



# Rentsync Tours

A list to lease tool in the Rentsync Platform lineup.

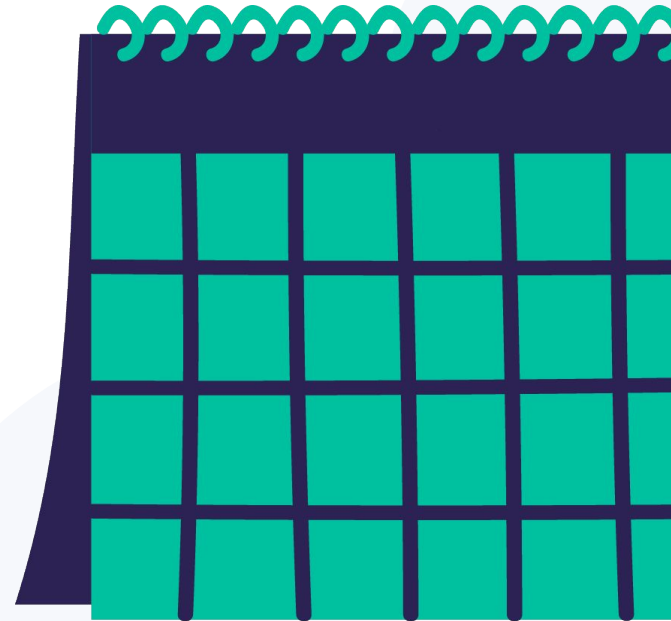
# What is Rentsync Tours?

Our **Rentsync Tours** tool offers easy and **streamlined management of all of your property tour appointments**, directly in the Rentsync Platform!

From managing incoming tour appointments, to custom tour settings per property and agent, to automated prospect emails and more, we can help **minimize administrative tasks so you can maximize your time in front of prospects.**

## Who uses Rentsync Tours?

**Rentsync Tours** is used by leasing agents and anyone else who conducts prospect tours and works hard to close those leases! The tool is best fit for a Multifamily property type portfolio.



# A tailor made experience

Experience Rentsync Tours based on your unique leasing wants and needs.

# Flexible Settings

## 2-way Calendar sync

The image shows a calendar application interface. At the top, there are search and filter options, including a search bar, a dropdown menu for 'Properties' (set to '[All]'), a dropdown for 'Tour Agents' (set to 'Select'), and a purple 'All Filters' button. The current time zone is 'Canada/Eastern'. On the right, there are green buttons for '+ Add Tour' and '+ Add Time Block'. Below this is a navigation bar with 'Today', a 'Display Time Blocks' toggle, the current date 'April 2023', and view options for 'Day', 'Week', and 'Month'. The main calendar grid shows days from Sunday to Saturday. Several events are visible, all titled 'In-Person Tour - Aspen Apartments' with various times. A 'Choose Sign-In Method' dialog box is overlaid on the calendar, listing 'Google', 'Microsoft', 'Apple', and 'Exchange' with a large green circular arrow icon. Below the calendar, a 'Calendar Sync Settings' dialog box is shown, containing a question mark icon, the text 'Connect your existing calendars from Google, Apple, Microsoft or Exchange. You can choose to share your bookings with your day-to-day calendar.', and a purple 'Sync My Calendar' button.

Whether you use Outlook, Google Calendar, Exchange or iCal, you'll be able to **sync with the Tours calendar** and have **Tours related changes reflected on both calendars**, no matter which one you edit.

This provides great flexibility for managing Tour appointments on-the-go, quickly, with no need for duplicate data entry.

# Flexible Settings

Customizable prospect form & email content

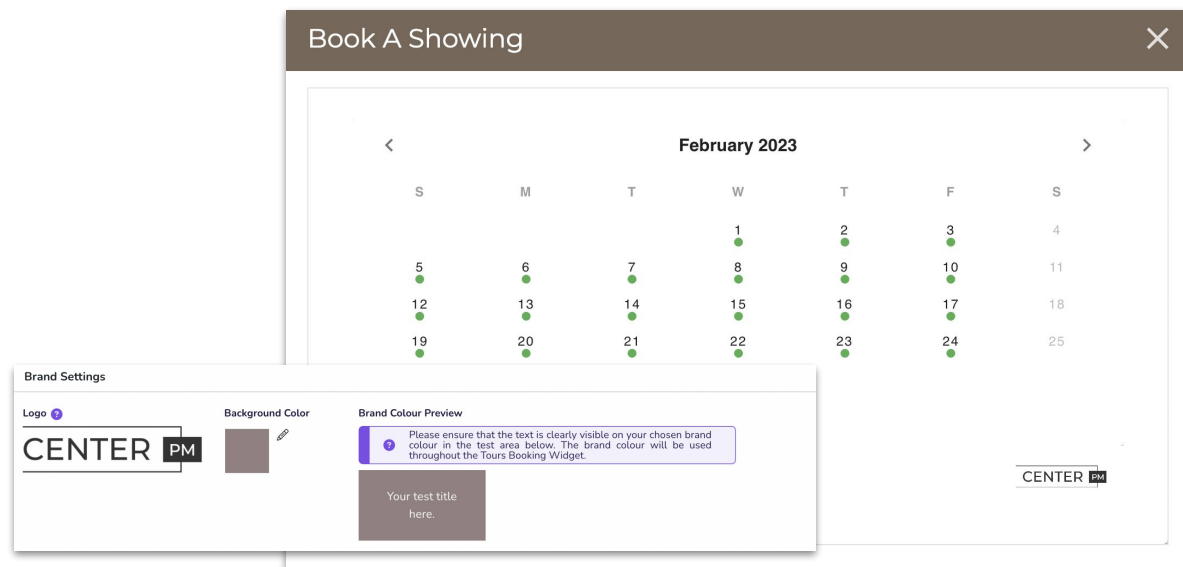
The screenshot shows a 'Form Settings' interface for a 'Tour Requested' form. At the top, there are tabs for 'Form Settings', 'Property Settings', and 'Agent Settings'. Below these are sub-tabs for 'Build Form', 'Tour Responses', 'Tour Response Settings', and 'Brand Settings'. The main content area is titled 'Tour Requested' and contains a notification: 'An email confirming submission of form will be sent immediately to the prospect requesting the tour. Subject and message support interpolation.' Below this is the 'Auto-Response Subject' field with the text 'Details of your requested tour at [[property]]'. There is a checkbox for 'Include form fields in auto-response to prospect.' and an 'Auto-Response Message' editor with a rich text toolbar. The message content reads: 'Thank you for your interest in [[property]]! Please review the details of your requested tour below and keep an eye on your inbox for a confirmation. If you require any changes to your requested date and/or time, please contact [[agent\_email]] and [[agent\_phone]].' Below the message editor are three sections: 'Tour Confirmed', 'Tour Cancelled', and 'Tour Canceled'. On the right side, there is a 'Content Blocks' panel with a search bar and a list of available blocks: 'Select a City', 'Select a Property', 'Select a Unit Type', 'Unit Number', 'Number of Bedrooms', 'Move-in Date', and 'Comments'. A 'Customizing a Form' panel on the far right shows a list of fields to be added to the form: 'Full Name', 'Email', 'Phone', 'Select a Property', 'Number of Bedrooms', 'Move-in Date', and 'Comments'. A dashed box at the bottom of this panel contains a plus sign and the text 'Drag & drop blocks from left panel'.

Gather the key info needed to help qualify incoming leads, by **customizing the appointment form fields**. Choose from our selection of default options, or create your own!

Our emails offer the same level of flexibility, with the choice of our friendly default text or **add your own in your brand's tone and style**. Our email stylers support interpolation to help each email feel personalized to the recipient. Preview the email that your prospect will see, before you save!

# Flexible Settings

## Tours booking calendar widget



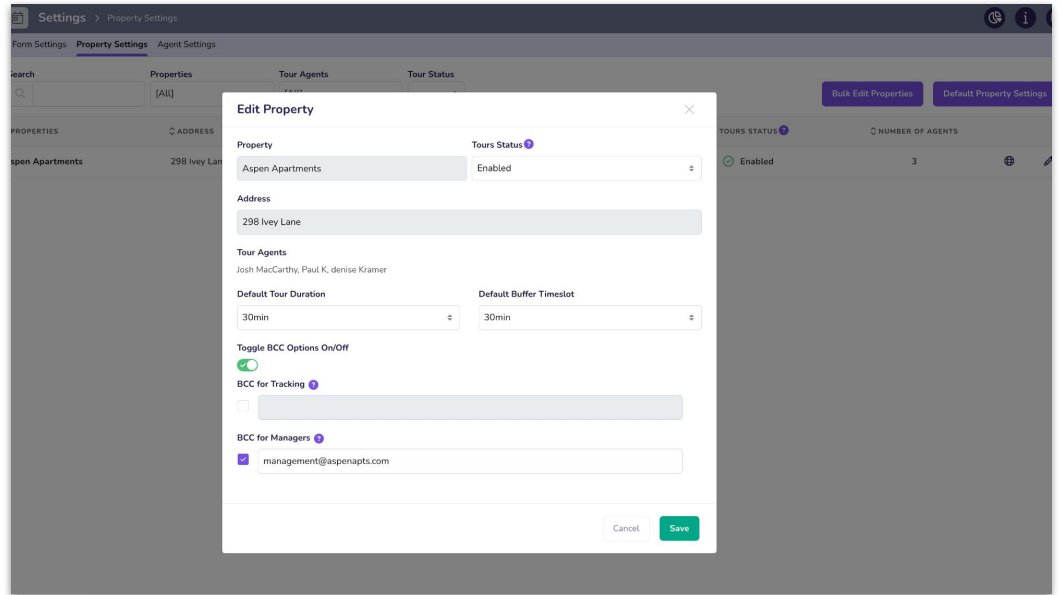
The Tours booking calendar widget is available for any online multifamily website.

Whether it's **set up on a Rentsync hosted site**, or **added to your own using an embed code**, rest assured your prospects can book a tour online using our dynamic, accessible calendar widget.

In addition, we give you the ability to incorporate your branding by adding your company logo and one primary brand colour, to be reflected on the calendar widget and the automated emails.

# Flexible Settings

## BCC Email options



Accountable communications is what we're all about!

With Rentsync Tours' automated emails, you'll have the option to add an **email BCC for all incoming Tour requests**, on a per property basis.

A **tracking email BCC** will allow you to gain the metrics you need to make data based decisions, while the **management email BCC** will help keep your team informed and on the same page.

# One login, no duplication

Streamline your workflow by moving effortlessly from one task to another, in the Rentsync Platform.



# Managed in Rentsync Platform

2-Tier user type permissions



Tour Admin



Tour Agent

We've introduced user types specific to Rentsync Tours, to provide a **clear user hierarchy** and ensure that leadership always has full oversight.

**Tour Admins** have access to all Rentsync Tour settings and agent profile fields.

**Tour Agents** have access to their specific calendar view and profile.

# Managed in Rentsync Platform

Individual agent settings

### Availability

This setting will allow prospect to book tours within set time range. All integrated calendars will be impacted.

Days Available

Same availability everyday  Different availability everyday

S  M  T  W  T  F  S

Monday

10:00 am To 5:00 pm + Add New Interval

Tuesday

10:00 am To 5:00 pm + Add New Interval

Wednesday

10:00 am To 1:00 pm 3:00 pm To 6:00 pm

Friday

10:00 am To 5:00 pm + Add New Interval

### Time Blocks

- Setting a time block will remove the set timeslot from your teams' availability.  
- If you would like to add a recurring timeblock, consider adding an interval to your Availability.

#### Add Time Blocks

Title	Start Date	Select Time Range	
Head Office Visit	05/10/2023	10:00 am To 5:00 pm	+ Add Time Block

All Day

#### Current Time Blocks

Title	Start Date	NEW Time Block 1	
Doctor Appointment	04/17/2023	10:00 am To 12:00 pm	
Vacation Time Off	05/15/2023	05/19/2023	

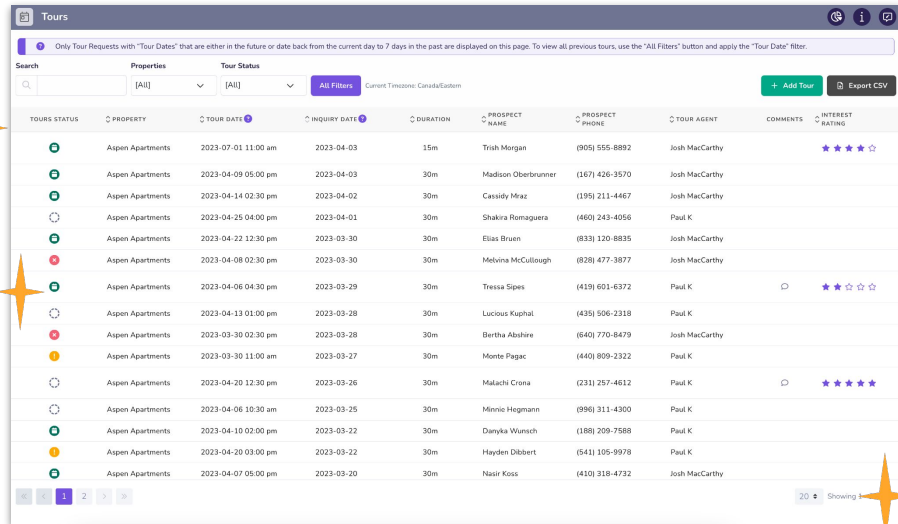
We believe every agent should have control over their calendar.

We've set up availability that can be applied to all work days, as well as **specific timing per day, per agent.**

Using our Time Blocks feature is a great way to manage your one-off out-of-office and vacation time. Whenever you add a time block, it **reserves the day and time on your calendar and blocks it off** so it cannot be booked for an appointment.

# Managed in Rentsync Platform

Active List functionality & easy to use filters



Only Tour Requests with "Tour Dates" that are either in the future or date back from the current day to 7 days in the past are displayed on this page. To view all previous tours, use the "All Filters" button and apply the "Tour Date" filter.

Search: [All] [All] All Filters Current Timezone: Canada/Eastern + Add Tour Export CSV

TOURS STATUS	PROPERTY	TOUR DATE	INQUIRY DATE	DURATION	PROSPECT NAME	PROSPECT PHONE	TOUR AGENT	COMMENTS	INTEREST RATING
🟢	Aspen Apartments	2023-07-01 11:00 am	2023-04-03	15m	Trish Morgan	(905) 555-8892	Josh MacCarthy		★★★★☆
🟢	Aspen Apartments	2023-04-09 05:00 pm	2023-04-03	30m	Madison Oberbrunner	(167) 426-3570	Josh MacCarthy		
🟢	Aspen Apartments	2023-04-14 02:30 pm	2023-04-02	30m	Cassidy Miraz	(195) 211-4467	Josh MacCarthy		
🟢	Aspen Apartments	2023-04-25 04:00 pm	2023-04-01	30m	Shakira Romaguera	(460) 243-4056	Paul K		
🟢	Aspen Apartments	2023-04-22 12:30 pm	2023-03-30	30m	Elias Bruen	(833) 120-8835	Josh MacCarthy		
🔴	Aspen Apartments	2023-04-08 02:30 pm	2023-03-30	30m	Melvin McCullough	(928) 477-3877	Josh MacCarthy		
🟢	Aspen Apartments	2023-04-06 04:30 pm	2023-03-29	30m	Tressa Spies	(419) 601-6372	Paul K		★★★★☆
🟢	Aspen Apartments	2023-04-13 01:00 pm	2023-03-28	30m	Lucious Kuphal	(435) 506-2318	Paul K		
🔴	Aspen Apartments	2023-03-30 02:30 pm	2023-03-28	30m	Bertha Abshire	(640) 770-8479	Josh MacCarthy		
🟡	Aspen Apartments	2023-03-30 11:00 am	2023-03-27	30m	Monte Pagac	(440) 809-2322	Paul K		
🟢	Aspen Apartments	2023-04-20 12:30 pm	2023-03-26	30m	Matachi Crona	(231) 257-4612	Paul K		★★★★★
🟢	Aspen Apartments	2023-04-06 10:30 am	2023-03-25	30m	Minnie Hegmann	(996) 311-4300	Paul K		
🟢	Aspen Apartments	2023-04-10 02:00 pm	2023-03-22	30m	Danyka Wunsch	(188) 209-7588	Paul K		
🟡	Aspen Apartments	2023-04-20 03:00 pm	2023-03-22	30m	Hayden Dibbert	(541) 105-9976	Paul K		
🟢	Aspen Apartments	2023-04-07 05:00 pm	2023-03-20	30m	Nasir Koss	(410) 318-4732	Josh MacCarthy		

Showing 20

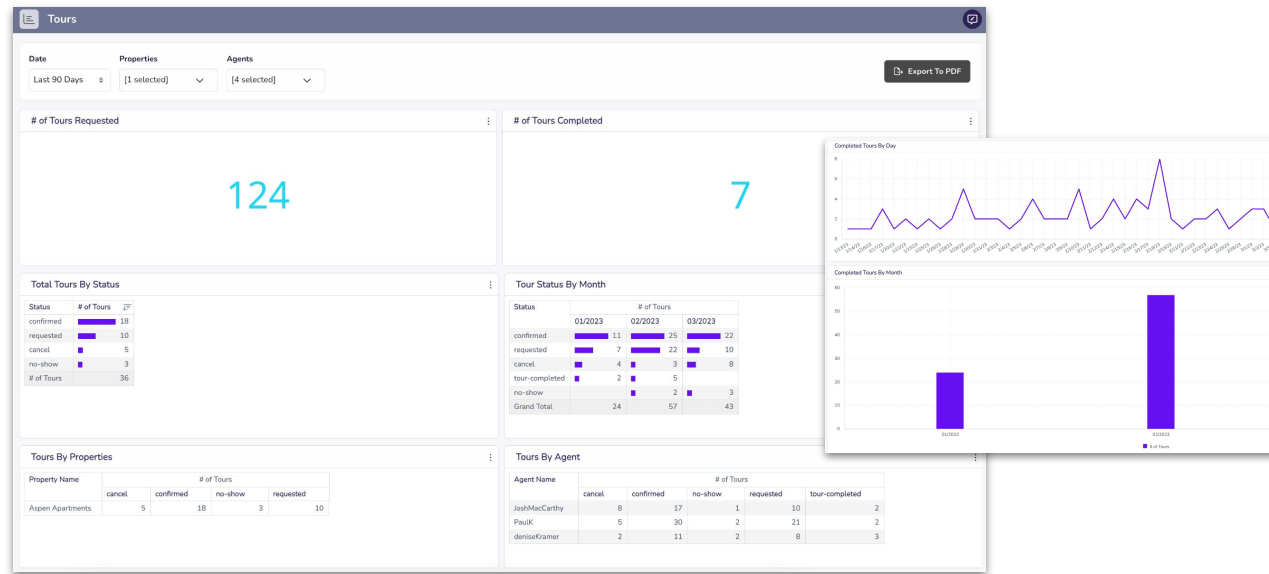
Using our Active List data management, your appointment list will only show upcoming and recently passed (up to 7 days) Tours.

We've set it up this way so you're **always working with a recent and active list to help keep things organized and uncluttered.**

By hiding the past tours instead of archiving or deleting them, you'll always have access to past ones, should you need to reference them for any reason in the future. Simply use the search or filter options to see all relevant Tours (past & present) in the results.

# Managed in Rentsync Platform

## Reporting



Understanding each property's leasing performance is key to measuring success, so we've ensured Rentsync Tours has its **own reporting section in our Platform Reports tool**.

Use our simple filters to help break down the reporting metrics to a per property and/or per agent view, as well as look at a specific timeframe.

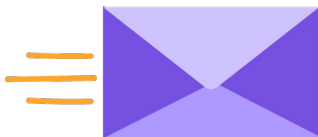
Our Tours reporting will help **empower your leasing teams** to identify strong and weak performance, fully backed by data, to make better decisions moving forward.

# Take your time back

Use Rentsync Tours to minimize admin tasks so you can maximize your time in front of prospects.

# Automated Tasking

Automatic email communication



Request Email

Tour Denied Email\*

Confirmation Email

1 hr Reminder Email

Cancellation Email

A screenshot of a 'Tour Request' confirmation email interface. The header features a green calendar icon and the text 'Tour Request' with a sub-message 'A new tour request has been made.' Below this is a form with the following fields:

<b>Property Name</b>	
<b>Address:</b>	1234 Address Street, City, Province L1L 1L1
<b>Date:</b>	Wednesday, August 31st, 2022
<b>Time:</b>	10:00 am
<b>Name:</b>	Full Name Here
<b>Phone:</b>	555-555-5555
<b>Email:</b>	useremail@email.com
<b>Comments:</b>	
<b>Unit Type:</b>	Unit type selection
<b>Custom Field:</b>	Custom field input.

At the bottom of the form are two buttons: a white button with a red 'x' and the text 'Reject', and a green button with a white checkmark and the text 'Confirm'.

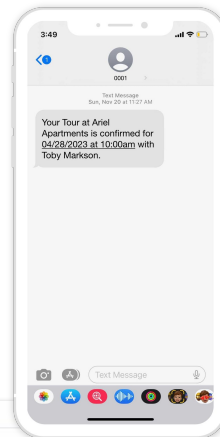
Send communications with the click of a button. No need to write out individual emails to confirm, cancel or remind of a Tour date.

Automated emails are connected to the Tour Status of each appointment - **change the status and the prospect receives the corresponding email**, based on the content and formatting in Rentsync Tours settings. Interpolation is supported to customize certain content without editing each time (ie: property name, agent contact details, etc.).

\*Coming soon; Will be optional

# Automated Tasking

No-reply text notifications



## Text Message Settings

### Allow text notifications for prospects

Text notifications will be sent out when Tours are confirmed or cancelled, or as a reminder 1 hour before the tour date and time. Text notifications will be sent to prospects once they have opted in through the form on the booking widget.



### Text notification interpolation fields

Select all fields that you would like to be interpolated in the text notification for confirmation, cancellation, and reminders to prospects.

Agent Name     Agent Email     Property Phone Number

### Text Notification Content Preview

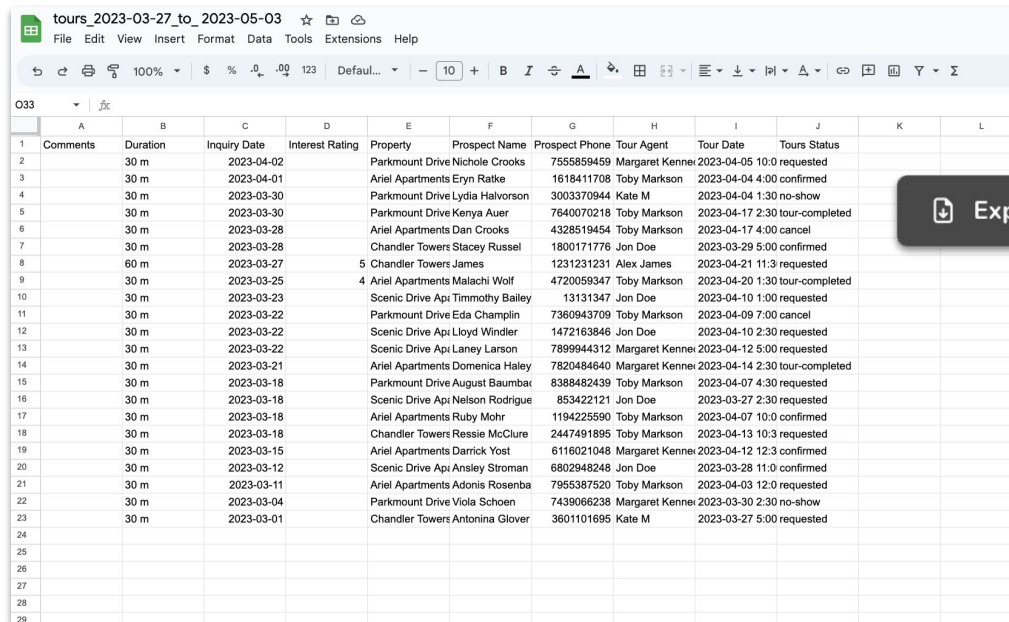
Your Tour at [[Property]] is confirmed (or cancelled) for [[date]] at [[time]] with [[Agent Name]]. Please contact us at [[Agent Email]] or [[Property Phone Number]].

Reach your renters in the method they prefer to level up your 1:1 engagement!

Our first step into prospect text notifications is an automatic **one-way, no-reply texting** communication. This is optional feature in settings, which requires prospects to opt-in via their Tour Request form.

# Automated Tasking

Easy list exports to .csv



	A	B	C	D	E	F	G	H	I	J	K	L
	Comments	Duration	Inquiry Date	Interest Rating	Property	Prospect Name	Prospect Phone	Tour Agent	Tour Date	Tours Status		
1		30 m	2023-04-02		Parkmount Drive	Nichole Crooks	7555859459	Margaret Kenne	2023-04-05 10:0	requested		
2		30 m	2023-04-01		Ariel Apartments	Eryn Ratke	1618411708	Toby Markson	2023-04-04 4:00	confirmed		
3		30 m	2023-03-30		Parkmount Drive	Lydia Halvorson	3003370944	Kate M	2023-04-04 1:30	no-show		
4		30 m	2023-03-30		Parkmount Drive	Kenya Auer	7640070218	Toby Markson	2023-04-17 2:30	tour-completed		
5		30 m	2023-03-28		Ariel Apartments	Dan Crooks	4328519454	Toby Markson	2023-04-17 4:00	cancel		
6		30 m	2023-03-28		Chandler Towers	Stacey Russel	1800171776	Jon Doe	2023-03-29 5:00	confirmed		
7		60 m	2023-03-27		5 Chandler Towers	James	1231231231	Alex James	2023-04-21 11:3	requested		
8		30 m	2023-03-25		4 Ariel Apartments	Malachi Wolf	4720059347	Toby Markson	2023-04-20 1:30	tour-completed		
9		30 m	2023-03-23		Scenic Drive Api	Timothy Bailey	13131347	Jon Doe	2023-04-10 1:00	requested		
10		30 m	2023-03-22		Parkmount Drive	Eda Champlin	7360943709	Toby Markson	2023-04-09 7:00	cancel		
11		30 m	2023-03-22		Scenic Drive Api	Lloyd Windler	1472163846	Jon Doe	2023-04-10 2:30	requested		
12		30 m	2023-03-22		Scenic Drive Api	Laney Larson	7899944312	Margaret Kenne	2023-04-12 5:00	requested		
13		30 m	2023-03-21		Ariel Apartments	Domenica Haley	7820484640	Margaret Kenne	2023-04-14 2:30	tour-completed		
14		30 m	2023-03-18		Parkmount Drive	August Baumber	8388482439	Toby Markson	2023-04-07 4:30	requested		
15		30 m	2023-03-18		Scenic Drive Api	Nelson Rodrigue	853422121	Jon Doe	2023-03-27 2:30	requested		
16		30 m	2023-03-18		Ariel Apartments	Ruby Mohr	1194225590	Toby Markson	2023-04-07 10:0	confirmed		
17		30 m	2023-03-18		Chandler Towers	Ressie McClure	2447491895	Toby Markson	2023-04-13 10:3	requested		
18		30 m	2023-03-15		Ariel Apartments	Darrick Yost	6116021048	Margaret Kenne	2023-04-12 12:3	confirmed		
19		30 m	2023-03-12		Scenic Drive Api	Ansley Stroman	6802948248	Jon Doe	2023-03-28 11:0	confirmed		
20		30 m	2023-03-11		Ariel Apartments	Adonis Rosenba	7955387520	Toby Markson	2023-04-03 12:0	requested		
21		30 m	2023-03-04		Parkmount Drive	Viola Schoen	7439066238	Margaret Kenne	2023-03-30 2:30	no-show		
22		30 m	2023-03-01		Chandler Towers	Antonina Glover	3601101695	Kate M	2023-03-27 5:00	requested		
23												
24												
25												
26												
27												
28												
29												

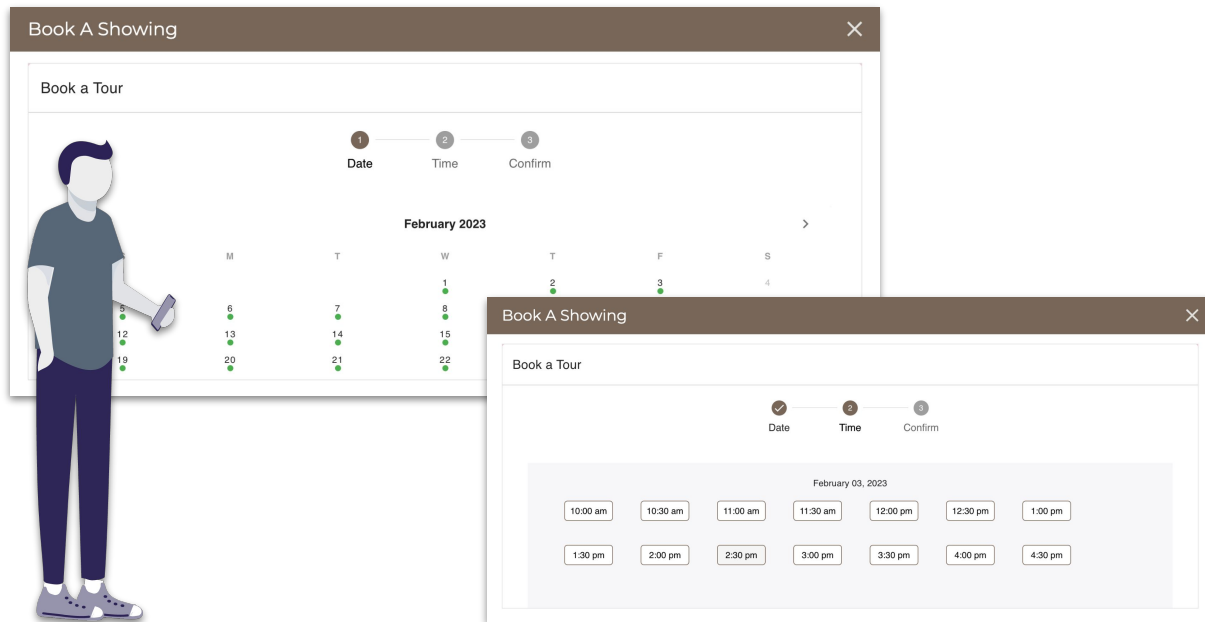
Easily download a .csv file of your tour appointments to help gauge lead performance. Use our filters to **create specific reports based on timelines, tour status, specific agents and more.**

When used in combination with your marketing reporting, you'll get a full 360° view of where your efforts are paying off.



# Automated Tasking

## Online Tour Booking



Limited office hours and busy agents can lead to missed phone calls and delayed email responses, meaning your prospects are quickly moving on.

Meet these obstacles head on with the Rentsync Tours widget for your website, where prospects can **book property tours from anywhere, at anytime, on any device.**

# Go with the flow

Understanding the Rentsync Tours process.

## Incoming Lead!

Prospect lands on your website & gains interest in a property.



## Confirm

Agent confirms the Tour Request via email or in-app. Confirm email sent out.



## Tour Request

Prospect fills out Tour Request form and both renter and agent receives email.

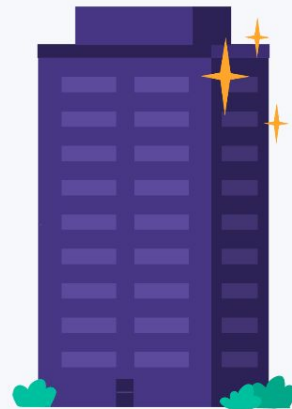


## Reminder Email

Prospect receives a reminder email with all Tour details.



# Take the Tour!





# Ready to get started?

Request a quote for Rentsync Tours today!