

# ShowingValue Quick Guide



# Introduction

This *ShowingValue Quick Guide* contains step-by-step instructions for performing basic functions in ShowingValue.

ShowingValue is a web application included in KIM that provides you with several enhanced showing features. You can receive e-mails automatically when you've had a showing, create customized showing reports for sellers or colleagues, and e-mail updates to agents who've shown your listings. These features are available to all agents at no charge as part of the DisplayKEY or eKEY service.

ShowingValue also lets you send and receive showing feedback, add feedback about your listings for reporting to sellers, and have KIM remind you by e-mail to send feedback on properties you've shown.

This quick guide provides instructions for the following functions:

- [Receiving e-mail notifications](#)
- [Sending e-mails to showing agents](#)
- [Viewing showing activity](#)
- [Viewing feedback](#)
- [Responding to feedback reminders](#)



**Tip.** You'll find special items such as tips and notes in the page margins.

If you encounter any problems using ShowingValue, follow these instructions to contact technical support:

1. Call 1-877-699-6787.
2. Press 1 for technical support.

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# Receiving e-mail notifications

ShowingValue lets you receive e-mail notifications for the following:

- When showings occur at your listings
- When showing agents submit feedback about your listings
- When you want reminders to submit feedback about properties you've shown
- When listing agents send messages about listings you've shown



The screenshot shows a web form for configuring email notifications. At the top, there is a text input field labeled "Email Address:" containing "jane.doe@realtor.com". Below this is a section titled "Showing Emails" with a horizontal line. Underneath, there is a line of text: "Send me an email when another agent shows my listings. (select all that apply):". There are three checkboxes: the first is checked and labeled "After showing agent eSYNC"; the second is checked and labeled "Once a Week on" with a dropdown menu showing "Monday"; the third is unchecked and labeled "Once a Month on" with a dropdown menu. Below these is another section titled "Also send a copy to: (CC)" with a text area containing two email addresses: "myteam@realtor.com;" and "myassistant@realtor.com". At the bottom of the form, there is a note: "Separate multiple addresses with a comma or semicolon."

To opt-in to receive e-mail notifications for any of these events:

1. Click the **ShowingValue** link in the left-hand column of your screen under *Activity Reports*. In the main ShowingValue page, click **Change Email Settings**.
2. Under *Showing Emails*, check the boxes to specify when you want to receive showing e-mail notifications.
3. Under *Feedback Emails*, *Feedback Reminders*, and *Listing Update Emails*, use the checkboxes and dropdown lists to specify the e-mail frequency.
4. In the *Also send a copy to:* box, enter any additional e-mail addresses you want to include in the notifications.
5. Click **Save Now** when you are finished configuring your e-mail settings.



**CAUTION:** Your e-mail address must be current at your Association/MLS in order for ShowingValue to work properly.

If you are entering more than one e-mail address in the *Also send a copy to: (CC)* box, use a comma or semicolon to separate the addresses.

To save your personal e-mail signature for e-mails you send through ShowingValue, enter your signature information in the *Personalized Email Signature* field and click **Save Now**.

# Sending e-mails to showing agents

You can e-mail announcements or updates directly to agents who've shown your listings. Follow the instructions below to send an e-mail to showing agents.

1. Click the **ShowingValue** link in the left-hand column of your screen under *Activity Reports*.
2. In the main ShowingValue page, click **Send an Email to Showing Agents**.
3. Select the listing by entering the KeyBox number or MLS number. You can enter the KeyBox number manually or select it from the dropdown list.
4. Select the date range for the showings at your listing. Select a range from the dropdown list, or select *specify date range* to enter your own dates. Click **Continue**.

5. A list of agents who've shown the listing is displayed. Select the agents you want to send an e-mail by checking the boxes in the *Send Email* column. You can use the **Select All** and **Unselect All** links at the top of the column to select/deselect all agents at once. Click **Continue**.
6. In the *Compose Email* screen, type your e-mail in the *Comments* field. If you do not have a saved e-mail signature, enter the information in the *Personal Email Signature* field. (See [Receiving e-mail notifications](#) on page 3 for instructions on saving a personal e-mail signature.)
7. Click **Preview** to view your message before sending, and click **Send Now** to send the e-mail.

Only the agents who've opted to receive listing update e-mails in the ShowingValue *Email Settings* screen will receive your e-mail.



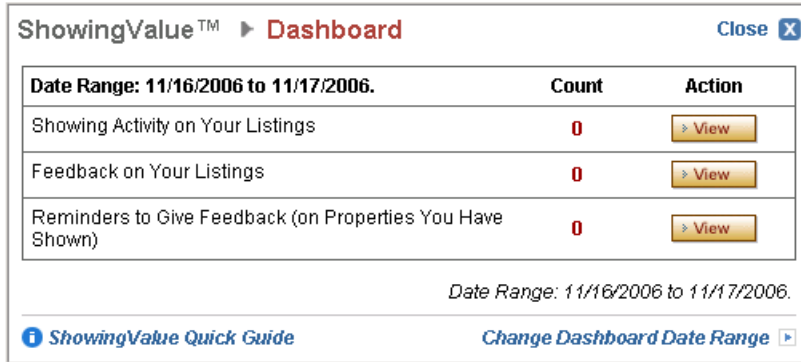
# Viewing showing activity

The ShowingValue *Dashboard* provides a quick summary of the showing activity at your listings. The *Dashboard* displays on the main page after you log on to KIM. You can also access it by clicking **ShowingValue** under *Activity Reports* in the left-hand column of your screen.

The total number of showings displays in the first row of the *Dashboard*. Click the **View** button for a detailed *Showing Activity*

report that includes the date/time of the showing, showing agent, KeyBox serial number, listing number, and listing address. From the *Showing Activity Report* screen, you can print or e-mail the report.

Click **Create New Report** to generate a new *Showing Activity* report for a specific KeyBox, listing number, or date range. In the *Configure Report* screen, select the report criteria then click **Continue**.



The screenshot shows the ShowingValue™ Dashboard. At the top, it says "ShowingValue™ ▶ Dashboard" with a "Close X" button. Below this is a table with three columns: "Date Range: 11/16/2006 to 11/17/2006.", "Count", and "Action". The table contains three rows of data, each with a "View" button. Below the table, it says "Date Range: 11/16/2006 to 11/17/2006." At the bottom, there is a "ShowingValue Quick Guide" link and a "Change Dashboard Date Range" dropdown menu.

Date Range: 11/16/2006 to 11/17/2006.	Count	Action
Showing Activity on Your Listings	0	<a href="#">View</a>
Feedback on Your Listings	0	<a href="#">View</a>
Reminders to Give Feedback (on Properties You Have Shown)	0	<a href="#">View</a>

Date Range: 11/16/2006 to 11/17/2006.

[ShowingValue Quick Guide](#) [Change Dashboard Date Range](#)

You must add your KeyBoxes to your inventory in order for showing activity to appear in ShowingValue.

Click **Add New KeyBox** in the left-hand column under *KeyBox Inventory* to add KeyBoxes. Enter the KeyBox serial number, shackle code, and the listing ID where the KeyBox is assigned, then click **Add**.

To change the date range for the activity displayed on your *Dashboard*, click **Change Dashboard Date Range**. Use the *Dashboard Date Range* dropdown menu to select the new date range, then click **Save Now** to activate the setting.

# Viewing feedback

Feedback sent by showing agents about your listings is displayed in the second row of your *Dashboard*. Click the **View** button to generate a detailed *Feedback* report that includes the date/time of the showing, KeyBox serial number, showing agent,

listing number, listing address, and the feedback received from the buyer.

Click **Create New Report** to generate a new *Feedback* report for a specific KeyBox, listing number, or date range.

ShowingValue™ ▶ **Configure Report**

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**Feedback for:**

All Your Listings

Enter a KeyBox#  or select a KeyBox:

Enter an MLS#

**Date Range:**

**Options:**

Include Showing Agent contact information in report.

If a showing agent is unable to send you feedback for one of your listings but provides feedback verbally, you can add the feedback to the listing in ShowingValue. If necessary, you can also edit feedback already received from a showing agent.

To add or edit feedback for a showing, go to the main ShowingValue page and click **Add or Edit Feedback on Your Listing**. Locate the showing record and click the **Add** or **View/Edit** button. Use the dropdown menus to enter or modify the feedback about your listing, then click **Save Now**.

# Responding to feedback reminders

Feedback reminders for the properties you've shown are displayed in the third row of your *Dashboard*. Click the **View** button to see detailed showing information for each reminder, including the date/time, listing number, KeyBox serial number, and listing address.

To respond to a feedback reminder, click the **Respond** button next to the showing record. Use the dropdown menus and *Notes* field in the *Enter Feedback* screen to provide feedback to the listing agent. Click **Send Now** to send your feedback.

To ignore a feedback reminder, click the **Ignore** button next to the showing record.

Feedback information includes the buyer's interest level, how the buyer learned about the listing, and if the price is within the buyer's range.

ShowingValue™ ▶ **Select Feedback Reminder** Help ?

Page: 1 Total: 3

[▶ Ignore All](#)

Showing ↕	Listing ↕	Action
12/01/2006 10:22AM	<b>MLS#:</b> <b>KeyBox#:</b> 20029941 <b>Address:</b> <b>Office:</b> Blackstone Professional Services Bashford	<b>Agent:</b> Angelika <a href="#">▶ Respond</a> <a href="#">▶ Ignore</a>
12/01/2006 9:51AM	<b>MLS#:</b> <b>KeyBox#:</b> 20029941 <b>Address:</b> <b>Office:</b> Blackstone Professional Services Bashford	<b>Agent:</b> Angelika <a href="#">▶ Respond</a> <a href="#">▶ Ignore</a>
11/27/2006 2:59PM	<b>MLS#:</b> <b>KeyBox#:</b> 20029941 <b>Address:</b> <b>Office:</b> Blackstone Professional Services Bashford	<b>Agent:</b> Angelika <a href="#">▶ Respond</a> <a href="#">▶ Ignore</a>

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