

KEY FACTS ABOUT SENTRIKEY SHOWING SERVICE™

What is the SentiKey Showing Service™?

The SentiKey Showing Service™ is the first and only combined solution for managing showings, customer experience and property access. It is an optional, subscription-based service that associations and MLSs can offer to their members. This innovative, easy-to-use, and feature-rich solution from your trusted real estate technology partner SentiLock, is an alternative to current showing service offerings in the market.

Why has SentiLock developed a showing service?

For some time now, we have been asked by our customers to add a showing service solution that integrates seamlessly with our lockbox system. With few showing service options on the market due to recent acquisitions, the time is right for SentiLock to offer REALTOR® Associations and MLSs more choice by introducing a fully integrated system from a trusted partner in the real estate industry, designed with the needs of REALTORS® in mind.

Who can purchase SentiKey Showing Service™? Do I have to sign a contract to join the service?

SentiKey Showing Service™ is purchased by a REALTOR® Association or MLS. SentiLock does not currently offer the showing service directly to individual brokers or agents. Once the Association or MLS contracts to receive the service, it is available to all its members through the SentiKey® Real Estate mobile app and website. Users can upgrade to a higher level of service for an additional fee that is paid directly by the individual.

When is it available?

On March 31, 2021, SentiLock will officially make the SentiKey Showing Service™ available to all its current lockbox customers. This will offer Associations, MLSs and their members a powerful and comprehensive solution in the showing service space – from a long-time trusted partner in SentiLock.

What if we are on a lockbox system other than SentiLock?

We anticipate making the showing service available to Associations and MLSs on other lockbox platforms in the third quarter of 2021.

Is my data secure with SentiLock's showing service?

Yes, information remains secure with SentiLock. Information about showings, property accesses, agent data, property specifications is kept safe and secure with SentiLock and not sold to vendors or used for monetization purposes. Being 100% owned by the National Association of REALTORS® (NAR) means you can trust your data is only used for supporting your business.

What makes the SentiKey Showing Service™ a good alternative to other showing services?

The SentiKey Showing Service™ is a real estate solution for managing showings, property access, and client experiences. It simplifies the sales process and helps REALTORS® stay organized and spend more time doing what they do best – selling homes and delivering outstanding service to their clients. In addition, SentiKey Showing Service™ offers users better features, a fresh and user-friendly interface, and competitive pricing.

**ONE PLATFORM,
ONE SOLUTION.**

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How does SentiLock's showing service differ from the competition?

Utilizing research conducted with agents, brokers and real estate Associations, SentiLock developed a comprehensive platform designed to bridge the gap between ease-of-use and superior technology. When combined with SentiLock's lockbox solution, it forms a comprehensive, integrated all-in-one solution for showings, access management and client experience. The SentiKey Showing Service™ AI-based virtual assistant, SAM, automates routine time-consuming tasks so agents can reduce busy work and focus on the client. The SentiKey Showing Service™ also offers a robust direct agent-to-client communication platform that allows sharing listings, providing property feedback, sharing a synched calendar, and more. It's a more engaging way to communicate that impresses clients and heightens the agent's value and professionalism.

What are some of the key features of SentiLock's showing service?

The SentiLock offering is a feature-filled showing service that gives real estate professionals a fully integrated showing experience. Agents will utilize the same SentiKey® Real Estate mobile app (or website) for the showing service that many currently use to open lockboxes and manage showings. It offers the possibility of one platform, one solution. SentiKey Showing Service™ key features allow agents to:

- ▶ Schedule and manage showings from a simple dashboard
- ▶ Reschedule showings automatically through SAM, the SentiKey™ Assistant for Mobile
- ▶ Manage their day "on the go" with the mobile app
- ▶ Maintain their calendar and client roster
- ▶ Receive showing requests, property details, and notifications
- ▶ Share listings, trends, and property data with clients
- ▶ Build a daily showing itinerary – with driving routes
- ▶ Communicate easily with clients via a dedicated client mobile app

- ▶ Access listing details and schedule showings from within the MLS
- ▶ Select the optional concierge call center support to manage scheduling
- ▶ Easily grant secure, temporary home access to vendors like home inspectors and appraisers
- ▶ Easily work with teams – scheduling showings, accessing calendars, and more

When integrated with the SentiLock lockbox system, these additional exclusive features are available:

- ▶ Access by appointment – control lockbox access around scheduled appointments, if desired
- ▶ Consolidation of lockbox/showing event reporting
- ▶ Automatic client app population with visited properties
- ▶ Listing detail integration with your favorite productivity tools such as HomeSnap®, RPR, etc.

Do you offer multiple tiers of service?

Yes, there are three tiers of service available. The association or MLS subscribes to the option that best meets their needs. Members can upgrade in order to access higher tiers of service.

MLS Integration

This tier of service provides members of Associations a deep link into their MLS provider to request and schedule showings through a web interface. This tier also includes single showings and our multi-route itinerary function, along with robust listing activity reporting.

Select Service

Our most popular tier provides all the robust features agents need to quickly and effectively schedule and manage showings through our website or our feature-filled mobile app. Users enjoy a direct link with clients to recommend listings, receive property feedback, and share market data. Additionally, SAM, the SentiKey™ Assistant for Mobile, keeps agents organized by automatically rescheduling showings, and notifies you when a showing is about to start, along with drive time to your appointment.

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Premium Service

Individual users can upgrade to our Premium Service. This level offers subscribers all the benefits of Select Service AND provides access to our call center, which is staffed with highly trained professionals who will facilitate the entire scheduling process for a listing agent, including rescheduling and managing cancelled showings.

Where can I find pricing?

You will be surprised at how affordable and competitive the pricing is compared to other showing service providers. If you'd like to learn more, contact us at showingservice@sentrilock.com.

Does SentiKey Showing Service™ integrate with my MLS?

Yes, the service will integrate with MLSs. Users will have the ability to click on a "Schedule Showing" button and connect with the SentiKey Showing Service™ platform.

What initial and ongoing training and support is available with the service?

Comprehensive onboard training will be available to association subscribers and their members. Ongoing training tools such as collateral, videos and webinars will also be available to users.

How do I get started with SentiKey Showing Service™?

Associations and MLSs can learn more about subscribing by clicking below to receive a personalized demo.

[REQUEST A DEMO](#)