

RealTracs Showing Service - Q&A & Hacks



Is there an app for that? Yes, the RealTracs App

LISTING AGENT:

Can clients approve or disapprove appointments? Yes in the client portal. A Secure link that is sent at time of a new schedule request.

How many sellers can be notified? In addition to agent notification, there is room for 2 sellers (or tenants...etc.,)

When a listing is “Coming Soon” can agents set appointments to see it? They can schedule appointments during that time. The only times available are while the listing is active (Not during the Coming Soon period.)

What happens when a listing is changed to withdrawn or under contract-no showings? The showings after that date will be auto canceled.

Can you add Black Out Dates? Yes, under showing Schedule Restrictions. They are required to be entered one at a time. You can not restrict during a time someone has an appointment, You would need to cancel the appointment first.

Is there a way to send out email blasts to everyone who has shown the property? Yes, it is available now.

Can Rainmakers turn off showing notifications? No. Real Tracs feels like the agent should know what appointments are being scheduled. **HACK:** You could change your Realtrac notifications to be sent to an admin. We advise you to disclose to your clients who knows when appointments are set.

BUYER'S AGENT:

Can an admin sign in and set appointments? Yes, control in the upper right click on your name in the upper right and sign in as that user.

Do you have to select a time and an agent will call back and tell you if that time is not available? No, If a time is booked or slots are full (if a limited number of showings at one time is set) those times will not show up.

When booking, does it show you when there will be multiple showings booked at the same time? No it does not. You could put it in the listing description that multiple showings at one time is possible.

Can we map our buyer showings? Yes using Buyer Tour in the upper left corner in the Buyer's section. At this point, travel time and scheduling is not as advanced as other systems. This is a separate class.