

Help Your Team Communicate the Value They Bring to the Real Estate Transaction



■ To obtain referrals and win listings, REALTORS® must convey the value they bring to the real estate transaction. Success is determined by how their value proposition and grasp of client needs, compares to competitive REALTORS®, discount brokers and “do It yourself “ options.

■ **Agentsurvey.net OE** (Office Edition) is a new service that boosts a realty team’s performance in three ways:

- **Communicates Value - Summarizing Past Performance.**
- **Identifies Areas for Improvement.**
- **Builds Referral Business.**



■ **Agentsurvey.net OE** (Office Edition) is an online survey tool that allows realty offices to request client feedback on the real estate transaction experience they deliver. A fast and inexpensive way of engaging clients for relevant feedback, valuable referrals and testimonials while identifying areas that require training and development.

■ **Agentsurvey.net OE** gives individual REALTORS® the option to participate and gain access to their specific client’s feedback. Top performers can use satisfaction scores to back up their claims of superior service in a listing presentation. REALTORS® looking for enhanced sales results can use client feedback to understand how to improve their practices for greater success. Both groups can use the survey model outline to communicate the service standards that measure their performance.



■ **Agentsurvey.net OE** builds business by identifying satisfied clients and requesting referrals in an unobtrusive manner. In addition, the service sets the stage for using performance results as part of listing presentations and ongoing marketing initiatives.

■ **Agentsurvey.net OE** combines the convenience and control of being administered by the realty office with the credibility of an independent firm gathering the survey data.



Easy Access to Client Insights, Satisfaction Levels and Referrals

Why Choose Agentsurvey.net OE?

- **Agentsurvey.net OE** is faster, less expensive and has more extensive capabilities than paper-based, mail in or similar survey tools.
- Acquire immediate access to feedback data that is already prepared for practical use.
- Secure listings by communicating the standards that measure your performance.
- Allows REALTORS® to participate by accessing their own client satisfaction scores.
- Use as an ongoing tool to identify opportunities for training and development.
- Gain valuable insight with proven survey questions, personalized with your office name.
- Allow your clients to tell you what to change or improve to achieve greater success.
- Identify relationships and service areas that require immediate attention.
- Use the survey initiative as a reason to revisit past clients.
- Uncover critical referral opportunities for efficient business building.
- Gather valuable client testimonials for use in advertising.
- Communicate the value your team brings to the transaction using performance data.
- Quick start-up -requires very little resource time with no software installation.



Features:

- **Questions:** 37 client profile and satisfaction questions in 8 categories. Two level inquiry—Satisfaction and Value. Provides in depth reporting, gauging the level of worth clients place on all aspects of the service and experience in addition to satisfaction scores.
- **Special inquiry:** A reference request field.
- **Comment fields:** Three.
- **Reporting:** Quarterly office summary reports with unlimited online reportwriter access.
- **Subscription period:** Yearly engagement—monthly billing.

Optional Upgrades:

- **Reporting:** Individual Realtor quarterly reports - An email summary that provides overview scoring of all service dimensions including a priority report.

**Let Agentsurvey.net OE Help Your Team Deliver
a Superior Real Estate Experience**

Contact info@agentsurvey.net for your "Get Started" Package.



360° of Customer Experience