


# HOW TO: MANAGE CENTRALIZED LEAD DELIVERY WINDOW IN LEAD MANAGER

Agency owners enrolled in centralized internet leads and/or live-call transfers can set their lead delivery window (or hours of availability) within Lead Manager.


1. Login to your Lead Manager account at: [allstateleadmanager.com](http://allstateleadmanager.com).



Username:

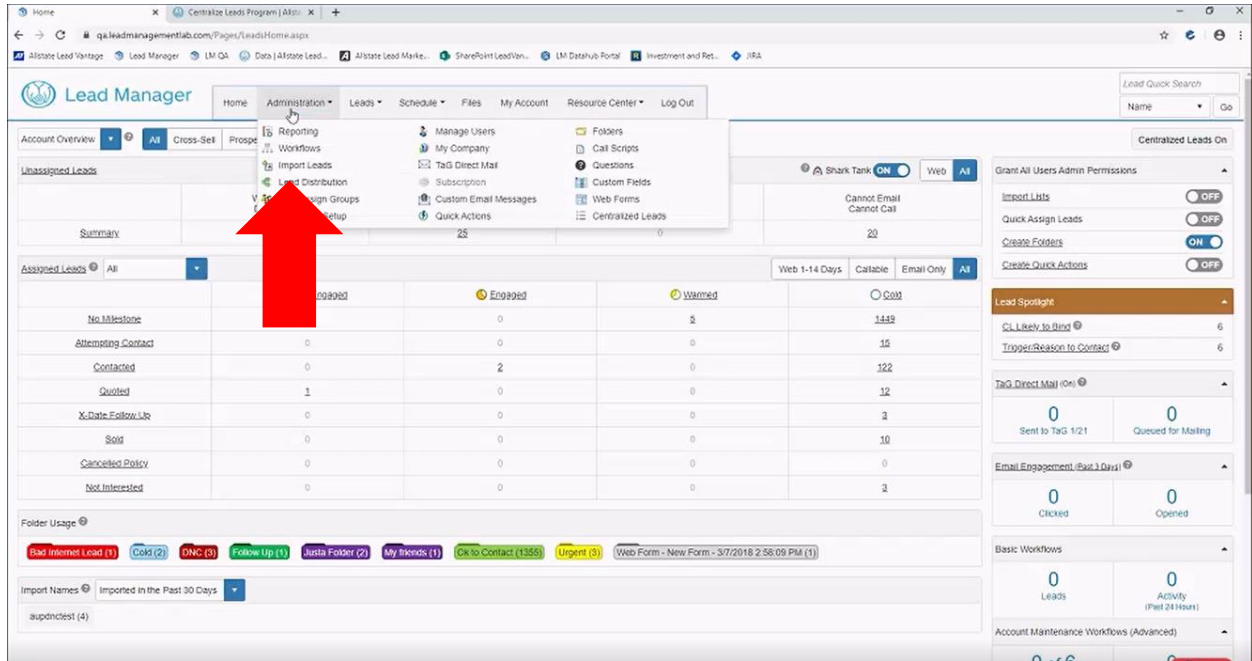
Password:

Passwords are case sensitive.

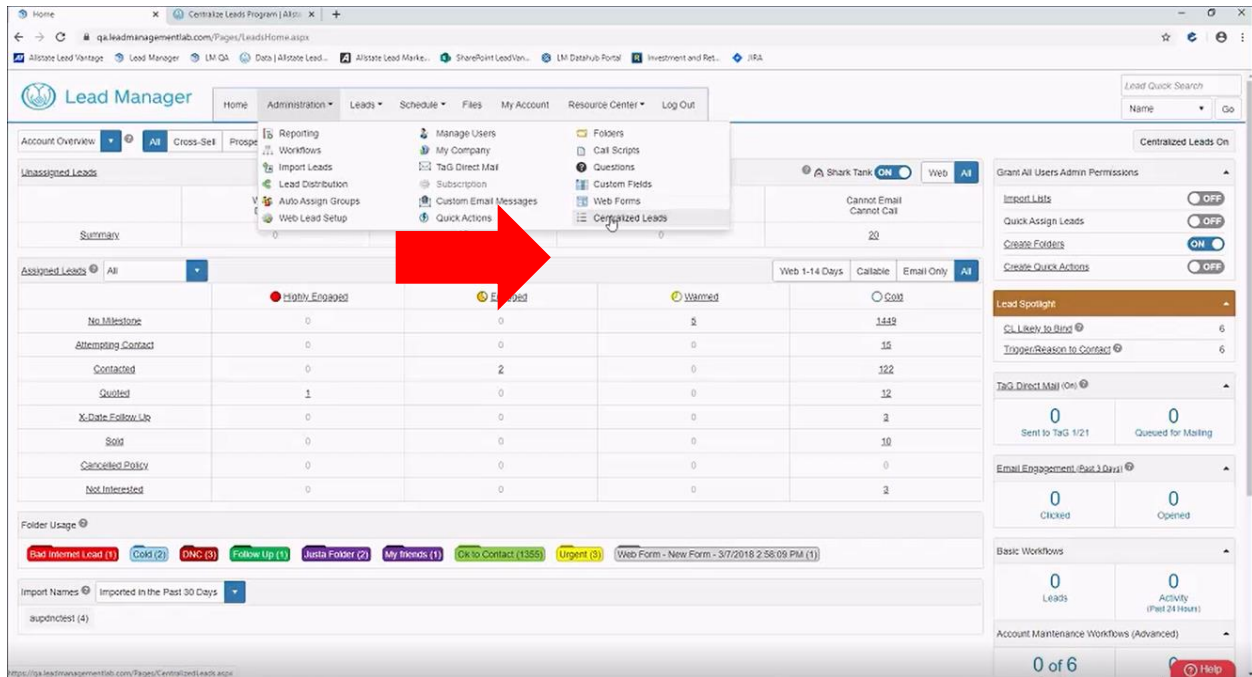


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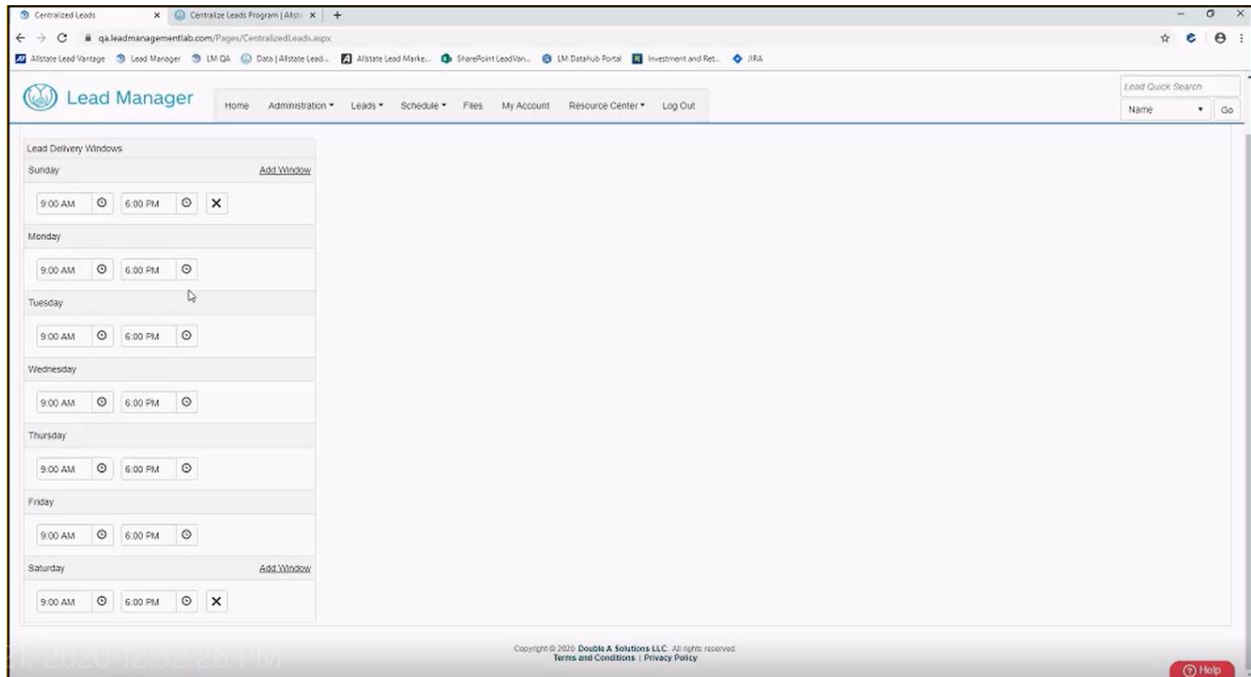
2. Once logged in, click on the “Administration” drop down.



3. Select “Centralized Leads”



4. On this page you can adjust lead delivery timing and add or remove availability windows. **Please note:**
- **Agency owners enrolled in internet leads:** Monday-Friday delivery is required, but the delivery hours can be adjusted to meet your needs. Depending on your office hours and processes, you can remove Saturdays and/or Sundays by clicking the “x.”
  - **Agency owners enrolled in live-call transfers:** You must have at least 10 hours of availability in your delivery windows to save.



5. Then click “Save.” Your lead delivery window information is now saved. **Please note:** If enrolled in both centralized internet leads and live-call transfers, you will need to manage delivery hours and save each order individually. You can switch between orders by clicking “internet” or “live transfer.”

