

Local Line Rollover Setup

Property Agent or Marketing Team guide to setting up a Local Line Rollover at the property level and how to confirm call forwarding.



When your property needs to forward calls to Anyone Home, a Local Line Rollover (LLRO) source takes the place of the office line's voicemail. Once Anyone Home provides you with the LLRO number, the following steps must be completed in order for calls to route accordingly.

1. Contact the Phone Provider

To begin, your onsite or marketing team needs to contact your local phone provider (Comcast, AT&T, CenturyLink, etc.). You'll need to have the account and access information on hand in order to successfully make any changes.

Once you reach a representative from the local phone provider and give the information to access the account, request that call forwarding be set to go to the Anyone Home tracking number. This will always be for missed calls, so forwarding should take place in about thirty (30) seconds, or five (5) rings.

The representative from the phone company will verify which phone number it should go to (the Anyone Home LLRO phone number) and how long it should take. They will make this adjustment on their end and then confirm the changes.

2. Confirm Call Routing

To test the adjustments are functional, call the office line and intentionally do not answer it so that the call forwards to the Anyone Home LLRO.

Depending on which products your property utilizes and your LLRO's unique setup, you may have multiple IVR options to select from. You will need to call and test each of the IVR options.

From the Anyone Home IVR recording, the call should forward either to the Anyone Home Contact Center or to the Anyone Home voicemail recording.

To confirm you've reached the Anyone Home Contact Center, verify with the person on the other end of the line that they're in the Central Leasing Office.

- ▶ *ex. Hello, this is [your name] with [Property Name]. I'm just testing to confirm our calls are routing accordingly. Can you confirm for me that I've reach the Central Leasing Office?*

If they confirm the call has routed correctly you can ask them to close the call as a test, and now you've verified that the LLRO is working appropriately.



For additional questions or concerns, please contact our Support Team for additional assistance.

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