

How to Send Showing Feedback to your Seller via ShowingTime for FlexMLS

From your FlexMLS Menu button, under the section **Schedule/Message**, click **ShowingTime**. In the ShowingTime menu tree, click **Listing Setup**. Click on the listing you would like to configure. The first step is to make sure you have added the owner on the Listing Worksheet. To do this, in the Contacts section, click the button labeled **Add New Owner/Occupant**.

The screenshot shows the 'Contacts' interface. On the left, under 'Contact Details', is a listing for Angela Washington-Marshall (Listing Agent) with contact information. On the right, under 'Notify of Confirmed/Canceled Apts By:', there are checkboxes for 'Text Message' (unchecked) and 'Email' (checked). At the bottom, there are three buttons: 'How will this work?', 'Add New Co-Listing Agent +', and 'Add New Owner/Occupant +'. The 'Add New Owner/Occupant +' button is highlighted with a red rectangular box.

In the **Add New Owner/Occupant** window, add your seller's information.

The screenshot shows the 'Add New Owner/Occupant' window. The form contains the following fields and options:

- First Name: Henrietta
- Last Name: Seller
- Owner? Yes No (A red arrow points to this radio button)
- Occupant? Yes No
- Mobile Phone: 414.777.9311 (with a dropdown menu) Use for Text Messages
- Home Phone: 414.867.5309 (with a dropdown menu)
- Phone Type -- (with a dropdown menu)
- Fax: (empty field)
- Email: hseller@sellmyhouse.com
- Mobile App Access: Yes No
- Do not send contact Text Messages:
- Devices: No registered devices
- Buttons: Save, Close

NOTE: (If the Contact is not marked as an owner and is just set as an Occupant, they will not get feedback.)

The next step is to create a Feedback Template that automatically publishes feedback to the Owner/Seller. In the ShowingTime menu tree, click **Feedback > Form Design & Settings**.

Start by clicking the **Settings** tab of the Feedback Template and then clicking the **Create New Template** button. Next, select the radio button for **Publish Automatically**. There's also a checkbox on top to set that template as the default feedback form; but that would only affect new listings they are added you're your inventory.

MetroMLS
ShowingTime

Home
Showings
Listing Setup
Agent Setup
Office Setup
Feedback
My Feedback
Form Design & Settings
Office Feedback
Office Form Design
Office Settings
Reports
Help and Training

Feedback Form Design

Save Changes to Feedback Template? Save Changes Undo Changes

Feedback Template: New Template Clone Rename Delete **Create New Template** Preview Survey

Settings Feedback Form

General Settings

Set as default agent template for all new listings:

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.

Next, click the **Feedback Form** tab to create questions for feedback. You may do this as multiple choice questions, free text, or a combination of both, using the buttons in the **Add Questions** panel.

Once you have completed adding your questions, you can name your feedback form by clicking the **Rename** button, and then typing your desired label in the **Feedback Template** field. Click the **Save Changes** button when finished.

The screenshot displays the 'Feedback Form Design' interface. On the left is a sidebar with navigation options: Home, Showings, Listing Setup, Agent Setup, Office Setup, Feedback (expanded), My Feedback, Form Design & Settings (highlighted), Office Feedback, Office Form Design, Office Settings, Reports, and Help and Training. The top navigation bar includes 'Feedback Form Design' and a 'Feedback Form' tab, which is highlighted with a red box. Below the navigation bar, there are buttons for 'Save Changes to Feedback Template?', 'Save Changes', and 'Undo Changes'. The 'Feedback Template' field is set to 'New Template', with 'Clone', 'Rename', and 'Delete' buttons. The 'Rename' button is highlighted with a red box. To the right of the 'Feedback Template' field are buttons for 'Create New Template' and 'Preview Survey'. The main content area is titled 'Questions' and contains a list of six questions, each with a trash icon and a 'Free Text Field' input. Question 5 is a multiple-choice question with three options: 'Accurate', 'Overpriced', and 'Underpriced', each with a green plus and red minus button. To the right of the questions is a red-bordered box titled '+ Add Question' with two buttons: 'Add Multiple Choice Question' and 'Add Free Text Question'.

Once the feedback template for sending feedback automatically is created, agents can then return to **Listing Setup**, select the listing to configure, and then select the newly created template from the **Feedback Template** drop-down under the **Appointment Settings** section, and then click **Save Changes**. This template will now be available for any listing where they want the seller to receive feedback automatically.

123 Fantasy Island Dr, Adams (1468676)
Select another Listing to Manage: 123 Fantasy Island Dr, Adams (1468676) ▼

Showing Instructions Save Changes to Listing? Save Changes Undo Changes

Appointment Handling
Allow Showing Agents to Request Appts Online? Yes No

Appointment Settings
Appointment Type: View Instructions Only ▼
Feedback Template: Showing Feedback ▼

Contacts
Contact Details | Notify of Confirmed/Canceled Appts By: