



Company Overview:
In business since 1994
60,000+ active members
5 call centers throughout the country
10 million+ showings scheduled per year
Many MLS-Wide and Board-Wide agreements

More Showings • More Feedback • More Efficient

Established in 1994, the **Centralized Showing Service (CSS)** was the **first company** to address the issue of home showing inefficiencies in the residential real estate community. Since then, CSS has remained the premier showing appointment solution for REALTORS®. CSS currently **schedules over 10 million showings per year** and has over **60,000 REALTOR® members**. Our membership includes everything from independent agents to large companies to entire REALTOR® Associations and MLS board-wide service.

Features & Benefits

Listing Agent Perspective

- **Get more Showings!** Ease of showing with CSS means more showings on your listings
- **Get more Feedback!** Customizable auto e-mail Feedback Requests with photo of home are e-mailed to showing agents w/in 2 hrs. of showing
- **Showing Notifications** sent to you via e-mail or text message
- **One local telephone #** for all of your listings
- Excellent daily/weekly **automated website reporting** includes showing agent info, showing details and property feedback
- **Detailed Showing Reports** can be auto e-mailed daily/weekly to you or 3rd party
- **Detailed Seller Reports** can be auto e-mailed daily/weekly to you, seller or 3rd party
- **Listing Announcements** globally e-mailed to all showing agents when updates to a home are made (optional)
- Customized **Seller Webpage** keeps seller informed of events
- **Sellers can contact CSS directly** to update showing instructions (optional)
- **No Double entry** - Auto downloads of property information from MLS
- **Trained and responsible staff** handles sellers more professionally
- **CSS advertises for you** - Outbound confirmation calls are made by CSS on behalf of your and your agency
- Extended hours: 8am-8pm Monday-Saturday, 8am-6pm Sunday.
- **Relives you of phone tag** with showing agents – saves on cellular phone costs
- Never take a showing appt. call during **family time, evenings, weekends or holidays** again
- **Never miss another showing**
- CSS becomes your **virtual assistant**
- Discounted purchase of the Showing Beacon™
- Free access to FeedbackCentral.com: detailed, customizable feedback forms

Updesk Agent Perspective

- Only **MONEY CALLS** will come into the office
- Never schedule another showing again
- Utilize time more efficiently
- Provide **better service** to prospective clients
- **Answer less calls**, less calls put on hold

Showing Agent Perspective:

- **No more phone tag!**
- Schedule multiple appointments by calling one phone number
- Each appointment takes approximately **30 seconds** to set up. Schedule an entire days worth of appointments in **less than 5 minutes**
- **No busy signals!** Excellent answer times
- Save on cellular phone costs
- Professional customer representatives dedicated to each caller
- Extended Hours: 8am-8pm Monday-Saturday, 8am-6pm Sunday
- Receive **Feedback Requests via e-mail** with photo of home; complete at your convenience

Office Manager / Broker / Owner Perspective

- **Reduce costs!**
- **Better utilize or reduce** staffing costs, office expenses, phone lines
- Reduce office hours, reduce training
- More **professional office presentation** to walk-in clients
- **Office Stats** Reporting on all agents, properties
- **Manager ID** access to all property listings and feedback
- **FTP data feed** for internal reporting to drive clientele to your website
- **Recruiting tool**
- **Happier agents = more productive agents**

CSS as a Listing Tool

- You may be providing a service your competitors may not have
- **Open 30% longer** than a standard real estate office, resulting in more showings, faster sale
- Customized **Seller Webpage** keeps the seller informed of daily events
- **Seller Reports** auto e-mailed daily/weekly
- **Journal Reports** - show the seller all the marketing/work you are doing for their home
- Showing agents call CSS first to set up their appointments
- CSS makes **drive-up showings** a breeze