

BrokerBay Live Concierge

Below is a screenshot taken from the Order Form with the breakdown of Appointment Desk versus BrokerBay Live Concierge (which NTREIS subscribes to):

2.2 Ecosystem's Add-On Services Subscriptions – Appointment Desk and Live Concierge

Description	Appointment Desk	Live Concierge
Definition	This add-on service includes incoming appointment desk booking call center, but only for individual agents and associated listings. If a Customer chooses this add-on service, a broker/agent may choose to upgrade their individual brokerage (including all branch offices and agents) to include all Concierge features. Brokerage upgrade pricing depends on the size (Agent count) of the brokerage.	This add-service includes all the features listed below in this table.
24/7/365 Incoming Showing booking	Included Agent and Listing Based	Included Agent & Listing Based
Email Technical Support	Included	Included
Short-Code SMS delivery system	Included	Included
Outgoing Showing Confirmation	Not Included	Included

Furthermore, here is a list and description of what the BrokerBay Live Concierge consists of for NTREIS Members. The BrokerBay Live Concierge feature consists of two components:

The BrokerBay Scheduling Center (Incoming Calls)

- Allows NTREIS members (and other users approved by the MLS) to call a phone number to schedule, reschedule, and cancel showing appointments

The BrokerBay Live Concierge (Outgoing Calls)

- Full-Service Showing Management Centre
- End-to-End processing of showings configured to require approval via phone
- Place Reminder Calls for Self Service showings that have not been actioned

Lastly, [here](#) is a link to an informative video that breaks down how members can subscribe easily to the concierge.