

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

From your FlexMLS Main Menu tree, click **Schedule/Message > 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' window with the following details:

Contact Details	Notify of Confirmed/Canceled Appts By:
<p>Angela Washington-Marshall (Listing Agent) (414) 555-1212 (Office Main Line) (414) 350-0000 (Mobile Phone) angela@metromls.com 414.350.0000@messaging.sprintpcs.com (Text Message)</p>	<p>Text Message <input type="checkbox"/> Email <input checked="" type="checkbox"/></p>

Notifications will be copied to:

Buttons: [How will this work ?](#) [Add New Co-Listing Agent +](#) [Add New Owner/Occupant +](#)

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

The 'Add New Owner/Occupant' window contains the following fields and options:

- First Name: Henrietta
- Last Name: Seller
- Owner? Yes No
- Occupant? Yes No
- Mobile Phone: 414.777.9311 (Use for Text Messages)
- Home Phone: 414.867.5309
- Phone Type --
- Fax:
- 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.

MetroMLS
wiredata

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**

Questions

1. What was your overall impression of the property?
Free Text Field
2. What did you like most about the home?
Free Text Field
3. What did you like least about the home?
Free Text Field
4. How do you compare this home with others you are viewing and
Free Text Field
5. How do you feel about the price?
 Accurate
 Overpriced
 Underpriced
6. What would it take for you to make an offer today?
Free Text Field

+ Add Question
Add Multiple Choice Question
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.

MetroMLS
www.metrodata.com

- Home
- Showings
- Listing Setup
 - Listing Setup
- Agent Setup
- Office Setup
- Feedback
- Reports
- Help and Training

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

Upload Photo
PHOTO NOT AVAILABLE

123 Fantasy Island Dr
Adams, Wisconsin 53910
1468676
ACTIVE
\$1

Presented By:
Angela Washington-Marshall

Archive

Merge

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:
-----------------	--