SENTRIKEY
SHOWINGSERVICE®

SentriKey Showing Service® skyrockets the success of real estate professionals and is the first and only combined solution for managing showings, client communication, and property access.

SentriKey Showing Service® Subscription Levels

- MLS Integration
- Select
- Premium

SENTRILOCK

SERVICE DETAILS

SentriKey

SHOWING SERVICE®

SentriKey Showing Service® skyrockets the success of real estate professionals and is the first and only combined solution for managing showings, client communication, and property access.

MLS INTEGRATION	SELECT	PREMIUM	FEATURES SUMMARY
✓	✓	✓	**MLS Integration** Link between properties on the MLS and self-scheduling on the SentriKey® Real Estate website and app.
✓	✓	✓	**Self-Scheduling** Access the scheduling page and additional features on the SentriKey® Real Estate website and app.
✓	✓	✓	**Showing Request Notifications** Agent-defined notification settings to accept, decline, or propose a new time.
✓	✓	✓	**Showing Instructions** Set up and receive defined instructions for accessing the property, including alarm codes. If available, showing instructions from the MLS will be pulled and displayed automatically.
✓	✓	✓	**Team Schedules** Easily search for team members and view or manage their showings and calendars.
✓	✓	✓	**Showing Feedback** Automatically send and track feedback requests after a showing.
✓	✓	✓	**Automated Acceptance Scheduling** Enable your clients to automatically accept showing requests that fall within defined timeframes.
✓	✓	✓	**Training & Support** Access online tutorials and how-to videos, or contact live support.
✓	✓	✓	**Activity Reports** Access to market activity reporting (coming soon).
✓	✓	✓	**Multi-Showing Scheduling & Routing** Receive itinerary and directions for the most efficient route based on scheduled times, property address, and starting location.
✓	✓	✓	**Showing Service Functionality Within the SentriKey® Real Estate App** Access the scheduling dashboard and additional features through the app.
✓	✓	✓	**Property Access Report** View all of your listing's accesses by agents, inspectors, photographers, and more (coming soon).
✓	✓	✓	**Client Roster** Manage current and previous clients, with the ability to assign them to a showing or listing and receive requests and confirmation status.
	✓	✓	**Advanced Reports** Access to market analysis and historic trend reporting (coming soon).
	✓	✓	**SentriKey™ Assistant for Mobile (SAM™)** An exciting feature leveraging AI to help automate your scheduling tasks.
	✓	✓	**ClientConnect App** Give your clients the ability to share calendars, their roster of properties, and give feedback on properties from a mobile app of their own.
	✓	✓	**Client Activity Tracking** Manage your time easier by tracking what stage your clients are at for each home they're interested in buying.
	✓	✓	**Client Calendar** Share a schedule or itinerary with your client (exportable to personal calendar).
	✓	✓	**Client Feedback** Agents can view and manage feedback from clients.
		✓	**Call Center Scheduling** Let SentriLock's Professional Call Center handle the challenges of managing your new, modified, or canceled appointments.

SentriKey
SHOWINGSERVICE®

MLS SUBSCRIPTION

Overview of MLS Subscription Level

The MLS tier provides the features you need to effectively schedule and manage showings and listings through our website and mobile app.

MY SCHEDULE

The My Schedule menu allows you to add and view your appointments using the Calendar or the Dashboard.

Dashboard
An easy way to view and manage your day, all in one color-coded page. Check the status of appointments on listings and showings; add and edit showing appointments; send confirmation requests to showing agents; and view appointment details and showing instructions.

Calendar
Provides you a monthly or weekly view of your Calendar with one-touch filters to quickly see the information you need. Color-coded by status, the Calendar is a quick snapshot of your appointments, giving you a high-level, detailed look at your schedule. Export high-level details around your schedule screen to take or share with your clients.

Team Schedules
Easily search for team members, and view and manage their schedules and listings.

Build Daily Itinerary
In addition to adding a single showing, you can build an itinerary (schedule multiple appointments on the same day with a client). You can have multiple itineraries created for the same day.

Multi-showing Scheduling & Routing
Receive itinerary and directions for the most efficient route based on scheduled times, property addresses, and starting location.

Showing Service Functionality Within the SentriKey® Real Estate (SKRE) App
Access the scheduling Dashboard and additional features through the app.

MY LISTINGS

The My Listings menu provides functionality for managing your listings. Set or adjust showing instructions and appointment settings; view appointment history; and send agent notifications (e.g., price change, home updates); and manage your contacts and set your feedback forms.

Listing Summary
View all of your listings with action items to add a property to your roster; manually add listings; view archived listings; assign a lockbox; generate and view access codes; and grant SentriConnect® access (if enabled by your association).

Appointment Settings
Manage appointment settings for each listing – maximum appointment length; auto confirmation appointment required or go and show; add appointment restrictions to block certain showing times; set advanced notice for required showings; and allow overlapping appointments.

Showing Instructions
Manage showing instructions for your listings – lockbox instructions, alarm codes, and additional information. Standard instructions such as knock first, lock doors, remove shoes, and turn off lights are easily checked for inclusion. View MLS-imported instructions.

Manage Contacts
View and manage contacts for each listing. Attach an existing homeowner; add a co-listing agent; set the notification type and order in which clients and agents get notified of showing requests; and set homeowner notifications to send beginning and end of showing alerts.

Send Notifications
Use templates to easily send agents and listing contacts a message about your listing (e.g., price change) via the website.

Appointment History
See appointment history details for each of your listings. You can export the data to a PDF to easily email your clients and other agents.

Add and Manage Feedback Settings
You can set up a specific feedback form for listings. All feedback forms have required questions, but you can include optional questions on the request. You can also include how many times you would like to send a reminder message to the showing agent.

MY CLIENTS

Manage your client roster and sellers' properties. Add clients, and manage and view current and previous clients and the properties they're selling.

Client Profile
Add a client to your roster or revisit a client's current information to make any edits, if needed. You can also link clients (e.g., a married couple). When clients are linked, they receive the same notifications. Archive clients at any time to save their profile.

Client Properties
View and add client properties that they are currently selling, and manage notifications around them.

MY FEEDBACK

The Feedback page enables you to view and manage feedback provided by agents on your listings, as well as view and manage feedback that has been requested of you as the showing agent.

My Listings
New Feedback can be viewed to see the feedback sent to you on your listings. Unanswered Feedback denotes that you're waiting for the showing agent who saw your listing to submit. Feedback History view enables you to know when your feedback was sent and received. Forward received feedback to your client/homeowner easily.

My Showings
Unanswered Feedback denotes that you need to submit feedback for a showing you've attended. Submitted Feedback enables you to view past feedback you've sent. Feedback History view enables you to know when the feedback you submitted was sent and received.

MY SETTINGS

The My Settings menu on the website is an improved way of viewing your SKRE account details and showing service settings. You can adjust these settings: profile, account, lockbox, showing, and notification.

Profile Settings

The information on your profile is imported from your association. As an agent, you can update your email address, cell phone number, and profile picture.

Account Settings

- Change your password and your PIN (used to access lockboxes in the SKRE app and to validate your identity when you call SentriKey Support).
- Add team members; you can add agents from your association or an association with which you share reciprocity.
- See the date, time, and device details of the mobile device(s) used to log into your account.
- Use the event log to view account status changes, team member changes, and other actions logged on your account.

Lockbox Settings

Manage the settings specific to your lockbox inventory.

Showing Settings

- Manage default showing settings.
- Set showing agent preferences to adjust default settings for appointment length and appointment type.
- Set listing agent preferences on maximum appointment length; appointment required or go and show, and determine whether to allow overlapping appointments.

Notification Settings

- Set and manage text/email notification settings.
- Listing agent preferences: appointment request/confirm/cancel notifications; showing instructions (updated/need changes); and feedback requests.
- Showing agent preferences: appointment confirm/cancel notifications, and feedback requests.

REPORTING

Listing Activity Report

This report provides the agent a view of the appointments and feedback for a listing. You can export the report as a .pdf to share with your seller to discuss a strategy moving forward. The report displays Total Appointments; 7-day and 30-day trends; feedback received on these appointments; and graphs depicting the overall rating and interest level rating.

SUPPORT

MLS Tier Troubleshooting

SentriKey® Real Estate website troubleshooting
SentriKey® Real Estate app troubleshooting

SELECT SUBSCRIPTION

Includes MLS subscription + the following

Overview of SELECT Subscription Level

With the SELECT subscription level, you can enjoy all of the features included with the MLS Integration subscription level plus so much more. This is the most popular tier and provides the features you need to manage every aspect of your client roster from properties, feedback, notification preferences, calendar, and activity. You even get a direct link with clients to recommend listings, receive property feedback, and share market data.

Additionally, SAM™, the SentriKey™ Assistant for Mobile, keeps you organized by automatically rescheduling showings, and notifying you when a showing is about to start, along with drive time to your appointment.

MY CLIENTS

The My Clients menu allows you to add clients to your roster and share recommended properties, manage your client list, view feedback, and view client activity to easily track where they are in the buying process. In addition to the Client Profile and Client Properties features in the MLS Integration tier, My Clients includes the following:

Client Calendar

View a client's schedule and see what showings they have for a particular day.

Client Feedback

Review feedback on the properties that a client has visited and submitted.

Client Activity

See where the client is in the home buying process. Whether it's a first showing, second showing, or final walkthrough, you will be able to tell which stage they are in by using the activity tracker. We don't limit your listings, so you're able to monitor each of your properties through all stages of the sales process.

SAM™, THE SENTRIKEY™ ASSISTANT FOR MOBILE

In the SentriKey® Real Estate app, you can enable SAM™, the SentriKey™ Assistant for Mobile. SAM™ has two main features that help you manage your day: Leave Now & Reschedule Itinerary.

Leave Now

Via a push notification, SAM™ lets you know when it's nearly time to leave for your next appointment. SAM™ factors in the appointment start time and the drive time from your current location. For example, if your next appointment starts at 2:00 PM, with a 20-minute drive time from where you currently are, you receive the reminder to leave at 1:30 PM.

Reschedule Itinerary

With one touch of a button, SAM™ can cancel any appointments on listings that have gone pending and reschedule any remaining appointments on that itinerary. SAM™ even facilitates all the responses back and then lets you know when your itinerary is complete with the revised appointment times.

CLIENTCONNECT

The ClientConnect app – listed as SentriKey ClientConnect in the App Store and Google Play – provides clients a simple way to communicate with you, the agent, to generate a roster of properties. Once you add a client to your roster, the client automatically receives an email inviting them to use the ClientConnect app.

How the My Clients feature and the ClientConnect app interact

Agents use the My Clients menu to add a client profile. Your clients will be automatically invited to download and create an account in the ClientConnect app. The SentriKey® Real Estate system and ClientConnect app talk to each other so you can easily interact with your clients if they choose to use the app.

Buyers use ClientConnect to:

Search and compare properties, mark properties as favorites, add listings they would like you to schedule showings on, use the calendar feature to view scheduled showings, send feedback on properties after showings, and view properties that you have recommended.

SUPPORT

Select Tier Troubleshooting
SentriKey® Real Estate website troubleshooting
SentriKey® Real Estate app troubleshooting

PREMIUM SUBSCRIPTION

Includes MLS + SELECT subscription + the following

Overview of PREMIUM Subscription Level

Individual users can upgrade to our Premium Service. If a member has a premium subscription, they will have a concierge-level resource with the call center for all their showing service needs. This concierge-service level will allow the member to utilize the call center for management of their account, listings, showings, and client roster.

Our Customer Experience Specialists will manage the following functionality upon request:

Account management

- Notification preferences
- Showing default settings

Listing management

- Add a listing
- Remove a listing
- Adjust listing details
- Appointment settings
- Showing instructions
- Assigning lockboxes to listings
- Send notifications to showing agents
- Managing contacts associated with listings

Showing management

- Add showings
- Cancel showings
- Adjust showings
- Suspend showings
- My schedule
- Feedback and feedback settings
- Follow-up on unconfirmed showings with the seller and/or listing agent
- Outbound calls to confirm showings in real time, as well as additional calls if not able to reach the contact of record (seller or listing agent)

Client roster

- Add client
- Adjust client settings
- Remove client
- Linking clients to listings

Training on functions relating to the showing service

- Showing management
- Listing management
- Client management
- Access code creation
- Website navigation/features
- ClientConnect app navigation/features
- SentriKey® Real Estate App navigation/features

SUPPORT

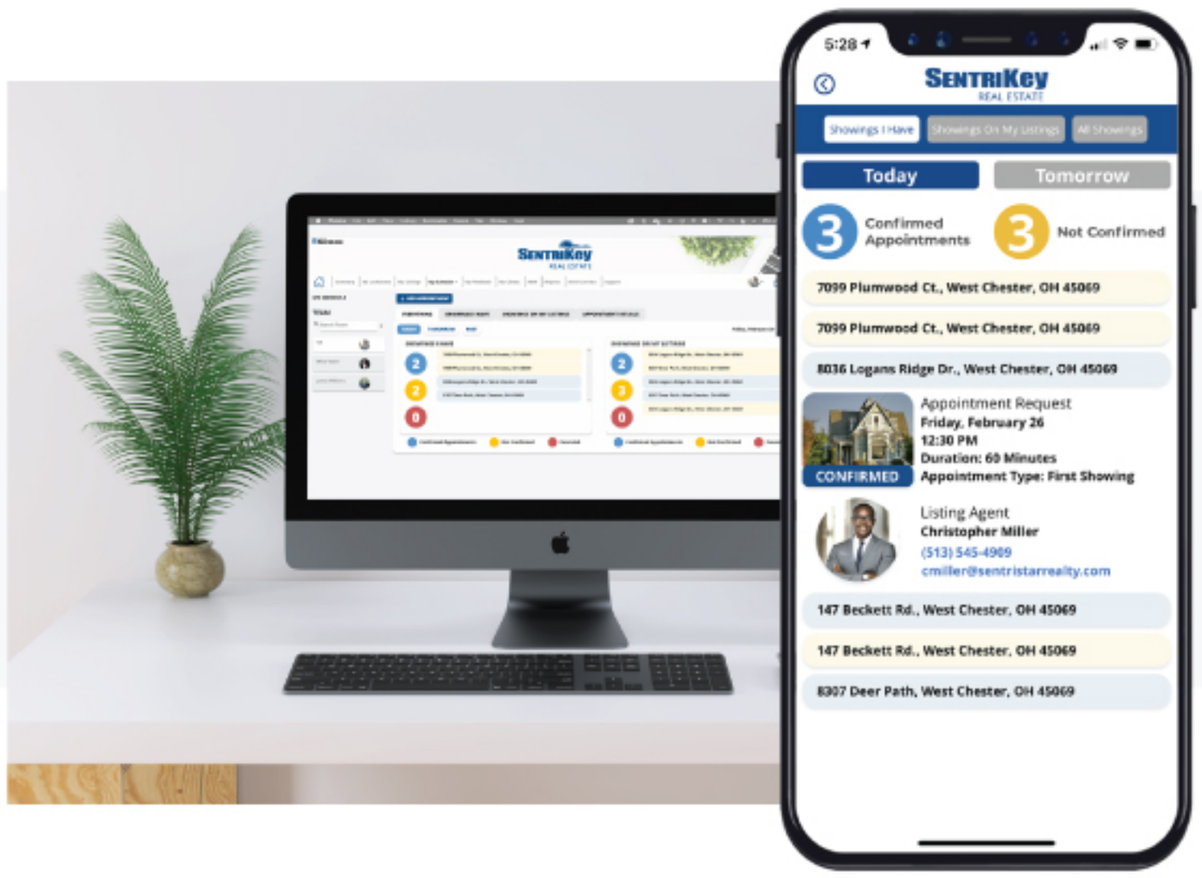
Premium Tier Troubleshooting
SentriKey® Real Estate app troubleshooting
SentriKey® Real Estate website troubleshooting
ClientConnect registration troubleshooting

TRAINING + ONBOARDING

Includes all tiers of service

Overview of Training + Onboarding

- Dedicated Project Manager who will manage a 45-60 day onboarding process.
- Detailed project plan that will guide the customer through the entire process.
- Expertly managed data import requirements and system setup.
- Thorough system training for all tiers:
  - Live instructor-led training session via Zoom or another video conferencing platform.
  - There will be multiple 30-45 minute sessions on multiple days to accommodate your members' schedules.
  - Training sessions will be specific to subscription level (MLS, Select, or Premium).
  - Training sessions will be available ongoing along with a resource, and video library to support new members/users.



Let SentriKey Showing Service® be your combined solution to help you stay organized and spend more time doing what you do best – selling homes and delivering outstanding service to your clients.

If you have any questions about showing service capabilities, features, or pricing, please send an email to showingservice@sentrilock.com.

SentriLock

SL0032 June 2021

SentriKey SHOWINGSERVICE®