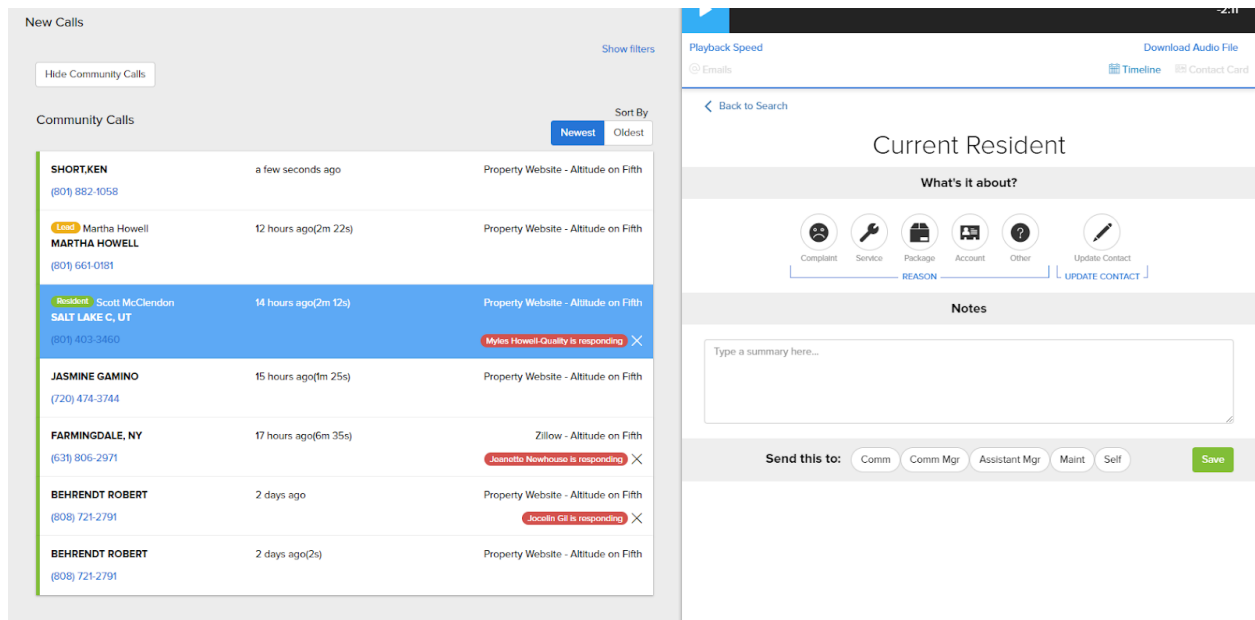


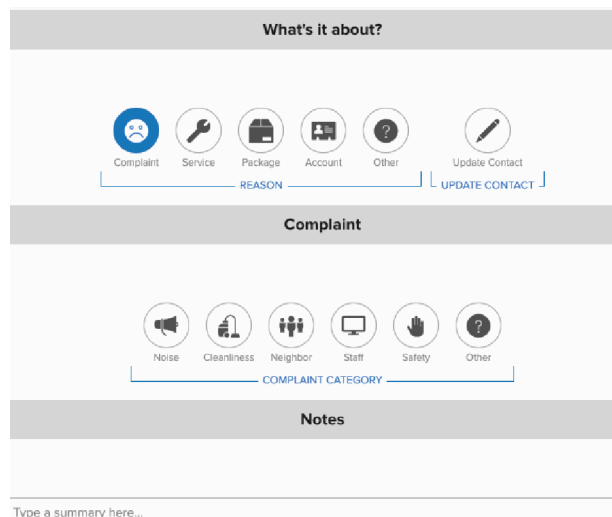
Processing Resident Calls

You can process calls from the entrance screen, upon first logging into Rent Dynamics. The Community Call page can also be accessed anytime on the left side of the screen under **Calls**. Calls will come into your call queue as resident, past resident, lead, repeat lead, and other. If the call comes into the queue as a resident, it will be tagged in green. Past residents will be tagged in grey.



The screenshot shows the 'New Calls' interface. On the left, a list of calls is displayed with columns for name, time, and location. The selected call is for 'Scott McCleendon' in 'SALT LAKE C, UT', with a status of 'Resident' and a response from 'Myles Howell'. On the right, the 'Current Resident' view is shown, featuring a 'What's it about?' section with icons for Complaint, Service, Package, Account, Other, and Update Contact. Below this is a 'Notes' section with a text input field and a 'Send this to:' section with buttons for Comm, Comm Mgr, Assistant Mgr, Maint, and Self, along with a 'Save' button.

Once you select a resident call to process, a contact card will open up on the right. You will be able to select the reason for the call: Complaint, Service, Package, Account, Other. You will also have the ability to update the contact card. Each selection is dynamic and opens up to add additional information and notes. For example, selecting **Complaint** will open up additional icons to further detail what the call is about. Notes can be added as well.



This detailed view shows the 'What's it about?' section with icons for Complaint, Service, Package, Account, Other, and Update Contact. Below this is the 'Complaint' section, which is expanded to show icons for Noise, Cleanliness, Neighbor, Staff, Safety, and Other. At the bottom, there is a 'Notes' section with a text input field labeled 'Type a summary here...'.

Best practice is to process the contact card while you are taking the call. However, if the call has ended, You will notice that there is a saved sound recording of the conversation at the top of the contact card. This gives you the ability to listen again to the previous conversation and make note of any key details.

Past Resident calls are almost identical to processing current Resident calls. With all calls, you have the ability to view the timeline of all interactions logged into Rent Dynamics. This can be a helpful tool for resolving ongoing resident concerns.

📧 Emails 📅 Timeline 📄 Contact Card

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Past Resident

What's it about?

Complaint

Service

Package

Account

Other

Update Contact

REASON UPDATE CONTACT

Notes

Type a summary here...

Send this to: Comm Comm Mgr Assistant Mgr Maint Self Save

After you are done processing the contact card, you then have the ability to send a copy of the contact card and resident request to your team when you save. If you would like the contact card to be emailed, be sure to select who you would like a copy sent to: Comm (Community Email), Comm Mgr (Community Manager Email), Assistant Mgr (Assistant Manager Email), Maint (Maintenance Email), Self. However, you do not have to select anyone to send a copy of the contact card, as every “save” will be logged into the timeline.