

Company Spotlight: Making It Simple – SentiLock Helps Agents Succeed with Strategic Tools

Posted By [susanne](#) On August 25, 2010 @ 3:46 pm In [Real Estate](#), [Real Estate Information](#), [Real Estate News](#), [Real Estate Trends](#), [Today's Marketplace](#) | [Comments Disabled](#)

RISMEDIA, August 26, 2010—To be successful, start with the right tools. That's why SentiLock offers its customers a variety of tools, combined with flexible learning methods. From self-help guides to demonstrational videos, translation services, social networking connections, mobile tools and the Customer Care phone line, SentiLock users have a variety of ways to access tools that will help them stay successful.

Some people learn a new skill or tool by having someone walk them through it step-by-step; others learn by watching a demonstration. That's why SentiLock offers both methods of training on its products and programs. The SentiLock Customer Care Team is available from 8 a.m. to midnight EST, while instructional videos are available on SentiLock's YouTube channel for those who prefer to see a product or process in action. Real estate professionals can link to SentiLock's YouTube channel, along with its social networking sites, directly from the SentiLock home page.

SentiLock has two versions of its website targeting U.S. and Canadian customers. Thanks to Google Translate, these two websites can be translated into other languages based on what the visitor prefers. Additionally, SentiLock has free translation services in over 80 languages available to anyone who calls in to its Customer Care Team. Learning a new lockbox system can be hard enough without language barriers; translation services break down that barrier and make for a more positive and efficient experience for all involved.

Social networking and social media has been strongly embraced by SentiLock as an additional way to keep in touch with its increasingly tech-savvy clientele. SentiLock has a presence on Twitter (@SentiLock1), Facebook (<http://www.facebook.com/SentiLock>^[1]), and two real estate blogging sites: ActiveRain (<http://activerain.com/sentrilock1>^[2]) and RealTown (<http://www.realtown.com/SentiLock1>^[3]). SentiLock utilizes these sites to promote product updates, company news, and helpful real estate-related information. According to SentiLock, even non-SentiLock users follow the company's tweets as a great resource for real estate information.

SentiLock also has various mobile tools available to keep agents moving throughout their day with less in-office time. In addition to its Interactive Voice Response (IVR) system, available 24/7 to provide codes, SentiLock also has a mobile website, a BlackBerry Card Renewal Utility, Showing Notification texts or e-mails, and even Card Expiration Notification texts or e-mails.


In order to remain accessible to customers, SentiLock's Customer Care Team is available 16 hours a day and has, in fact, won awards for the level of service provided. Located in the Cincinnati office, the Customer Care Team is trained on all aspects of the system and, on average, responds to calls within eight seconds. A follow-up report "ticket" is e-mailed to customers after the call so that all issues and questions are documented and customers have the ability to review what was discussed in a call.

SentiLock believes in the importance of constantly improving existing tools and adding new tools to meet the demands of today's evolving real estate industry. The focus at SentiLock is to help agents list more, show more, and earn more by providing the best possible tools for success.

For more information, visit www.sentrilock.com^[4]. To reach the SentiLock Customer Care Team, call 877-736-8745.

RISMedia welcomes your questions and comments. Send your e-mail to: realestatemagazinefeedback@rismedia.com^[5].

Copyright© 2010 RISMedia, The Leader in Real Estate Information Systems and Real Estate News. All Rights Reserved. This material may not be republished without permission from RISMedia.

 Share / Bookmark [6]

Article printed from RISMedia: <http://rismedia.com>

URL to article: <http://rismedia.com/2010-08-25/company-spotlight-making-it-simple-sentrilock-helps-agents-succeed-with-strategic-tools/>

URLs in this post:

[1] <http://www.facebook.com/SentriLock>: <http://www.facebook.com/SentriLock>

[2] <http://activerain.com/sentrilock1>: <http://activerain.com/sentrilock1>

[3] <http://www.realtown.com/SentriLock1>: <http://www.realtown.com/SentriLock1>

[4] www.sentrilock.com: <http://www.sentrilock.com>

[5] realestatemagazinefeedback@rismedia.com: <mailto:realestatemagazinefeedback@rismedia.com>

[6] Image: <http://www.addmarx.com/>