

MANAGE SMART ANSWER AUTOMATION

Contact Center Smart Answer Automation works as a standalone service, or in conjunction with other Contact Center products that handle Leasing and Maintenance calls.

BENEFITS

Never miss a call whether you're too busy to answer or out of the office.

When all calls are answered, you have more time to sign leases.

When all calls are answered, you are likely to retain residents.



HOW IT WORKS



If the onsite phone rings and you are unable to answer it, Smart Answer Automation answers the call 24/7.

Callers can leave a message and Smart Answer Automation distributes the message via email, or dispatches the call for emergencies.

Smart Answer Automation greets your callers with a professional, customizable message and menu options.

You can also add an option for Courtesy calls. To use the courtesy call option, contact the Smart Answer Automation HelpDesk.

CALL SETUP OPTIONS

Service Number

Depending on the mix of products you use, you can publish the Smart Answer Automation service number on your website, flyers, newsletters, and other marketing materials. With this option, callers call Smart Answer Automation directly.



Contact the implementation team before publishing the service number.

Automatic Call Forwarding

Automatic Call Forwarding is a one-time setup performed by your local phone service provider. Inbound calls to your onsite leasing office that ring four times with no answer, or that receive a busy signal, automatically forward to Smart Answer Automation 24 hours a day, 7 days a week.



Use Automatic Call Forwarding in conjunction with Manual Call Forwarding after hours, so callers don't need to wait for four rings before their call redirects.

Manual Call Forwarding

Onsite leasing agents must manually turn on call forwarding from the main office phone number before they leave, and then turn it off when they return to the office. When call forwarding is on, every incoming call immediately redirects to Smart Answer Automation.

KEY FEATURES



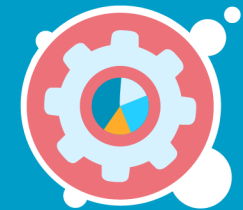
Emergency Call Escalation - when a resident chooses to leave an emergency maintenance message, they hear options regarding what is considered a maintenance emergency. When a resident places a true maintenance emergency call, Smart Answer Automation dispatches the call using an emergency Call List or using an emergency On-Call Schedule.



Email Message Delivery - Smart Answer Automation automatically emails a copy of each message to the email address associated with the property. During implementation, you can associate up to four email addresses with each property. If you need to add or delete an email address, contact the Smart Answer Automation HelpDesk.



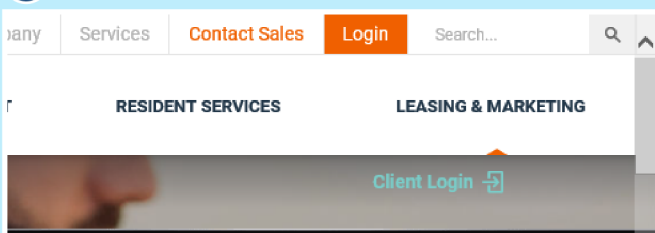
Caller ID Capture - Smart Answer Automation captures the caller ID for every message, which ensures you always have a callback number, even if the caller didn't leave their number on the recorded message.



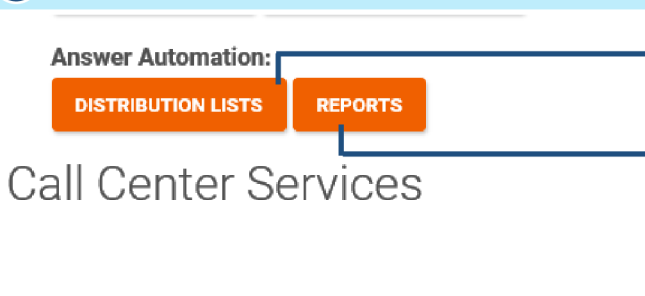
Web-Based Management Tools - Smart Answer Automation provides two web-based tools: use Distribution Lists to edit your emergency Call List or On-Call Schedule, and use Reports to view and manage reports.

ACCESS SMART ANSWER AUTOMATION

- 1 From the RealPage website, select **Client Login**.



- 2 Select **DISTRIBUTION LISTS** or **REPORTS**.



To log into **DISTRIBUTION LISTS**, enter your **Mailbox**, **Security Code**, and **Server**, and select **Login**.

To sign into **REPORTS**, enter your email address and password, and select **Sign in**.