New Member Inductees – Welcome to the Realtor Family and Congratulations

ShowingTime - The primary tool for coordinating showings and listing for your Buyers and Sellers.

LET'S GET STARTED: Power Point then Live Demo

Frequently Asked Questions

1. As a listing agent, how can I view feedback on my listings in the Listing Activity Report?
    1. On desktop - log in to your ShowingTime account and select the listing, then click on the Listing Activity Report button on the side menu of the listing worksheet. You can also click on the Feedback button on the side menu and type in a listing's address to filter the feedback responses.
    2. On mobile - tap Reports on the side menu, then Listing Activity Report and select the Feedback tab. You can also click on Feedback menu option and select a listing of interest.
2. How can my sellers mark certain times as unavailable for showings on their listings?
    1. The ability to set up showing rules and restrictions on a listing is only available to listing agents. The best way to proceed is to have a conversation with a seller to identify when the listing is unavailable to avoid unnecessary showing reschedules and cancellations. Learn more
3. How are Go and Show appointments processed?
    1. Go and Show appointments are confirmed instantly if a listing is available during the requested day and time (yes, the request takes lead times and showing restrictions into consideration) and all listing contacts are immediately notified of the confirmation. Since there's no time delay in the confirmation, these types of listings are easier fit into an agent's schedules. Learn more
4. How do I enable my seller to automatically receive feedback after a showing?
    1. Configuring sharing options for submitted feedback is done at the feedback template level. You can create a template, set it to Publish Automatically and, once added to a listing, it will be shared with sellers without you having to take any additional steps. *Not all markets have the ability to create new feedback templates. Learn more
5. How can sellers block off an hour or two during the day?
    1. Sellers cannot set up their own calendar availability, but as a listing agent, you can easily do that for them by creating a 'Showing Restriction' rule for their listing. Learn more
6. How can a listing's appointment notifications go to more than one seller?

    1. As the listing agent, you can add multiple contacts to a listing so that everyone involved will receive notifications for upcoming appointments. The seller can also share the appointment information via email from their Listing Activity page in My Home. Learn How
7. My seller wants to sync appointments to their calendar. Is this possible?
    1. Yes, this is done through the "calendar sync" settings within their My Home profile section. Learn How
8. I have listings in more than one multiple listing service. Can I link my accounts?
    1. Yes, you can link your accounts so you can manage all of your preferences, listings, showings and feedback in one place. This will also allow you to merge duplicate listings so there aren't multiple records. Learn How
9. How can a listing agent set up a listing to allow a buyer's agent to request appointments online?
    1. Most listings allow online scheduling by default, but you can always enable it if found otherwise by navigating to the My Listing side menu option in your ShowingTime account, choosing a listing and selecting Yes next to "Allow Showing Agents to Request Appts Online?"
10. How can a listing agent update a homeowner's contact phone number?
    1. If a seller is already added to a listing agent's client contacts, their phone number can be easily updated in the Contacts/My Clients section.
    2. Note: To enable a seller to receive notifications on their listings, view the settings on the listing's worksheet.
11. How can a listing agent add an assistant's contact information so they can receive appointment notifications?
    1. There are different ways to make sure your assistant receives showing notifications on your listings. Depending on whether you want them to confirm showings or receive the FYIs only for when the appointments are requested or confirmed, you can add them as a co-listing agent or a listing contact. Learn more
12. I need to manually add a past showing in ShowingTime. Will a feedback request be sent automatically to the showing agent?
    1. A feedback request will be sent automatically if the showing took place in the last seven days. Watch our video on how to add past showings.
13. I'd like my assistant to receive appointment notifications. How can I set this up?
    1. If your assistant is also an agent, you'll add them as a co-listing agent under that listing in ShowingTime. Otherwise, you can add their email to your profile to copy them on all of your appointment communications. Learn How

Please contact support@showingtime.com with any questions on the integration in your MLS.

Instructor: Pierre Rattini, pierre@mbbuzz.com Call/Test 843.295.5252 - CCAR Board Member

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