

Get the feedback that's important to your clients with

Customized feedback requests!

⊘ Go to Settings > Showing Feedback

Step 1. Choose the delay before feedback requests are automatically sent out.

REQUESTS FOR FEEDBACK Delay before requests are sent 30 minutes >

This delay refers to the amount of time following a showing.

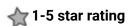
If a 15-minute showing took place at 4 p.m. and the delay is 30 minutes, the showing will have ended at 4:15 p.m., meaning that the feedback form will go out at 4:45 p.m. (30 minutes later).



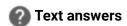
How to customize your feedback requests

Step 2. Get specific information related to your listings

By choosing which questions to ask for each listing, you can really get an understanding of the perceptions potential buyers have of each property. Take it a step further with various types of questions:













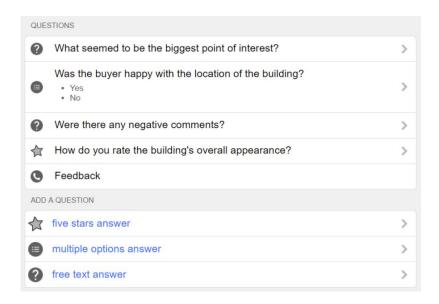


Eliminate unproductive information
Get only important and relevant information you can build on.

- Provide premium service to your clients
 Impress your prospective clients with your new arsenal of pertinent information.
- Add a personalized message before asking questions

 It's well known that personalized messages are more likely to receive an answer.

 Make your requests your own by adding an introductory message.
- Create and save custom feedback templates for repeated use Save time by reusing templates that you can send as is, or tweak before sending.





How to customize your feedback requests

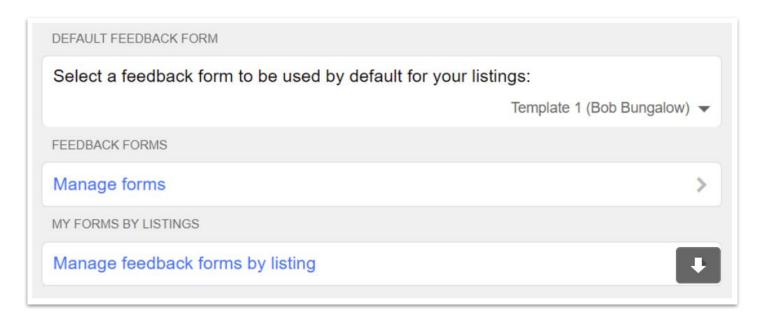
Adding and managing forms is easy!

To add a new form

⊘ Go to Settings > Showing Feedback > Manage Forms

To edit or duplicate an existing form

⊘ Go to Settings > Showing Feedback > Manage Forms > New Form



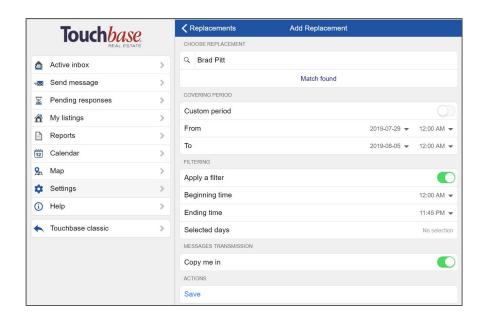


How to set up your replacement

Replacements

Going on vacation soon? Or need a few days off, but afraid to miss important messages? Fear no more!

Step 1. Simply go to **Settings** > **Replacements** > **Add Replacement**.



Step 2. Choose a trusted colleague who can take your messages for you.

- Choose your replacement from the list.
- Enter the beginning and ending dates during which you wish to add a replacement; if no dates are entered, your replacement will continue receiving your messages until you remove them manually.
- Add a filter if you need a replacement only on specific days or during specific times during a selected period. For example, if you simply want to pass your messages on to a coworker once a week, you can select a recurring day. The options are endless and you can customize your replacements any way you like!