matrix Virtual Showing Option via Matrix/ShowingTime

When in-person showings are not an option, and you or your property owner would like to offer remote showings using a video conferencing solution like FaceTime, Zoom, GoToMeeting, join.me, Facebook and Instagram Live or other similar tools, there are options to assist with this using Matrix and Showing Time.

In a Virtual Showing, either the agent or the seller(s) are doing the actual showing. During the "NY State on PAUSE" mandate, buyers should not physically attend showings to help prevent the spread of the COVID-19 virus. Also, if the agent is doing the virtual showing, then the owner should leave the property for the duration of the event.

A **Virtual Showing** is a way for the Listing Agent sets up times that individual virtual showings are possible and provides a link to a live streamed event that allows agents and potential buyers to tune in by appointment and interact live from their personal devices. This interactive experience allows the owner and/or the Listing Agent to answer questions from the buyers and/or their agent.

Note – if this is a pre-recorded showing, then that is more of a virtual tour and we have several fields for that in Matrix too.

A **Virtual Showing** requires an appointment, a request for feedback, tracking and reporting, and can be used with your ShowingTime account. Again, this is not in person at the property; all participants, except for the person conducting the showing, are attending remotely.

Virtual Showings in Matrix - Two steps:

Step 1: In Matrix, Edit the Listing

- In the Showing Appt # Field, enter SHOWINGTIME instead of a phone number
- In the Showing/Appt Description field, select Appointment Service.
- In the **Showing Instructions** field, select **Virtual Showing**.

Showing/Appt #	Showing/Appt Description	Showing Instructions
	Appointment Service 🗸	Call Agent to Register
Owner 1 Middle Initial	Owner 1 Last Name	Call List Agent for Showing Instruction
A	Person	Call Owner/Tenant
Owner 2 Middle Initial	Owner 2 Last Name	Contingent Upon Sale of Property
0	0	HUD Master Key
Owner Town or City/ State	Owner Zip	Key at Listing Office
Ø	Θ	Lockbox - 24 hour Access
List Date	Expiration Date	Lockbox - Call First
03/05/2020	03/31/2020	Lockbox - Must Make Appt
Service Type	Negotiation With	Lockbox - Timed Access
	👔 🗹 Listing Broker Only	Online Showing Service
	Owner Directly	Other - See Remarks
		Owner Occupied
Buyer Agent Compensation	Sub Agent Compensation	Tenant Occupied
2	2	Text List Agent
	Special Conditions Apply	Virtual Showing

To eliminate confusion, you may put the following in the first line of Public Remarks exactly as follows: "Until NY executive order is lifted, virtual showings may be scheduled."

Step 2: In ShowingTime, Edit the Showing Instructions for the Listing

(see next 2 pages for detailed instructions from ShowingTime)



Setting Up Video Showings

When in-person showings are off the table, we encourage you to offer video showings using a video conferencing solution like FaceTime, Zoom, GoToMeeting, join.me or other similar tools. This type of showing requires an appointment, a request for feedback, tracking and reporting, and can be used with your ShowingTime account.

		Â	Appointment Restrictions
ShowingTime	<u>e</u> °		② Advanced Notice: ○ No same day appts. ● Lead Time Required: 0 hours ▼ Suggested: 0 hours ▼
Home	>		Maximum Appointment Length: 15 min (Excludes Inspections, Walk-Throughs, and Appralsals)
🖂 Messages	>	16780 SUNDERLAND 28032202	Allow Overlapping Appointments? Yes, Please tell the showing agent ahead of time
Showings	>	ACTV \$32,000 Presented By:	Add New Showing Restriction
Offers	>	Laura ShowTest	No Upcoming Restrictions Exist
1 Listing Setup		Merge 4	Access Information
> Listing Setup		Listing Activity Report 🖪	Access Details: Alarm Details:
😤 Contacts	>	Listing Changes Log	How can the agent access the home?: Would you like to provide alarm details to the agent for accessing the home?:
Feedback	>	Attachments 📻	Access Notes: Live Virtual Video Tour
Reports	>		Additional Instructions
? Help & Support	>		Type your Showing Instructions here (Required for View Instructions Only Listings):
Laura ShowTest	2		The seller will be hosting a live tour of the home virtually. Please click the link below from your email notification on the day of your showing copy the URL in your web browser.
			Video Tour Link: www.zoom.com/12345
Upgrade Service	>		
			Driving Directions
			Directions:
			Have a question? 🔥

How to Set Up a Video Showing

- 1. In the ShowingTime main menu, select "Listing Setup" and then choose the listing you want to edit with the video tour information.
- 2. On the listing worksheet, under "Access Information," select "Other" from the drop-down menu for how the agent can access the home. Then, specify it's a video showing in the "Access Notes" field.
- 3. In the "Additional Instructions" field, add the showing details and link to the video service that will be used so the showing agent can access the link in their mobile web browser on the day of the showing. If the showing agent is set up to receive email notifications, the link will also be accessible from within the showing confirmation email.







Messaging - Another way to easily communicate video showing details is through the messaging features in ShowingTime. You can track all conversations and showing data in the same platform.

		Messages				
ShowingTime	? `	Q Filter by Address, Agent Name, or ID		16780 SUNDERLAND Ollie Show		
Home	>	Ollie Show 16780 Sunderland CHICAGO 60600 Last message at 3/23/2020 2:36 PM		03/23/2020 2:34 PM		
Messages	>	Ollie, Ronda Last message at 11/25/2019 2:04 PM	>	03/23/2020 6:34 PM		
Offers	>	1009 Waterman Chicago, IL 60606	<u>,</u>	3/23/2020 2:35 PM		
I Listing Setup	>	1:00 PM - 1:30 PM, 9/27/2019 Last message at 9/26/2019 1:28 PM		The seller will be hosting a live tour of the home virtually. Please click the link below from your email notification on the day of your showing convite URI		
A Contacts	>	16780 Sunderland CHICAGO 60606 12:00 PM - 12:30 PM, 12/05/2018	>	Delivered		
Feedback	>	Last message at 8/21/2019 1:09 PM		3/23/2020 2:36 PM		
🛱 Reports	>	REALTY EXECUTIVES POINTES-DEMO Last message at 6/18/2019 3:21 PM	>	in your web browser. Delivered		
? Help & Support	>	DE Daryl Espina RE/MAX VISION-DEMO	>	2/22/22/22/6 04		
Laura ShowTest	Ľ	Darvi Anthony		Virtual Tour Link: www.virtualtour.com/123		
Upgrade Service	>	Last message at 4/19/2019 2:33 PM	>	Delivered		
		13619 Saratoga CHICAGO 60606 10:00 AM - 10:15 AM, 3/08/2019 Last message at 2/26/2019 8:45 AM	>			
		30885 Normal CHICAGO 60606 10:00 AM - 11:00 AM, 7/22/2017 Last message at 7/18/2017 11:17 AM	>			
		14720 Felirath CHICAGO 60606 11:00 AM - 11:45 AM, 3/31/2016	+	Type a message Send		

Listing Attachments - If you have a document you want to share with agents that further explains how to access your video tour, you can attach them to a listing and they will be sent automatically when a showing is requested.

	1600 Amphitheatre Parkway, Charleston			
	S A C C C C C C C C C C C C C C C C C C	howing Time Appointment Center Allow Appt. Center to Take Appts? Yes No Allow Showing Agents to Request Appts Online? Yes No No Default Configuration Restrictions & Exceptions Listing Data		
	1600 Amphitheatre Parkway Charleston, NC 90001 GOOGLE ACTIVE \$1,000,000,000			
	Presented By: Alison Townsend	Manage Listing Attachments		
	Print	All attachments will be auto-emailed to showing agents once an appointment is requested.		
	Archive	Choose File PDF, JPG, GIF, or PNG files only (20MB max)		
	Copy Instructions	Done		
	ang Changes	laurashowlesl@gmail.com (312) 568-8001 (Text Message)		
	Attachments	Add New Co-Listing Agent + Add Owner/Occupant +		
A	dd / Remove	ment Restrictions		
S	end In Email	Allow Inspections and		
	,300 0	⊘ Advanced Notice: No same day appts. ● Lead Time Required: 0 hours ▼ Suggested: 0 hours ▼		

