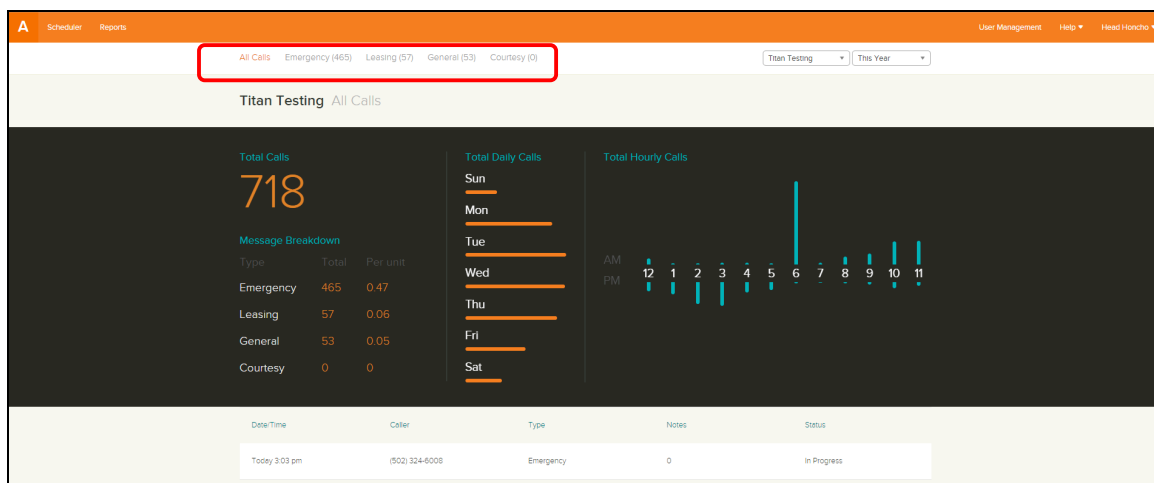


## How to View the Dashboard in Answer Automation Reports

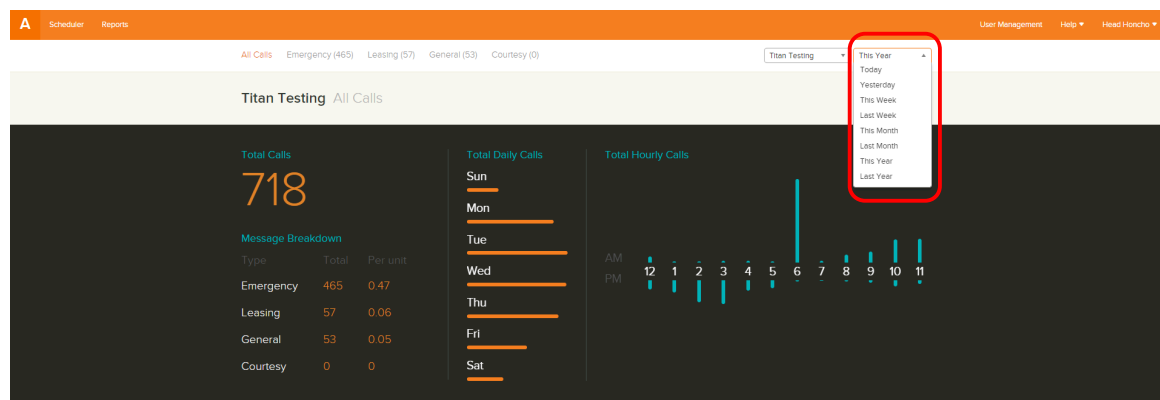
You can view more details about each Message. For Emergency messages, this allows you to see who answered the call, who helped the residents, the response times, and also allows you to add notes about the message.

1. Upon login, from the Answer Automation Reports home screen, you will see your Dashboard. What you see when first logging in can be changed in your account settings. At the top of the screen you can choose to see data for All Calls, Emergency, Leasing, General, and Courtesy (if applicable) messages at the top. You can see how many messages were left in each category for that date range.



2. You can change the date range for your messages by selecting the drop down menu. You can also change what is automatically shown to you upon login from your account settings. You can choose between:
  - a. *Today* - Shows all messages and calculations for today only. These update in real time.
  - b. *Yesterday* - Shows all messages and calculations for yesterday only.
  - c. *This Week* - Shows all messages and calculations for the week-to-date. These update in real time.
  - d. *Last Week* - Shows all messages and calculations for the previous week.

- e. *This Month* - Shows all messages and calculations for the current month-to-date. These update in real time.
- f. *Last Month* - Shows all messages and calculations for the previous month.
- g. *This Year* - Shows all messages and calculations for the year-to-date. These update in real time.
- h. *Last Year* - Shows all messages and calculations for the previous year.

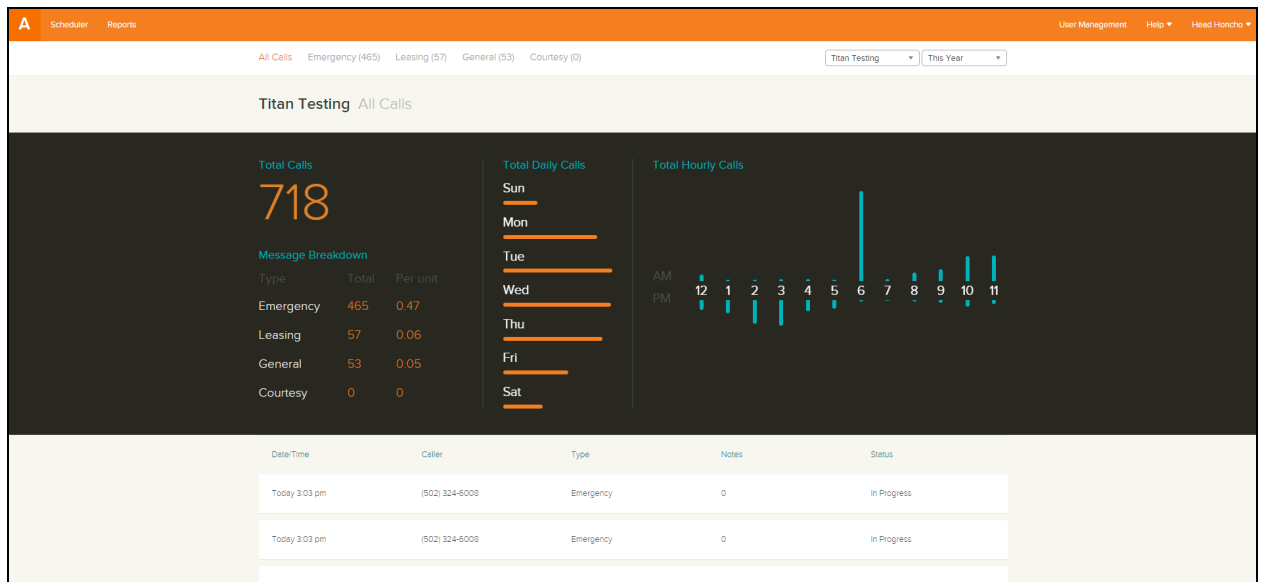


## All Calls

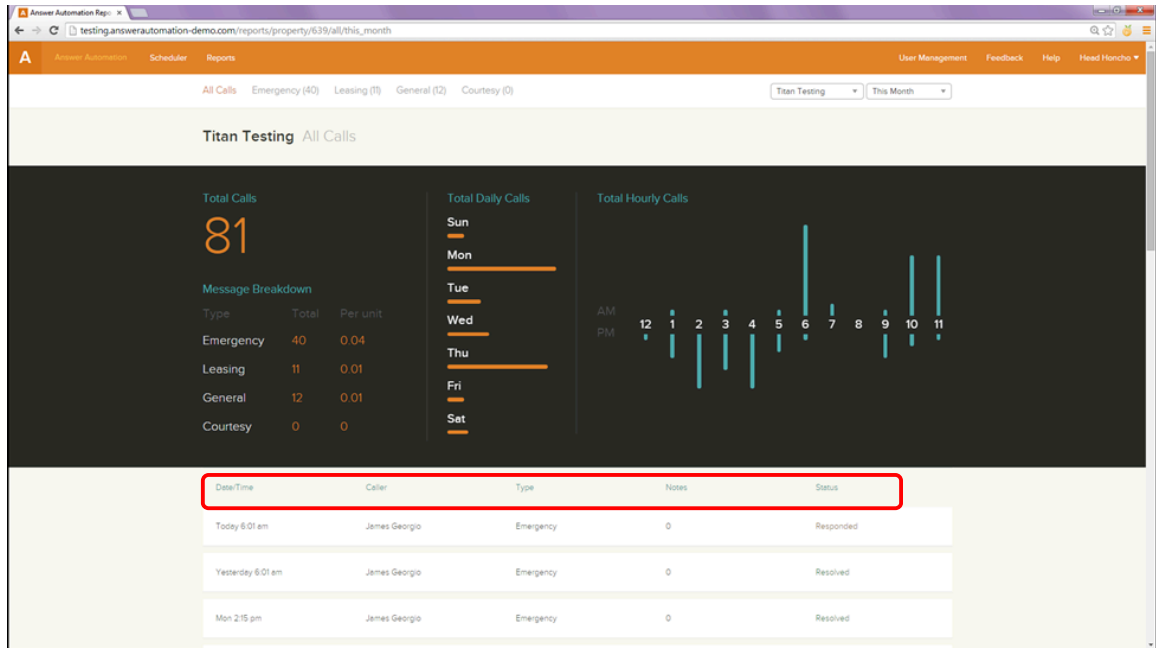
The All Calls dashboard provides information about all of the calls that reach your Answer Automation service. Not everyone who reaches Answer Automation will leave a message, so you may see that your Total Call and Messages left are different. Total calls provide you data about when you are getting the most calls hitting our service, meaning that they were not answered in the office before reaching Answer Automation.

1. This is the All Calls Dashboard. Here you will see the Total Calls, Message Breakdown, Total Daily Calls, and Total Hourly Calls.
  - a. Total Calls are the total calls that have went to Answer Automation, meaning that the office did not answer those call before reaching the service. This does *not* mean that the caller necessarily left a message.
  - b. Message Breakdown breaks the messages left during that time period down to the different types of messages left and messages left per unit.
  - c. Total Daily Calls are the Total Calls broken down by day. Again, this does not mean that all of the callers left a message. Hover over the bar to see the number of calls that day.

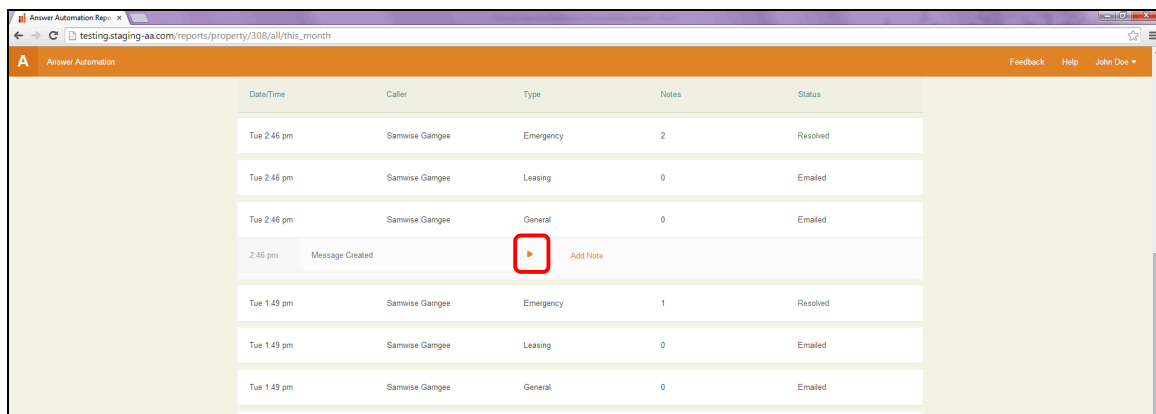
- d. Total Hourly Calls are the Total Calls broken down by hours for that time period. AM will have the bars going up, PM will have the bars going down. Hover over a bar to see the number of calls that hour.



2. You can view all of the messages left for your site during that time period. You can sort the messages by:
- Date/Time:** This will be the day and time the message was left for you.
  - Caller:** This will either be their caller ID or their name if the data is in our system.
  - Type:** The type of message left. The options are Emergency, Leasing, General and Courtesy.
  - Notes:** This will sort by how many notes were added for the message.
  - Status:** Where the call is in the call process. Statuses can be one of the following
    - In progress:** Message has been sent out, but not yet listened to. (applies to Emergency and Courtesy messages)
    - Responded:** Someone has listened to this message over the phone.
    - Emailed:** Applies to Leasing and General messages when the message has been sent to the email address associated with the account.
    - Abandoned:** it has been over 12 hours since the message has been left and no one has listened to the message. (applies to Emergency and Courtesy messages)



- To view more details about a specific message, select the message. You can also listen to the message when you have viewed more details by selecting the play button (orange triangle).



- To search for a message, enter a phone number or name in the search bar at the bottom of the page.

Date/Time	Caller	Type	Notes	Status
Tue 1:46 pm	Samwise Gamage	Leasing	0	Emailed
Tue 1:46 pm	Samwise Gamage	General	0	Emailed
Tue 1:46 pm	Samwise Gamage	Emergency	0	Responding
Tue 1:09 pm	Samwise Gamage	Emergency	0	Responding
Tue 12:58 pm	Blaine Resident	Emergency	0	Responding
Tue 10:16 am	Samwise Gamage	Emergency	0	Responding
Tue 10:16 am	Samwise Gamage	General	0	Emailed
Tue 10:16 am	Samwise Gamage	Leasing	0	Emailed
Tue 10:12 am	Samwise Gamage	Emergency	0	Responding
Tue 10:12 am	Samwise Gamage	Leasing	0	Emailed
Tue 10:12 am	Samwise Gamage	General	0	Emailed
Tue 9:58 am	Blaine Resident	Emergency	0	Responding

Filter by caller

## Leasing and General Calls

Under the Leasing and General tabs you will find all of your leasing and general messages. Just like with the All Calls tab you can view more details and listen to your message by selecting the message. Also you can search for a specific message as well.

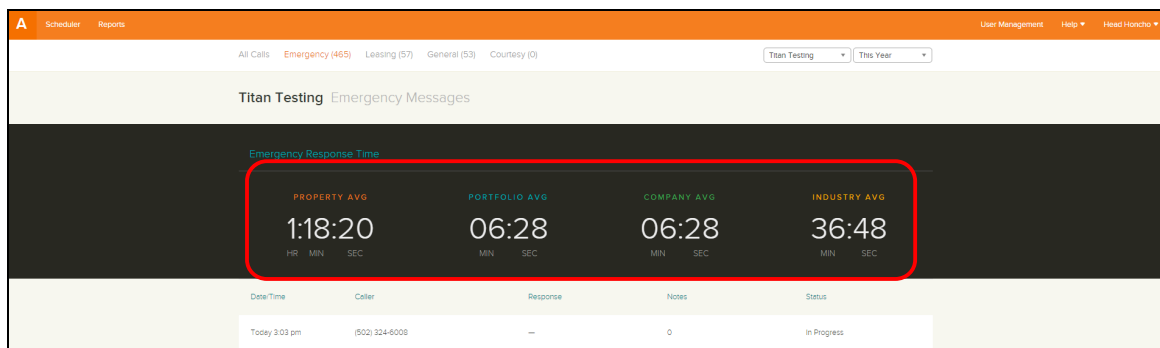
Date/Time	Caller	Notes	Status
Jul 3 3:28 pm	Ryan Resident	0	Emailed
Jul 3 3:23 pm	Ryan Resident	1	Emailed
Jul 3 2:01 pm	Samwise Gamage	0	Emailed
Jul 3 11:48 am	Samwise Gamage	0	Emailed
Jul 3 11:24 am	Samwise Gamage	0	Emailed
Jul 3 10:58 am	Samwise Gamage	0	Emailed
Jul 3 10:36 am	(859) 456-7465	0	Listened To
Jul 2 3:03 pm	Ryan Resident	0	Listened To

Filter by caller

## Emergency Calls

Here, all calls that resulted in an emergency message will be posted for your review.

1. Displayed in a dark bar located in the center of the dashboard, you will find your property's Stats are displayed. After an emergency message is left in your Answer Automation service, the Emergency Response is the time it takes for an on-call maintenance tech to retrieve the message. For reference, we've included an Industry Average, calculated from the 13,000+ properties using Answer Automation across the country.



2. Messages can be sorted by selecting the column header and are organized by the following attributes.
  - a. *Date/Time* - The day and time when the emergency message was left with the Answer Automation service.
  - b. *Caller* - Identifies who left the message. If the resident had previously had a work ticket submitted and their Resident Information was submitted, Reports will display the name. If not, Reports will display the Caller ID telephone number.
  - c. *Emergency* - This is the Emergency Response Time.
  - d. *Notes* - Notes can be associated with a message. (\*Notes left via the mobile app will appear in the Ticket Overview).
  - e. *Status* - The Status shows where the emergency stands on its road to resolution. A message can have one of the following Status':
    - a. Responding - When a message has been left in the service, and has not yet been retrieved by an on-call technician, it is in the Responding state.

- i. In progress - The message has been sent, but not listened to.
- ii. Abandoned - If a message has not been retrieved and reaches a 12-hour limit, it is marked Abandoned.

The screenshot displays a dashboard for 'Titan Testing' with the following components:

- Emergency Response Time Summary:**
  - PROPERTY AVG: 1:18:20 (1 HR, 18 MIN, 20 SEC)
  - PORTFOLIO AVG: 06:28 (06 MIN, 28 SEC)
  - COMPANY AVG: 06:28 (06 MIN, 28 SEC)
  - INDUSTRY AVG: 36:48 (36 MIN, 48 SEC)
- Emergency Messages Table:**

Date/Time	Caller	Response	Notes	Status
Today 3:03 pm	(502) 324-6008	—	0	In Progress

- 3. You can view specific messages by selecting the message within the list.
- 4. You have successfully viewed your Dashboard!