KEY BENEFITS OF ONLINE SCHEDULING

Enables Showings to be Requested 24/7:

- **Generate more showings on your listings.** Statistics show that listings using the 'Schedule a Showing' button get more showings than those without the button; it works even when the office is closed. Many agents work late hours where calling an agent or office is not ideal. With online scheduling, showing agents have a convenient way to request and schedule showings online, allowing listing agents (or offices) to take those requests and receive all the necessary information of the request at any time.
- **Reduce time spent scheduling appointments so you can spend more time with clients.** When appointments are made online, listing agents will be notified of the request and will know exactly which listing the agent wants to show, when they want to show it, and their contact information. Because all this information is clear and available, it reduces the number of back and forth phone calls.
- **Confirm showing requests faster.** There are four different notification options available to agents using ShowingTime for the MLS: Email, 2-Way Text Messaging, ShowingVoice (our automated calling system), and Push Notifications (available with the mobile app). Once a showing is requested, the listing agent immediately receives a notification of the request they can confirm or decline. With four options available, agents can ensure they'll never miss a request and can quickly confirm or decline appointments even while in the field. They can also add their seller as a contact so requests go straight to the seller for confirmations without needing to go through the listing agent. Vacant properties can be set to the 'Go and Show' appointment mode, which sends showing agents an automatic confirmation as soon as they submit their request.

Prevents Unauthorized Access:

- **Add another level of security.** Instructions entered in ShowingTime for the MLS are not public facing and won't display anywhere in the MLS. This means agents can't just look up a listing in the MLS or in ShowingTime to view showing instructions. These instructions are only available after the showing agent has submitted a request to show, and received a confirmation from the listing agent. Agents can also access these instructions through the app for convenience, but won't be able to view the instructions in the app for past appointments. In addition, only agents who are members of the MLS can schedule a showing online; their information is already verified since they have to be logged into the MLS.

Keeps Track of All Activity and Creates Reports for You:

- **Save time from manually logging showings and activity.** With online scheduling, every agent who requested a showing online is automatically logged; listing agents can also view the showing agent's contact information. The Listing Activity Report is available to agents so they can review all activity with their sellers. There's also an option to manually add activity to the report for instances where the online scheduling button wasn't used (e.g. an open house or showing) for more accurate reporting. In essence, the online scheduling system helps agents keep track of everyone who has viewed the property.
- **Send notifications to past showing agents.** Because the ShowingTime system keeps track of agents who scheduled showings, listing agents can manually send notifications in ShowingTime to all the agents who showed their property in the past 180 days. For example, they may target their marketing of an upcoming price reduction to agents who have buyers that already showed interest in the home.

Generates More Feedback with Enhanced, Customizable Templates:

- **Improve feedback response rates.** By default, feedback requests are automatically sent three times to showing agents after showing the property. ShowingTime for the MLS equips agents to keep track of all feedback requests so they can follow up if feedback hasn't been received; it's also easy to manually enter feedback if the listing agent happens to talk to a showing agent who didn't submit feedback electronically.
- **Customize feedback templates for each listing.** Instead of a standard template, agents have the ability to create different feedback templates they can assign on a per-listing basis. Various listings may benefit from different questions, which enables the listing agent to measure different aspects of a property. For example, agents might want to ask what the buyer thought of the Homeowner Association for a condo.

Allows Quicker Scheduling with ShowingCart™:

- **Simplify the scheduling process for buyer tours.** With ShowingCart, agents don't have to plan their buyer tours on paper, then click the 'Schedule a Showing' button for each individual stop. Instead, ShowingCart provides an easy way to add several listings to a 'cart' (a buyer tour), rearrange the stops with the ease of dragging and dropping, enter the times they expect to show each listing, then click a single button to send all the requests to the respective listing agents. Agents can also add non-listing stops such as a home office, a buyer's home address, a lunch break or a For Sale By Owner listing for planning purposes.
- **Stay organized.** ShowingCart provides agents with an easy way to plan their buyer tours and stay organized. There's an option to print an agent version of the tour to take with them, which includes all the showing instructions for confirmed appointments. No need to comb through different emails, texts, etc. The buyer tours can also be viewed through the ShowingTime mobile app which provides additional information. There's also

an option to print a buyer version of the tour and/or send buyers a link to the tour that can be opened on a desktop computer or mobile device.

Improves Efficiency with Mobile App Access:

- **Keep everything at your fingertips.** The mobile app is easy to navigate and is structured so agents can view activity with a tap of the screen. For example, they can use the app to view buyer tours created on their desktop when it comes time to go out with their buyers. They'll be able to view all the showing instructions and, with added functionality, can quickly contact the listing agent or open up a mapping app to get directions.
- **Improve efficiency.** Agents are often away from their computer; the mobile app allows them to work while on the go. With push notifications, they can be notified of appointment requests to quickly confirm or decline, view or reply to feedback and more. If they have a new listing, they can quickly set up their listing and add showing instructions through the app.

Overall benefit: ShowingTime for the MLS helps agents save time and helps them sell homes more efficiently while providing full-service to their clients.