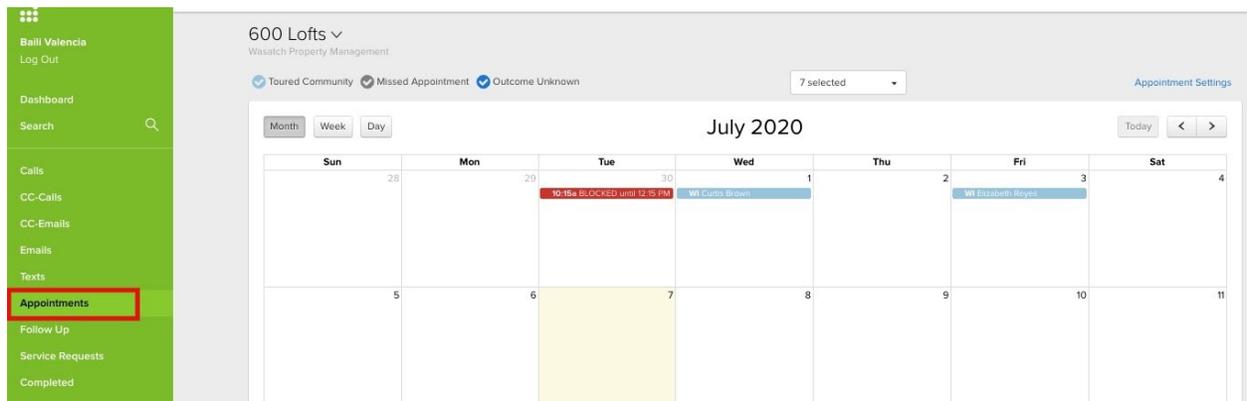


## Appointment Outcomes

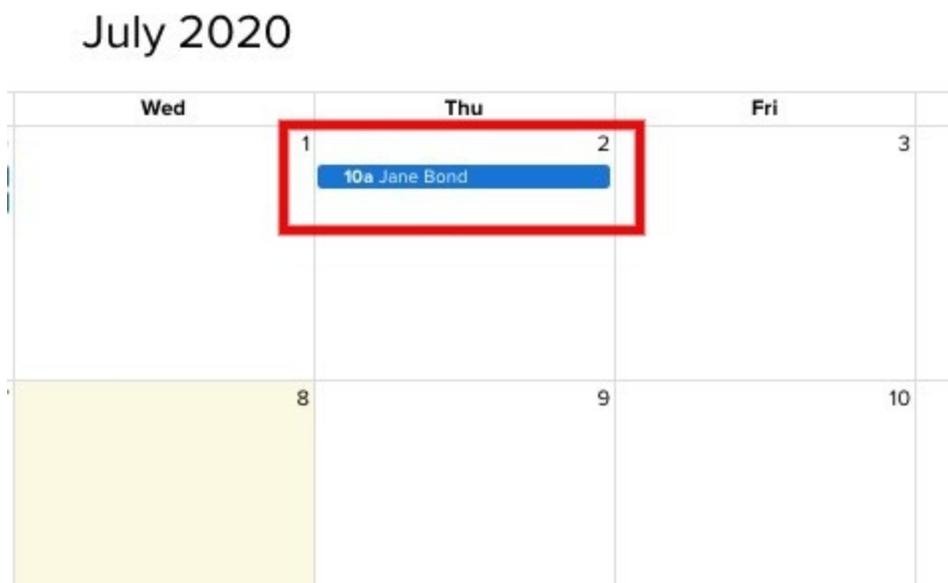
You can mark the outcome of an appointment within Rent Dynamics by using the **Appointments** tab or **Follow Up** queue.

## Appointment Calendar:

To mark the outcome of an appointment by using the Appointment Calendar, select the **Appointments** tab located on the left side of the page.

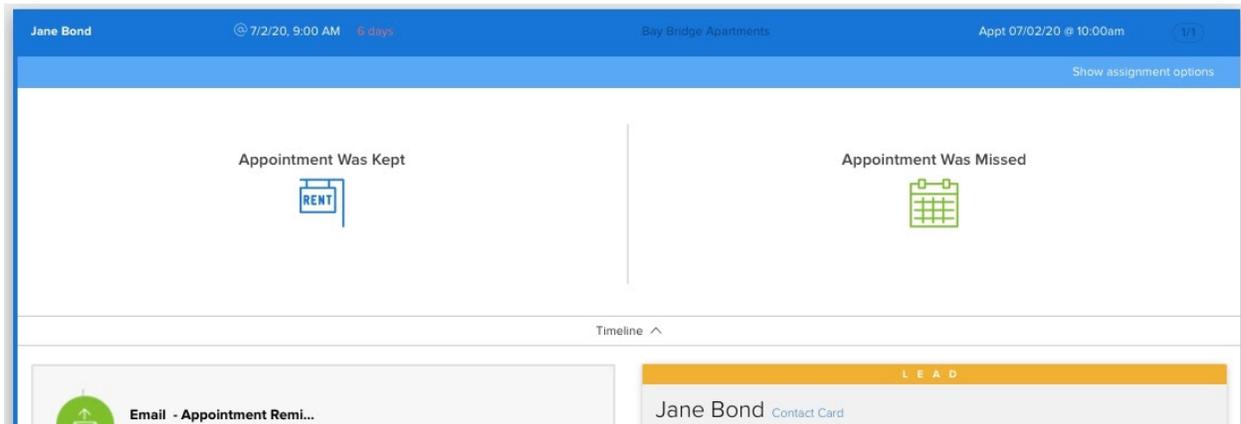


Next, locate the appointment on the calendar that you would like to mark the outcome of. Ideally this should be done immediately after the appointment.

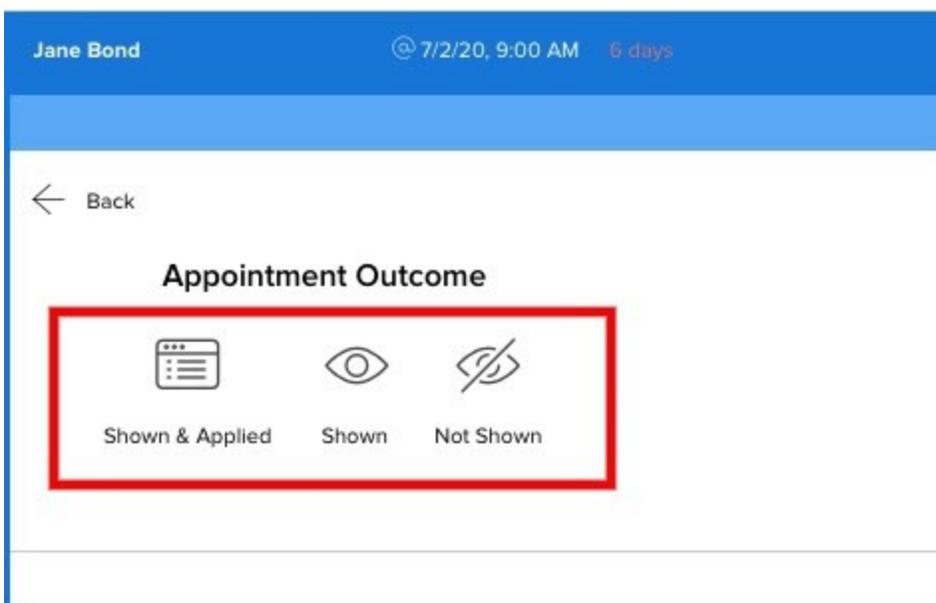


Wed	Thu	Fri
	1 10a Jane Bond	2
		3
8	9	10

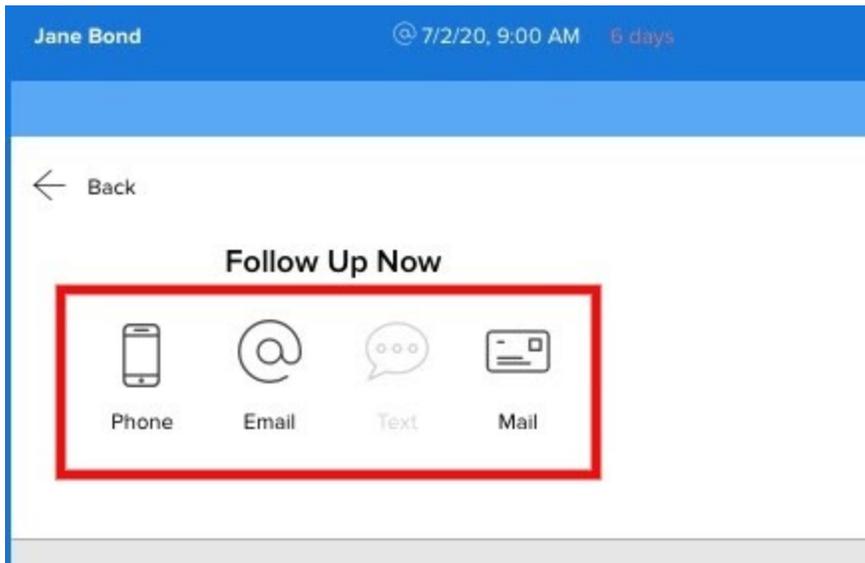
Once you select the appointment, you will be redirected to the bottom of the page where you will be able to mark if the **Appointment Was Kept** or if the **Appointment Was Missed**.



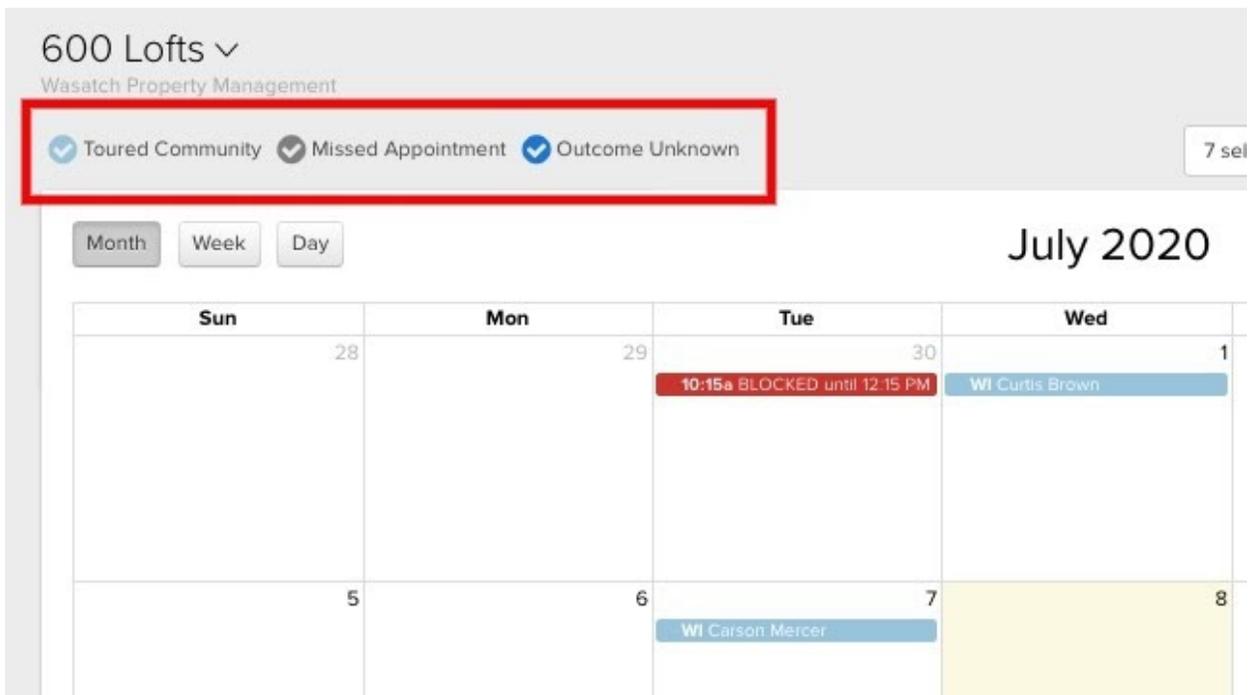
If the appointment was kept, you will be prompted to select **Shown & Applied**, **Shown** or **Not Shown**. If **Shown & Applied** or **Shown** are selected, you will need to select the unit(s) that were toured. If an apartment was **Not Shown**, you will have the ability to leave notes regarding the appointment. **Note:** It's important to mark the specific unit(s) that was shown (and if applied for) because that information will push directly to your Property Management Software.



If the appointment was missed, you will then be prompted to follow up with the individual.



From the Appointment Calendar, you will also be able to view the individual's appointment outcome by referencing the key in the top left corner.



If an individual has a WI in front of their name, this means they were entered into Rent Dynamics as a Walk In Contact Card.

600 Lofts ▾  
Wasatch Property Management

Toured Community  Missed Appointment  Outcome Unknown 7 sel

Month Week Day July 2020

Sun	Mon	Tue	Wed
28	29	30 10:15a BLOCKED until 12:15 PM WI Curtis Brown	1
5	6	7 WI Carson Mercer	8

### Follow Up Queue:

To mark the outcome of an appointment by using the Follow Up queue, select the **Follow Up** tab located on the left side of the page.

Reserve at View 78 ▾  
Wasatch Property Management

Appointment  Applied  Shown  Missed Appointment  Walk-in  Lead Show just my follow ups

Hide Community Follow Ups

**Community Follow Ups** 576

Today

LEAD NAME	CONTACTED	AGENT	COMMUNITY	ACTIVITY	ATTEMPTS
Virginia Sheely	6/25/20, 10:30 AM ...	Andrew K.	Reserve at View 78	Appt 05/29/20 @ 10:00am	1/1
Patrick Stockdale	6/6/20, 10:52 AM ...	Andrew K.	Reserve at View 78	Appt 06/02/20 @ 11:00am	1/1
Sunny Ranjbar	6/25/20, 10:18 AM ...	Omaril J.	Reserve at View 78	Appt 06/08/20 @ 1:45pm	1/1
Michelle Collins	6/25/20, 10:14 AM ...	Omaril J.	Reserve at View 78	Appt 06/10/20 @ 5:00pm	2/1

Next, locate the individual that you like to mark the outcome of the appointment for. **Note:** Appointments will be shown in blue, on the left side of the individual's name.

Reserve at View 78  
Wasatch Property Management

Appointment Applied Shown Missed Appointment Walk-in Lead

Hide Community Follow Ups

Community Follow Ups 576

Today

LEAD NAME	CONTACTED	AGENT	COMMUNITY	ACTIVITY	ATTEMPTS
Virginia Sheely	6/25/20, 10:30 AM ...	Andrew K.	Reserve at View 78	Appt 05/29/20 @ 10:00am	1/1
Patrick Stockdale	6/6/20, 10:52 AM ...	Andrew K.	Reserve at View 78	Appt 06/02/20 @ 11:00am	1/1
Sunny Ranjbar	6/25/20, 10:18 AM ...	Omari J.	Reserve at View 78	Appt 06/08/20 @ 1:45pm	1/1
Michelle Collins	6/25/20, 10:14 AM ...	Omari J.	Reserve at View 78	Appt 06/10/20 @ 5:00pm	2/1

After clicking anywhere on the row, you will be prompted to mark the outcome of the appointment and follow the same instructions as included for the Appointment Calendar.

Jane Bond 7/2/20, 9:00 AM 6 days Bay Bridge Apartments Appt 07/02/20 @ 10:00am 1/1

Show assignment options

Appointment Was Kept

Appointment Was Missed

Timeline ^

Email - Appointment Remi...

Jane Bond Contact Card

As always, if you have any questions, please reach out to our Support Team using the green chat icon in the bottom right corner.