

## Getting Started

### As an Agent

**ShowingTime™ for the MLS**

- Home
- Showings
- Listing Setup
- My Agent Setup
- 1 Feedback**
- On My Listings
- For Listings I Showed
- 2 Form Design & Settings**
- Reports

**Feedback Form Design**

Feedback Template: Default

Settings | Feedback Form

**General Settings**

Set as default appointment center te  
When new feedback is re  
Feedback Sent by/R

**Feedback Request Email**

This text will be in the body of the Feedback Req  
Thank you for your recent showing of our listing  
below to answer a few quick questions. Thank

**Instructions Box**

These instructions will be at the beginning of the  
We would appreciate you and your customers c  
for your assistance!

#### Step 1

Start By Selecting Feedback from the Left side menu.

#### Step 2

Select **Form Design & Settings**

### As an Office Manager

**ShowingTime™ for the MLS**

- Home
- Showings
- Listing Setup
- Agent Setup
- Office Setup
- 1 Feedback**
- Manage Feedback
- 2 Office Form Design**
- Office Feedback Settings
- Reports

**Feedback Form Design**

Feedback Template: Office Default

Settings | Feedback Form

**General Settings**

Set as default appointment center te  
When new feedback is re  
Feedback Sent by/R

**Feedback Request Email**

This text will be in the body of the Feedback Req  
Thank you for your recent showing of our listing  
below to answer a few quick questions. Thank

**Instructions Box**

These instructions will be at the beginning of the  
We would appreciate you and your customers c  
for your assistance!

Footer Text

#### Step 1

Start By Selecting Feedback from the Left side menu.

#### Step 2

Select **Office Form Design**

## Feedback Template Layout & Options

Feedback Templates can be created & configured on an office level and an agent level. Office level templates can only be modified by a user with office level settings. Agents can use predefined office templates on their listings or create & assign their own. The method to create & update templates are the same on the office level and agent level. At the Feedback Form Design screen you will have the following options:

**Feedback Form Design**

Feedback Template: Default

Clone | Rename | Delete

Create New Template

Preview Survey

**Clone** - Allows you to copy the selected template

**Rename** - Allows you to change the name of the template selected

**Delete** - Removes the template selected

**Create New Template** - Creates a new (blank) template

**Preview Survey** - Allows you to see how the template will look with the chosen questions

## Feedback Template Layout & Options continued

**Settings** | **Feedback Form**

**General Settings**

Set as default agent template:

When new feedback is received:  Hold for review  Publish Automatically

Feedback Sent by/Reply to:  Agent Email Address  Office Email Address

**Feedback Request Email**

This text will be in the body of the Feedback Request Email

Thank you for your recent showing of our listing. We would appreciate it if you could offer us some quick feedback on your showing experience. Please click on the link below to answer a few quick questions. Thank you very much!

**Instructions Box**

These instructions will be at the beginning of the Feedback Survey

We would appreciate your customer's opinions and any additional comments you may have. Thank you very much for your assistance!

**Footer Text**

This text will be at the bottom of the Feedback Survey

Thank you for your assistance! Please click "Submit" below to send us your feedback.

**General Settings** - Basic settings for how feedback will be driven on the current template.

**Set as default agent template** - This will set the current template as the default for all future listings. When a listing is imported from the MLS, that listing will use the selected template. Under the **Feedback Template** dropdown, the default template will be notated by an asterisk ( \* ).

**When new feedback is received** - This option changes how the system should handle new feedback, should we publish it automatically to your owner, or allow you to hold for review and manage the feedback yourself.

**Feedback Sent by/Reply to** - This allows you to modify who the email requests are sent from/on behalf of.

**Feedback Request Email** - This text will only be visible in the feedback request emails to the showing agent.

**Instructions Box** - Instructions located at the beginning of the Feedback Survey.

**Footer Text** - The text located at the bottom of the Feedback Survey.

## Adding & Removing Questions



### Step 1

Select the Feedback Form tab at the top.

### Step 2

Choose either of the 2 available question types.

### Multiple Choice Questions

Multiple Choice Questions should always start with the question at the top. Any number of responses can be added or removed using the buttons located to the right of the response section.


 - Used to **Add** a Response

 - Used to **Remove** a Response


### Free Text Questions

Free Text Questions can be any question that you would like the agent to provide a detailed response to. Try to keep these questions open ended to provoke more than a yes or no answer.

### Removing Questions

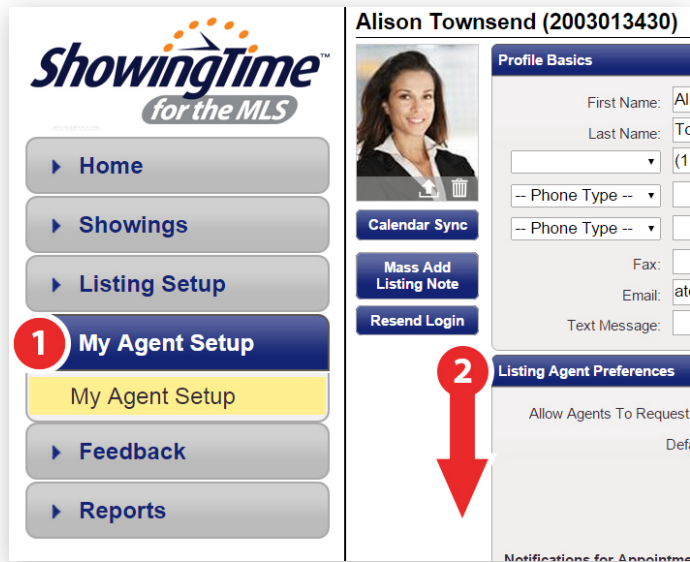
 - Selecting this icon will remove any unwanted questions from the template.

### Re-ordering Questions

 - When your cursor changes to this you can click and drag to reorder the questions.

## Adjusting the Feedback Request Frequency

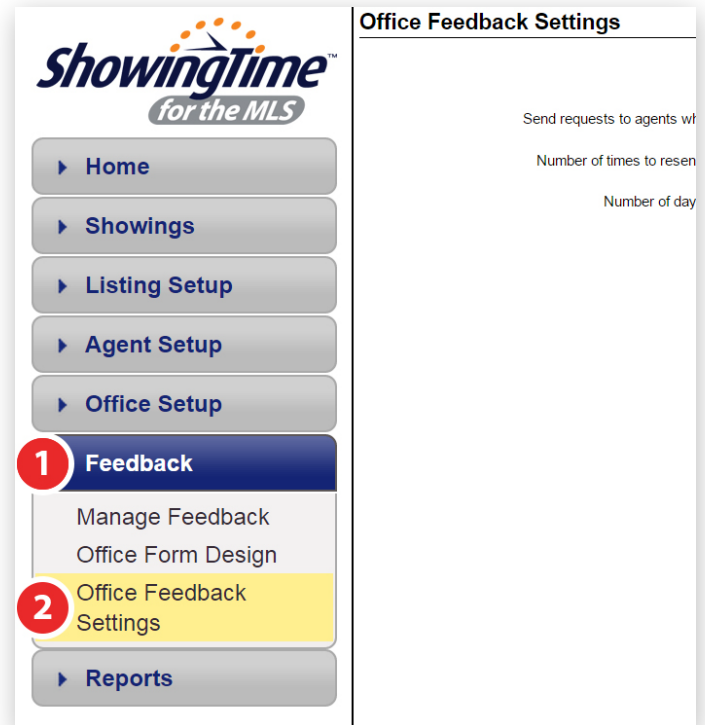
As an Agent



**Step 1**  
Start By Selecting **My Agent Setup** from the Left side menu

**Step 2**  
Scroll down till you see the section labeled **Listing Agent Preferences**, under that section there is a sub-section labeled as **Feedback Requests**

As an Office Manager



**Step 1**  
Start By Selecting **Feedback** from the Left side menu

**Step 2**  
Select **Office Feedback Settings**

### Feedback Requests

Send feedback requests to agents who showed my listings:  Yes  No

Number of times to resend feedback requests:

Number of days between resends:

You will be presented with 3 options in regards to request feedback frequency. Choose the options that best determine your feedback request frequency.

1. Send feedback requests to agents who showed my listings
2. Number of times to resend feedback requests
3. Number of days between resends

## Assigning a Template to a Listing

The screenshot shows the ShowingTime for the MLS interface. On the left is a navigation menu with 'Listing Setup' highlighted. The main area is titled 'Search for a Listing' and contains a search bar, a 'Search' button, and a 'Mass Add Notes To My Listings' button. Below the search bar is a table of search results with 3 rows. The first row is highlighted in blue. A red circle with the number '1' is next to the 'Listing Setup' menu item, and a red circle with the number '2' is next to the first row of the table.

MLS Code	MLS Number	Listing Agents	Owners	Address	City	Zip	Subdivision	MLS Status	In-House Status	Listing Price
ST_DEMO	4577446	Alison Townsend (2003013430)		17 East Hanna Ln.	Cleveland	44108		ACTIVE		\$2,995,000
ST_DEMO	1230000	Alison Townsend (2003013430)		130 Lakehurst Dr.	Cleveland	44108		ACTIVE		\$2,650,000
EMO	4586442	Alison Townsend (2003013430)	Damon Hurt	4540 Mastadon Dr.	Cleveland	44108		ACTIVE		\$875,000

### Step 1

Start By Selecting **Listing Setup** from the Left side menu

### Step 2

Select the Listing for which you want to assign the feedback template on.

You will see the Feedback Template option located in the Appointment Settings section. Use the selector to choose the feedback template you would like to assign to the listing.

The screenshot shows the 'Appointment Settings' section. It contains two dropdown menus: 'Appointment Type' set to 'Appointment Required' and 'Feedback Template' set to 'Default'.