



# How to customize your feedback requests

Get the feedback that's important to your clients with  
**Customized feedback requests!**

✔ Go to **Settings > Showing Feedback**

**Step 1. Choose the delay before feedback requests are automatically sent out.**

REQUESTS FOR FEEDBACK

Delay before requests are sent 30 minutes ▼

**This delay refers to the amount of time following a showing.**

If a 15-minute showing took place at 4 p.m. and the delay is 30 minutes, the showing will have ended at 4:15 p.m., meaning that the feedback form will go out at 4:45 p.m. (30 minutes later).

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## Step 2. Get specific information related to your listings

By choosing which questions to ask for each listing, you can really get an understanding of the perceptions potential buyers have of each property. Take it a step further with various types of questions:

★ 1-5 star rating

☰ Multiple choice

❓ Text answers



### Eliminate unproductive information

Get only important and relevant information you can build on.



### Provide premium service to your clients

Impress your prospective clients with your new arsenal of pertinent information.



### Add a personalized message before asking questions

It's well known that personalized messages are more likely to receive an answer. Make your requests your own by adding an introductory message.



### Create and save custom feedback templates for repeated use

Save time by reusing templates that you can send as is, or tweak before sending.

QUESTIONS

- ❓ What seemed to be the biggest point of interest? >
- ☰ Was the buyer happy with the location of the building? >
  - Yes
  - No
- ❓ Were there any negative comments? >
- ★ How do you rate the building's overall appearance? >
- 📞 Feedback

ADD A QUESTION

- ★ five stars answer >
- ☰ multiple options answer >
- ❓ free text answer >

# How to customize your feedback requests

## Adding and managing forms is easy!

To add a new form

✔ [Go to Settings > Showing Feedback > Manage Forms](#)

To edit or duplicate an existing form

✔ [Go to Settings > Showing Feedback > Manage Forms > New Form](#)

DEFAULT FEEDBACK FORM

Select a feedback form to be used by default for your listings:

Template 1 (Bob Bungalow) ▼

FEEDBACK FORMS

[Manage forms](#) >

MY FORMS BY LISTINGS

[Manage feedback forms by listing](#) ↓

# How to set up your replacement

## Replacements

Going on vacation soon? Or need a few days off, but afraid to miss important messages? **Fear no more!**

**Step 1.** Simply go to **Settings > Replacements > Add Replacement.**

The screenshot displays the 'Add Replacement' interface in the Touchbase mobile application. On the left is a sidebar menu with various navigation options. The main content area is titled 'Replacements' and 'Add Replacement'. It features a search bar for selecting a replacement, currently showing 'Brad Pitt' with a 'Match found' result. Below this is the 'COVERING PERIOD' section, which includes a 'Custom period' toggle and fields for 'From' (2019-07-29 12:00 AM) and 'To' (2019-08-05 12:00 AM). The 'FILTERING' section has a checked 'Apply a filter' toggle, 'Beginning time' (12:00 AM), 'Ending time' (11:45 PM), and 'Selected days' (No selection). The 'MESSAGES TRANSMISSION' section has a checked 'Copy me in' toggle. At the bottom, there is a 'Save' button under the 'ACTIONS' section.

**Step 2. Choose a trusted colleague who can take your messages for you.**

- ✓ **Choose your replacement** from the list.
- ✓ **Enter the beginning and ending dates** during which you wish to add a replacement; if no dates are entered, your replacement will continue receiving your messages until you remove them manually.
- ✓ **Add a filter** if you need a replacement only on specific days or during specific times during a selected period. For example, if you simply want to pass your messages on to a coworker once a week, you can select a recurring day. The options are endless and you can customize your replacements any way you like!

**Don't hesitate to contact our support team if you have any questions at [support@touchbaserealestate.com](mailto:support@touchbaserealestate.com) or 1 (800) 469-1664.**