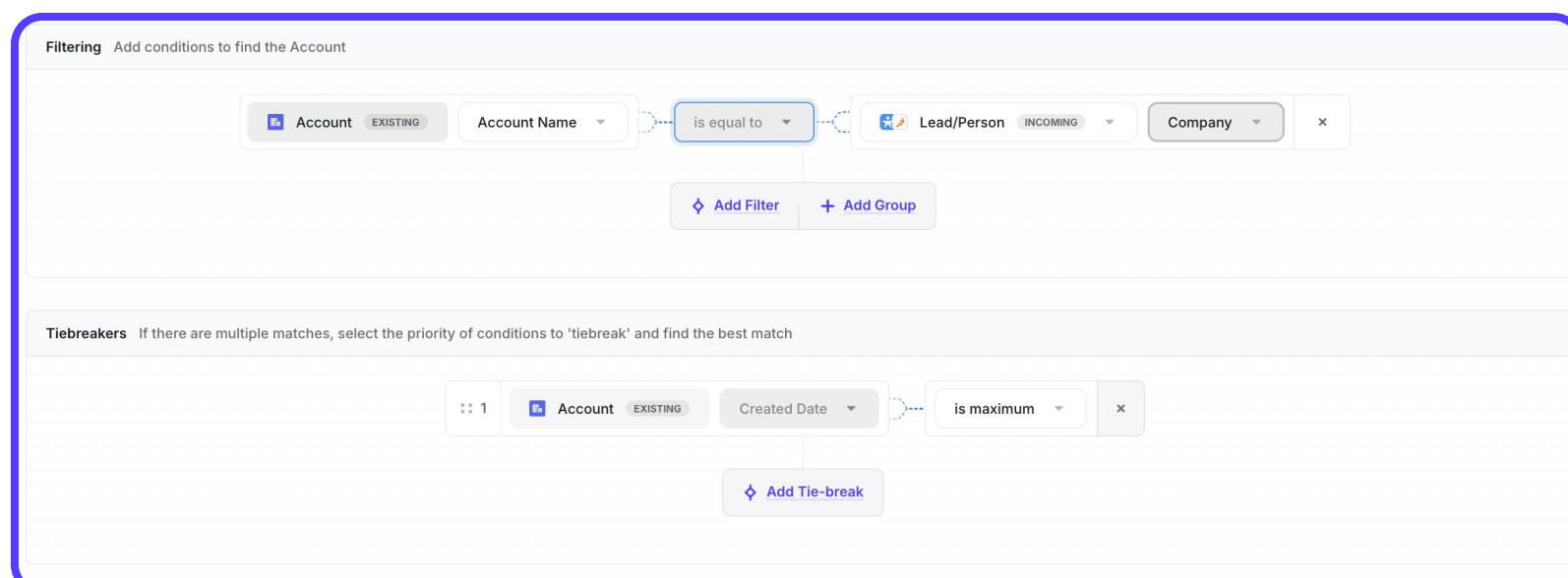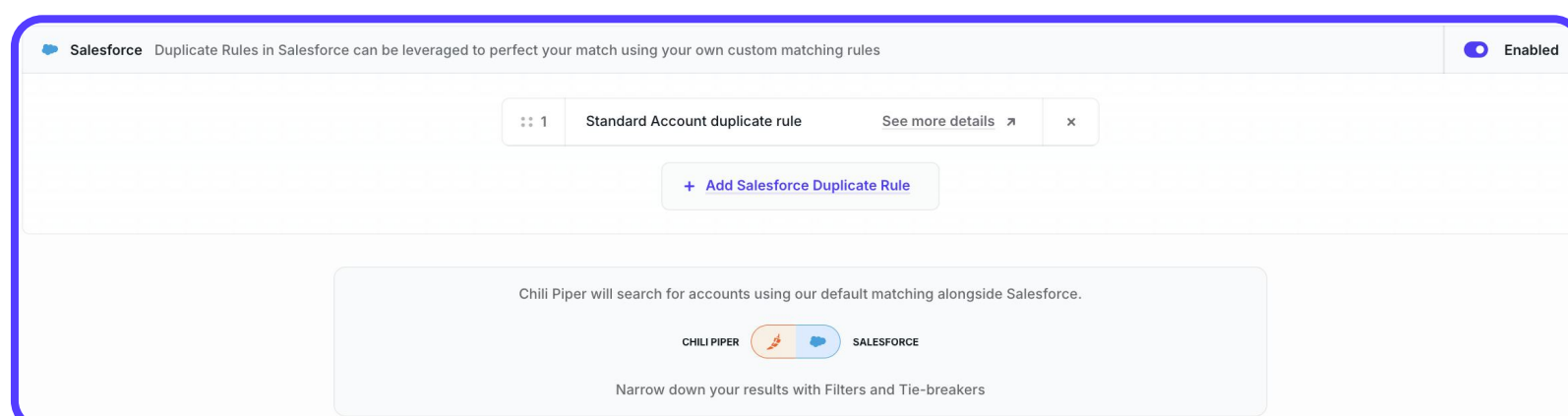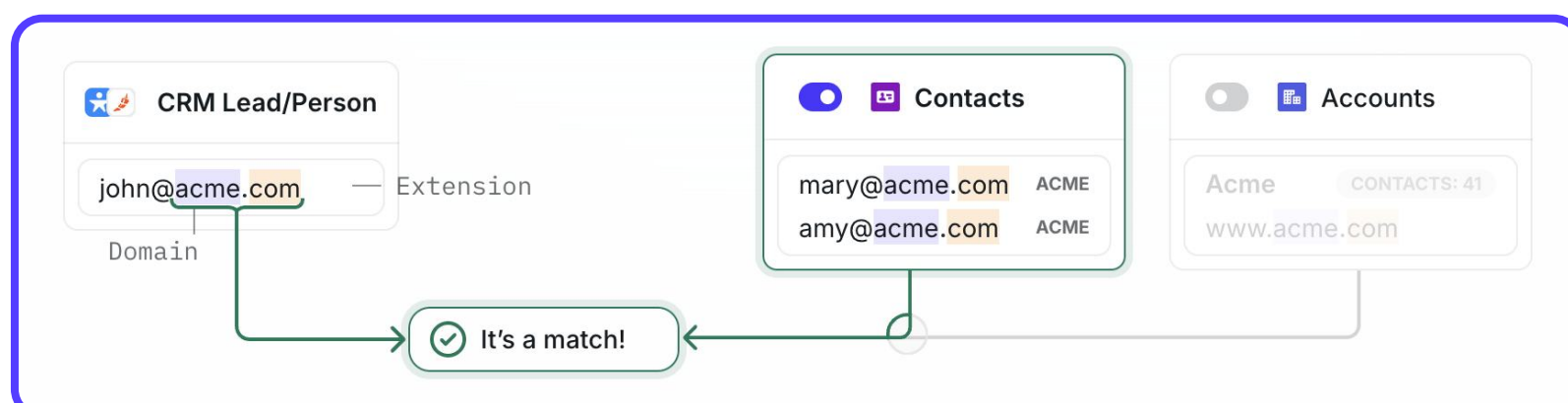
Concierge Flow

Full visibility into how prospects are routed. Now you can also create/update records right after trigger WHILE performing routing/booking the meeting.
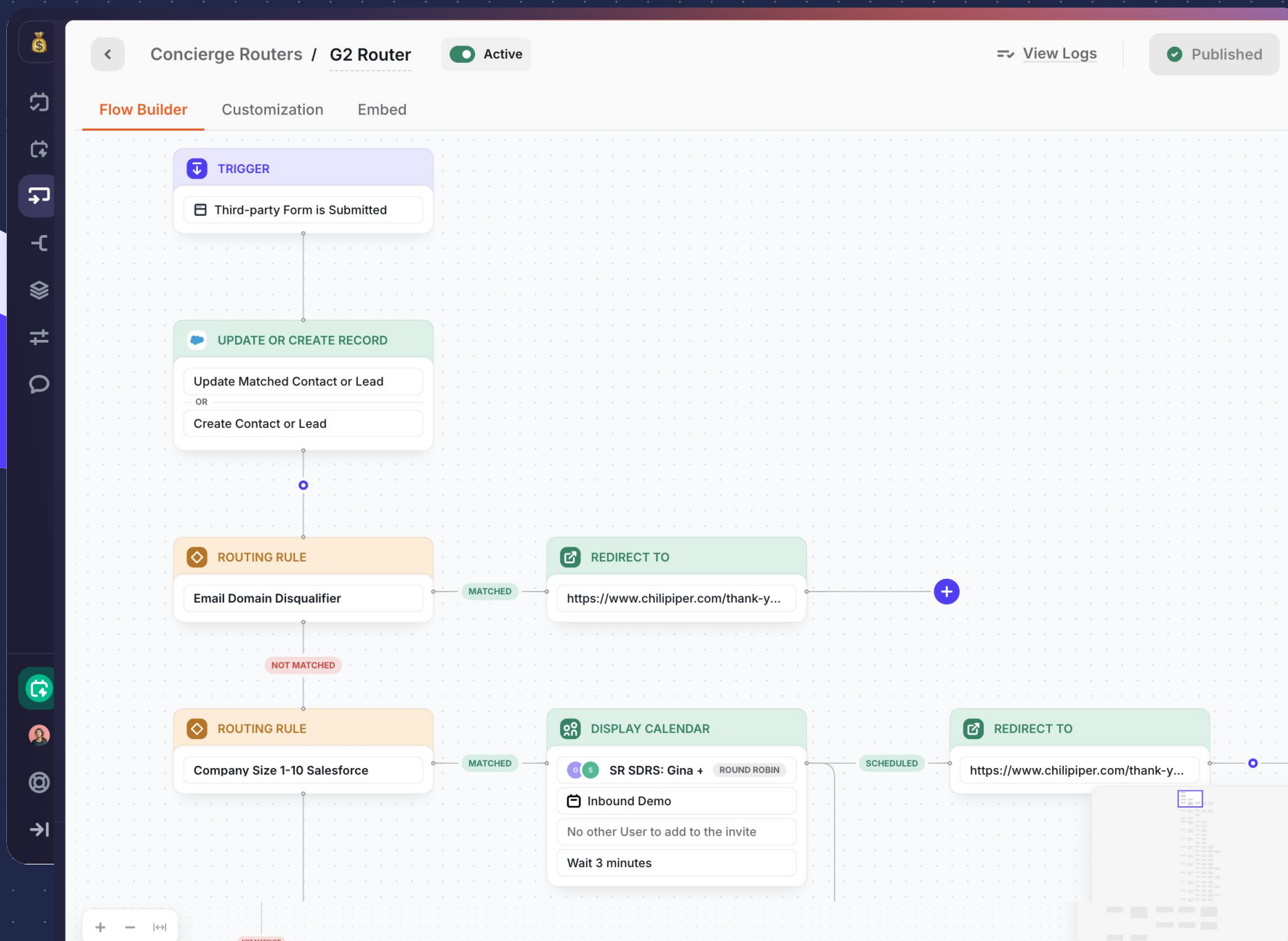
The most advanced lead-to-account matching yet

In Concierge Fire, you can match leads/persons to Account on both domain rules and Salesforce duplicate rules. You can also set up tiebreakers and filtering.

Advanced routing made simple

Route on CRM data or form values, or a combination of both.

CRM actions, the way you want

Update and create records only when it's necessary. Plus, more CRM actions than ever before.

Scheduling with multiple attendees

Invite additional participants and automatically factor in their availability.

No lead left behind

Make sure every lead is accounted for, even if they don't match your routing rules. Our automatic catch-all feature ensures that nothing falls through the cracks.
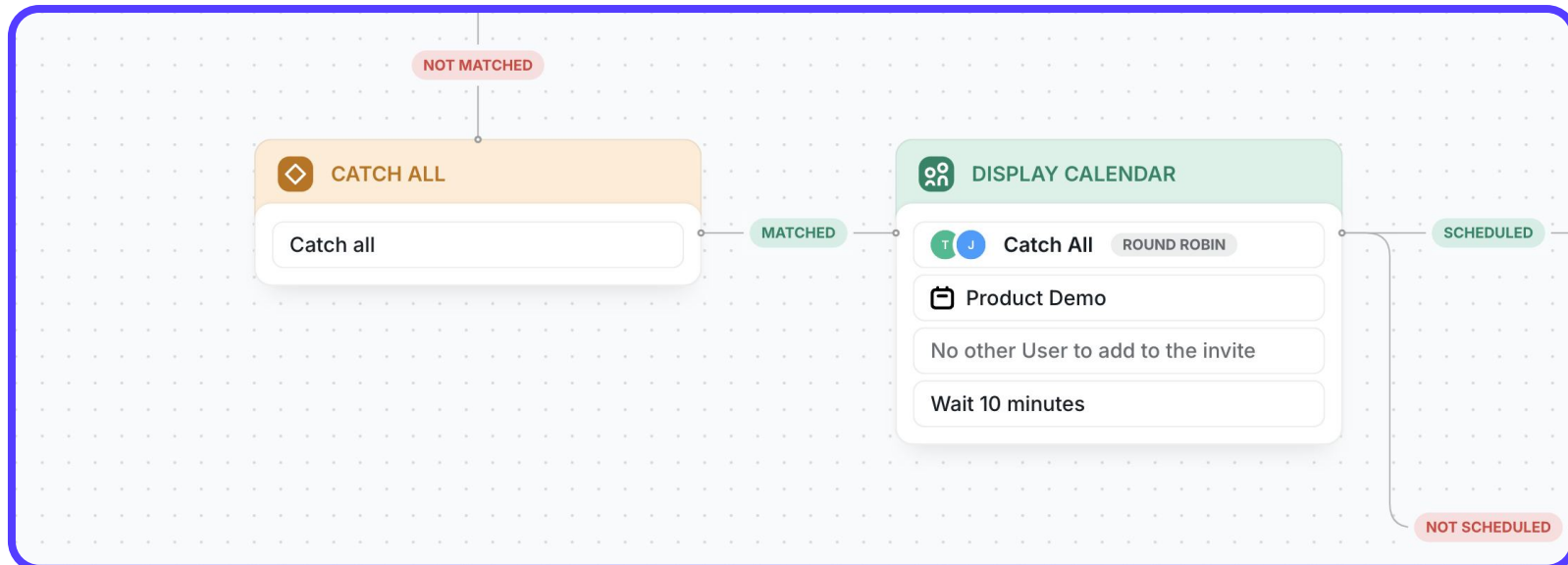
Finally — no more complaints about unfair lead distribution

Distribute meetings evenly across multiple different Routers or even products. Same as in legacy, cancelations and no-shows are automatically credited back to reps — and you set up different weighting depending on your needs.

Customizable Redirects

Redirect Prospects to a specific URL after they schedule a meeting.

Map your form automatically

Enter your form's URL and we do the rest. Chili Piper will automatically map your form fields to what's in your CRM — all you have to do is double-check.

The answer to: "Why wasn't I routed that lead?"

With Chili Piper Fire, you can see exactly why a meeting was (or was not) routed to a certain rep.

Round Robin, your way

Strict Round Robin lets you route in sequential order, while Flexible Round Robin shows combined availability.

Distribution Algorithm

Flexible Round-Robin
Show combined availability of team members

Change ▲

Strict Round-Robin	**Flexible Round-Robin**
Flexible Round-Robin ✓	Maximizes display of time slots. If multiple team members are available at the selected time, Chili Piper will select the person who hasn't been scheduled recently. This can be affected by custom weightage and calibration.

Coming: Double Round Robin / Ownership

Round Robin between two different teams. For example, if you need to round-robin between a group of Account Executives and Solution Engineers — you can do that.

OFFER A MEETING   SCHEDULED

Default Meeting Type
NA 1-10 AEs   ROUND ROBIN
NA 1-10 CSMs   ROUND ROBIN
Wait 10 minutes

NOT SCHEDULED

Offer a Meeting

Show Availability of

○ Owner
○ Individual
● Team or Team Member via Round Robin

NA 1-10 AEs   Open ✕
      SMB AEs
Flexible Round Robin
MEETING HOST

NA 1-10 CSMs   Open ✕
      SMB CSMs
Flexible Round Robin

Customization with or without CSS — your choice

Easily customize your scheduling modal and confirmation modal. Use default styling settings with your own brand colors — or develop your own custom style via custom CSS. Your choice.

Flow Builder   Customization   Embed

Scheduling Modal | Confirmation Modal

https://website.com/router

What day works?

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
	6 Oct	7 Oct	8 Oct	**9 Oct**	10 Oct	11 Oct	12 Oct

What time works?

30 minute meeting   GMT-6 MDT: Denver

3:00 PM   3:30 PM   4:00 PM

Implementing Concierge is as easy as copy-paste

Concierge is a simple javascript that you can plug-in to your website.

Flow Builder   Customization   Embed

How do you want to embed your Concierge Router?

On a Website   QUICK & EASY   Hide
Add our code snippet or plug-in to your website.

Code snippet   WordPress Plug-in

Form Type
Which type of form are you using?   Hubspot

Form IDs (optional)
Which form(s) do you want to run the router on?   Enter...

Code snippet
Paste the attached snippet in your HTML according to the instructions.

```
<!-- Add the following code to the body or footer of your landing page with the form or i
<script src="https://calendar.chilipiper.com/concierge-js/cjs/concierge.js" type="tex
<script>
  ChiliPiper.deploy("calendar", "new-router-ob2r1q", {"formType":"Hubspot"})
</script>
```

Copy