

**CRISIS RESPONSE**

Another way RealPage is helping to protect your residents and employees while ensuring your business continuity.

# Capture Every Call and Retain More Residents

*with RealPage® Answer Automation and Leasing Assistant Services*

Just because your office is closed doesn't mean your business has stopped. At RealPage, we know that prospects and renters call your property 24/7 with different needs that require your attention, which is why RealPage offers several options to help you manage incoming calls. Our Answer Automation service ensures you provide residents and prospects with a consistent, professional recorded message to handle all of their requests. We instantly route service requests, after-hours emergencies and new sales opportunities to the phones and devices you choose. Or, you can upgrade to Leasing Assistant, which offers the personal touch of a live agent.

## Make Sure the Emergency Calls Are Answered

Emergencies can happen at any time — it's what makes them emergencies. So when your office is closed or your staff is unavailable, Answer Automation ensures that the call gets instantly identified and dispatched.

Up to 9 numbers are continuously and sequentially contacted until the message is reviewed. Call lists can be configured to continuously retry busy numbers or to repeat an entire list if no response is received the first time through.

## How it Works



### Email Message Delivery and Caller ID

Now you can have messages automatically recorded and sent to your email inbox with caller ID. Every message that comes in will have a callback number, even if the caller failed to record it in the message, so your staff doesn't have to search for the number.

### Multilingual Menus

In many areas of the country, using strictly English prompts in a call processing application does not completely serve the market. We can add additional languages to any Answer Automation application. Multilingual menus make residents feel right at home, and multilingual emergency service options help ensure that emergency service is provided when it is needed.

### Checks and Balances

Answer Automation provides a duplicate copy of every emergency call that is received.

So, if the on-call representative accidentally discards the message from the on-call mailbox, on-site management will immediately be able to identify the problem and retrieve the copy.

### Management Reports

Answer Automation generates a complete history of every call. We track response times, escalation times, call history and other key information and compile it into a detailed report. These reports help you analyze exactly how an emergency call was handled so that you can identify lagging response times and improve staff efficiencies. These reports are available online and in real time. Add a Personal Touch by Upgrading to Leasing Assistant



### Add a Personal Touch by Upgrading to Leasing Assistant

Our Contact Center Leasing Assistant is a 24/7 live agent answering service that optimizes customer service with personalized lead capture—all at a fixed, predictable rate, enabling:

- **Better Spend and Budget Management**  
Access to an affordable live agent service—no limited capacity.
- **Leasing Optimization**  
Answer all leasing calls 24/7 and miss zero leads while speaking with a live agent managed by RealPage Contact Center versus missing the call or relying on voicemail.
- **Unlimited Capacity**  
No more unplanned overages. Your team will still get basic contact information to follow-up with a lead for a fixed monthly rate.
- **Operational Efficiency**  
Allow on-site leasing teams to focus on high-quality leads so they can spend their time closing opportunities and boosting resident retention.