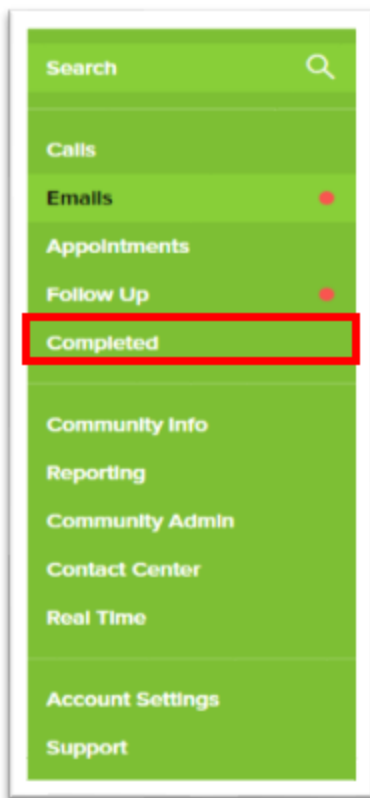


Searching Completed Contacts

Rent Dynamics provides the ability to look up all completed communications, including all Leads, Repeat Leads, Email Leads, Resident Calls, Past Resident Calls and Other calls (**Note:** if your community is subscribed to texting, Text messages will not appear under the Completed tab). This can be a useful tool when searching for past contacts made by yourself or fellow staff members. This provides complete transparency when it comes to how each contact was handled.



You can access the Completed page on the left side of your screen. Once you select **Completed**, you will be redirected to the Completed page. It will have several options to allow you to Filter the Completed tasks.

Completed Hide filters

Start Date End Date << Select AdSource... >> << Contact Type -->> << Communication ... >> << Agent -->> Enter Name Enter Email

Show all communities Show only Contact Center Contacts Page size: 10

Time	Agent	AdSource	Contact Type	Name	Phone	Community	
8/1/18 7:38AM	CC-Amber Kuiper	Google Search	Current Resident - Phone	Anna Henze	(224) 628-0879	Avena	<input type="button" value="View"/>
8/1/18 1:29AM	CC-Jameli Alvarado	N/A	Lead - Email	Elizabeth Rogowski	(719) 439-5206	Avena	<input type="button" value="View"/>
8/1/18 1:14AM	CC-Jameli Alvarado	N/A	Repeat Lead - Email	Brittany Vingal	(720) 461-6768	Avena	<input type="button" value="View"/>
7/31/18 9:09PM	CC-Sammy Haro	Google Search	Other - Phone		(865) 368-2477	Avena	<input type="button" value="View"/>
7/31/18 7:29PM	CC-Jameli Alvarado	Apartments.com	Lead - Email	Elizabeth Rogowski	(719) 439-5206	Avena	<input type="button" value="View"/>
7/31/18 7:29PM	CC-Jameli Alvarado	Apartments.com	Lead - Email	Elizabeth Rogowski	(719) 439-5206	Avena	<input type="button" value="View"/>

Every completed task by your community will be listed on this page and you have the ability to filter the processed items by your team. Remember, this will be every Call, Email or Walk-In for your property.

Completed Hide filters

Start Date End Date << Select AdSource... >> << Contact Type -->> << Communication ... >> << Agent -->> Enter Name Enter Email

Show all communities Show only Contact Center Contacts Page size: 10

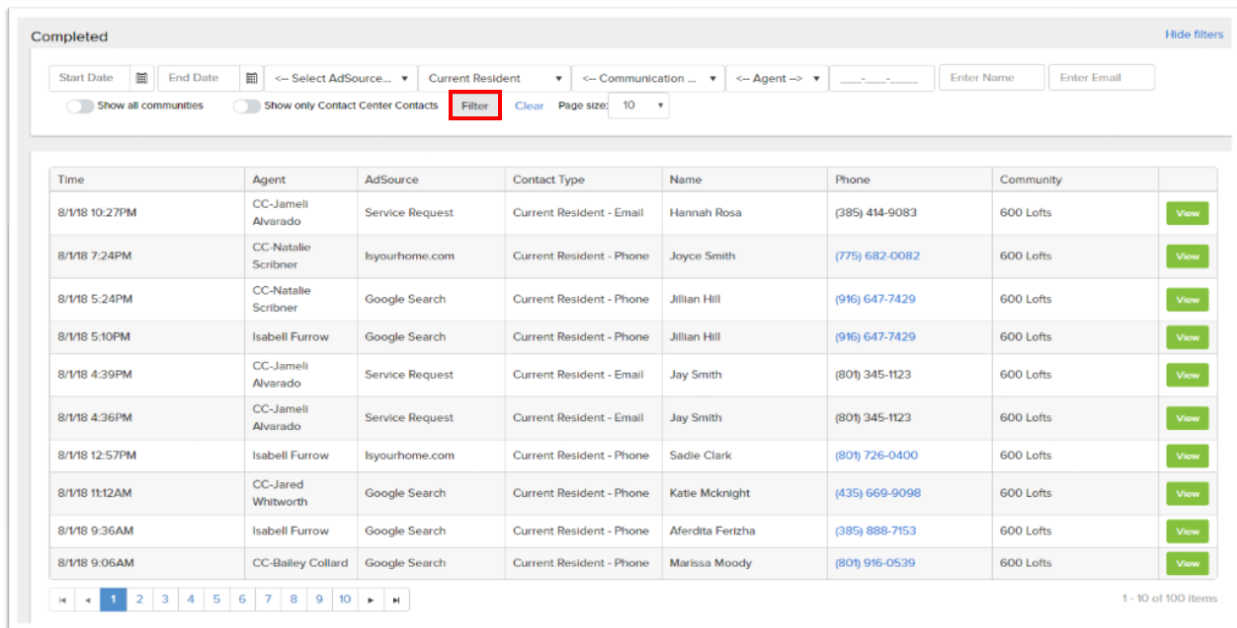
Time	Agent	AdSource	Contact Type	Name	Phone	Community	
8/1/18 7:38AM	CC-Amber Kuiper	Google Search	Current Resident - Phone	Anna Henze	(224) 628-0879	Avena	<input type="button" value="View"/>
8/1/18 1:29AM	CC-Jameli Alvarado	N/A	Lead - Email	Elizabeth Rogowski	(719) 439-5206	Avena	<input type="button" value="View"/>
8/1/18 1:14AM	CC-Jameli Alvarado	N/A	Repeat Lead - Email	Brittany Vingal	(720) 461-6768	Avena	<input type="button" value="View"/>
7/31/18 9:09PM	CC-Sammy Haro	Google Search	Other - Phone		(865) 368-2477	Avena	<input type="button" value="View"/>
7/31/18 7:29PM	CC-Jameli Alvarado	Apartments.com	Lead - Email	Elizabeth Rogowski	(719) 439-5206	Avena	<input type="button" value="View"/>
7/31/18 6:21PM	CC-Jameli Alvarado	N/A	Current Resident - Email	Virgilio Trinidad	(720) 778-7355	Avena	<input type="button" value="View"/>
7/31/18 5:58PM	CC-Kyler Nielson	ForRent.com	Lead - Phone	Brittany Vingal	(720) 461-6768	Avena	<input type="button" value="View"/>
7/31/18 5:52PM	CC-Jameli Alvarado	ForRent.com	Repeat Lead - Email	Brittany Vingal	(720) 461-6768	Avena	<input type="button" value="View"/>
7/31/18 5:34PM	CC-Jameli Alvarado	N/A	Current Resident - Email	Joshua Bracken		Avena	<input type="button" value="View"/>
7/31/18 4:51PM	CC-Jared Whitworth	Isyourhome.com	Lead - Phone	Beverly Chacon	(303) 550-2594	Avena	<input type="button" value="View"/>

1 - 10 of 1119 items

The Contact Type section will break calls up into the following sub-categories:

- Lead
- Current Resident
- Repeat Lead
- Past Resident
- Other

Filtering the Contact Type is a great way to find a call you need to do additional research on. Once you click **Filter**, it will populate the calls on the date selected.



The screenshot shows a CRM interface with a search bar and a table of completed contacts. The 'Filter' button is highlighted in red. The table has the following columns: Time, Agent, AdSource, Contact Type, Name, Phone, and Community. Each row includes a green 'View' button.

Time	Agent	AdSource	Contact Type	Name	Phone	Community	
8/1/18 10:27PM	CC-Jameli Alvarado	Service Request	Current Resident - Email	Hannah Rosa	(385) 414-9083	600 Lofts	View
8/1/18 7:24PM	CC-Natalie Scribner	Isyourhome.com	Current Resident - Phone	Joyce Smith	(775) 682-0082	600 Lofts	View
8/1/18 5:24PM	CC-Natalie Scribner	Google Search	Current Resident - Phone	Jillian Hill	(916) 647-7429	600 Lofts	View
8/1/18 5:10PM	Isabell Furrow	Google Search	Current Resident - Phone	Jillian Hill	(916) 647-7429	600 Lofts	View
8/1/18 4:39PM	CC-Jameli Alvarado	Service Request	Current Resident - Email	Jay Smith	(801) 345-1123	600 Lofts	View
8/1/18 4:36PM	CC-Jameli Alvarado	Service Request	Current Resident - Email	Jay Smith	(801) 345-1123	600 Lofts	View
8/1/18 12:57PM	Isabell Furrow	Isyourhome.com	Current Resident - Phone	Sadie Clark	(801) 726-0400	600 Lofts	View
8/1/18 11:12AM	CC-Jared Whitworth	Google Search	Current Resident - Phone	Katie Mcknight	(435) 669-9098	600 Lofts	View
8/1/18 9:36AM	Isabell Furrow	Google Search	Current Resident - Phone	Aferdita Ferizha	(385) 888-7153	600 Lofts	View
8/1/18 9:06AM	CC-Bailey Collard	Google Search	Current Resident - Phone	Marissa Moody	(801) 916-0539	600 Lofts	View

If you click on the green **View** button to the right of a contact, the Contact Card will then be displayed. Within the Contact Card, you can view the timeline for that individual, read notes, and understand all communications. If it was a call, you can also click on the Phone Number to listen to the interaction (every call is recorded).

The Completed section is a good way to review how Contacts are being handled or to find a recent interaction. You now have full transparency into all Contacts that are being processed