

# QuickGuide: Maintenance

Anyone Home user guide on how service requests come into Anyone Home and how to manage their maintenance settings.

## Introduction



**“Ready to assist your residents when they need it most.”**

At Anyone Home, customer engagement isn't a small part of our business, it's at the core of everything we do.

From troubleshooting basic service request issues, to the prioritization, digital delivery, and tracking of emergencies based on a property's phone tree, Anyone Home property consultants are available to support your residents.

Let's go over a few things to help you get started on the right foot.

# Things to Know

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Before reviewing how Anyone Home maintenance works, there are a few industry terms and processes unique to Anyone Home that need defining and review.

Please make sure to review this section before proceeding to the remainder of the document.

## Definitions





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- ▶ **Emergency Service Requests:** Service calls that require immediate attention from your maintenance team in accordance with your property's policies and procedures.
  - ▶ Emergency Service Requests are the only type of service calls that will result in the auto Dispatch process.
- ▶ **Standard Service Requests:** Non-Emergency service calls, where the issue at hand does not require immediate attention according to your property's policies and procedures.
- ▶ **During Hours (DH) Emergency:** Emergency service calls that are called in during your property's office hours
- ▶ **After Hours (AH) Emergency:** Emergency service calls that are called in outside of your property's office hours
- ▶ **Service Technicians:** Commonly referred to as technicians; Those who respond on-site at your property to Standard and Emergency service requests
  - ▶ In Anyone Home, ST-1 will be the first technician on the line in the case of an emergency, ST-2 will be the second technician and so on through ST-6, which is the last technician on call.
- ▶ **Dispatch:** The process of assigning a service technician to immediately handle a service request.
- ▶ **Work Order Dispatch (WOD):** Also known as a call tree, a Work Order Dispatch is a list of service technicians who may be called for a given maintenance request.
  - ▶ Work Order Dispatches are distinguished by their Emergency or Standard (non-emergency) classification and whether a service request is dispatched to your During Hours or After Hours service technicians.
- ▶ **Repeat Call:** Service calls marked as repeat calls will not integrate into your Property Management Software as a new service request to avoid duplicate submissions, but an email notification will be sent.
- ▶ **Manual Dispatch:** If none of the service technicians answer or accept a call from the auto-dialer, the Anyone Home Contact Center will manually call each listed service technician and leave them a voicemail if they do not answer.
  - ▶ The list of technicians called during a manual dispatch comes directly from the DH or AH Emergency WOD depending on when the call comes in.
- ▶ **Forced Emergency:** A service dispatch where a service request typically classified as Standard is manually dispatched as an Emergency.
  - ▶ Examples of where this may occur include when the same resident calls with the same Standard request 7 times in 24 hours or less.
- ▶ **Call Recording:** A recording of the resident's service call, found on email and text receipts to the property/service technician.
  - ▶ All inbound communications through the Anyone Home Contact Center are recorded. However, outbound communications (e.g., a service technician reaching out to the resident) are not recorded.

# Important Notes

## Inbound Call Routing

Depending on your property's unique setup, there are three potential call routing types that can occur when a prospect calls one of these vanity numbers:

<p>All Calls </p>	<p>All incoming calls route to the Anyone Home Contact Center. The call will not be offered to your property agents.</p>
<p>Missed Calls </p>	<p>Any incoming calls missed by your property agents will be forwarded to Anyone Home. The call is offered to your property agents for 10 to 30 seconds before transferring to the Anyone Home Contact Center.</p>
<p>After Hours Calls </p>	<p><u>During Hours</u>: All incoming calls transfer to the property's office line. <u>After Hours</u>: All incoming calls transfer to the Anyone Home Contact Center.</p>
<p>Hybrid Calls </p>	<p>Incoming calls route to your property's office line or the Anyone Home Contact Center based on whether the service request is classified as Standard or Emergency.</p>

If your property management team uses Missed or After Hours maintenance calls, then your office hours listed in Anyone Home will be crucial to making sure calls accurately route either to your property's onsite team or to the Anyone Home Contact Center.

For information on how to update your property's office hours, please see the [Update Office Hours](#) section of this guide.

## Outbound Call Dispatching

Rather than the **Office Hours** mentioned above, a separate set of hours is used to determine whether a maintenance call is dispatched to either your During Hours or After Hours call trees.



These hours **ARE NOT** accessible to Anyone Home users.

Please contact the Anyone Home Support team to review or update how service requests are dispatched.

## Property Office Number

The property office line should not be added to an After Hours Emergency WOD to ensure that, in the case of an Emergency, the phone does not ring at a closed office and prolong the dispatch.

# Dispatch Process

Understanding the dispatch process will be key to the success of your service technicians. This is how your property will receive all standard and emergency service requests from Anyone Home.

## Anyone Home Auto-Dialer

When there is an emergency on-site, Anyone Home will dispatch your on-call technicians to the scene of the issue. By following your on-site policies and procedures, we will only dispatch what your team considers an emergency using our auto-dialer.

When an emergency service request is dispatched to a service technician, they will receive a call from (678) 846-2463. All service technicians should save this number to their Contacts. The call will include the following information:

- ▶ Repair Category
- ▶ Resident Name
- ▶ Permission to Enter
- ▶ Resident Address and Building/Unit number

Your service technicians will then have the option to:

- ▶ **Press 1 to Accept:** This option indicates that the service technician is claiming the service request and the auto-dialer will stop making calls to other technicians in rotation. Accepting will provide service technicians with the following options:
  - ▶ Press 1 to connect to the resident.
    - ▶ **Note:** The service technician's phone number will not be visible to the resident during this call. Calls will come from (833) 290-2760.
  - ▶ Press 2 to repeat the emergency details.
  - ▶ Press 4 to repeat their options.
- ▶ **Press 2 to Reject:** This option indicates that the service technician does not claim the service request and the auto-dialer will begin immediately dialing to the next service technician on the call tree.
  - ▶ If all the technicians on a call tree miss or reject the call, Anyone Home will attempt to manually dispatch the call to each service technician listed. This call will come from (949) 353-5963.
- ▶ **Press 4 to Repeat Your Options:** This option will repeat the auto-dialer options from the beginning of the script.



For any questions pertaining to the service request at hand, your team can call (678) 846-2463 for 24-hour support.

**Please note that this line is not for resident use.**

# Email Notifications

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Every service request handled by Anyone Home will be emailed to your property. If we are integrated with your property management software, service requests will be synced directly there as well. Emergency service requests will also be emailed to the service technician accepting the dispatch through the auto-dialer.



Anyone Home

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Hello ,

Anyone Home received an emergency service request from Josh Cervantes at Legends 7. An emergency dispatch was run for this request.

#### Emergency Dispatch Details

- **Emergency Dispatch ID:** ED-0649235
- **Date:** 09/07/2019
- **Time:** 07:12 PM
- **Dispatch Results:**
  1. OnCall Phone, No Answer  
09/07/2019 19:24:39 PM
  2. Mike Manager, No Answer  
09/07/2019 19:38:52 PM
  3. Amanda Green, Answered & Accepted  
09/07/2019 19:41:15 PM
  4. Regional Service Manager
- **Manually Dispatched?:** Yes
- **Manual Dispatch Successful?:** Yes
- **Manual Dispatch Notes:** N/A

#### Resident Information

- **Name:** Josh Cervantes
- **Phone:** (123) 456-7890
- **Mobile:** (123) 456-7890
- **Email:** joshcervantes@gmail.com
- **Address:** 25521 Commercentre Drive,CA,Lake Forest,92630
- **Property:** Legends 7
- **Property ID:** 0415
- **Building:** 1
- **Unit:** 1103

#### Service Request Information

- **Service Request ID:** SR-4156554
- **Date/Time:** 09/07/2019 06:54 PM
- **Origin:** Phone
- **Call Recording Link:** <http://tinyurl.com/u8aha83>
- **Disclaimer:** This call recording might not be available for up to 10 minutes.
- **Repeat Call?:** No
- **During/After Hours?:** After

#### Service Request Details

- **Disposition:** Emergency
- **Type:** SR-Appliance Repair-Emergency
- **Sub-Type:** Appliance(s) Broken
- **Room/Area Impacted:** Kitchen
- **Permission to Enter:** Yes
- **Entry Notes:** The resident's alarm code is #1234. The resident has two uncrated dogs. They are not familiar with any technicians.

#### Service Request Notes

- The resident called in to report their refrigerator has lost power to the unit, and there appears to be a leak coming from the back of the fridge. The resident stated they had attempted to plug it into the lower outlet, however that did not restore power. They were advised to check the breaker, however they noted there were no visible issues with their circuits. The resident was advised to keep the fridge and freezer closed to preserve their food until a technician can assess the broken appliance.

Thanks,  
Anyone Home

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**Emergency Dispatch Details** include the summary and results of the Anyone Home Auto-Dialer. It includes information such as:

- ▶ The **Emergency Dispatch ID** unique to the emergency auto-dialer dispatch
- ▶ The **Date** and **Time** the auto-dialer began dialing out to technicians
- ▶ The **Dispatch Results**, which lists the technicians called with the order they were called in, what time each technician was called, whether the call was answered or not, and if the technician accepted or rejected the service request.
- ▶ Whether or not the call had to be **Manual Dispatched** to a technician, whether or not a technician accepted the service request, and any relevant notes from the Anyone Home property consultant.

**Resident Information** provides necessary information regarding the resident submitting the service request. Here Anyone Home clearly lays out:

- ▶ The resident's **Name**
- ▶ The resident's contact information provided during the call, including their
  - ▶ **Phone Number**
  - ▶ **Mobile Number**
  - ▶ **Email Address**
- ▶ The location of the service request, provided via the **Property** name and **Unit** number.

**Service Request Information** provides the general details of the service call, such as:

- ▶ The **Service Request ID** unique to the resident's service call.
- ▶ The **Date/Time** the resident called in.
- ▶ The **Call Recording Link**, which allows a property agent or technician to download the audio file associated with the service request to their computer.
- ▶ Whether or not the service request is a **Repeat Call**. This field should indicate to your technician that this call will not integrate as a new service request, and they should reference the existing service request email and ticket for notes.
- ▶ The **During/After Hours Classification**, which designates whether or not the call came in during your property's office hours.

**Service Request Details** provides the specifics of the service request classification and permissions, including:

- ▶ The Service **Type**, which is the general maintenance category
  - ▶ e.g., SR-Plumbing-Sink/Toilet/Disposal Broken or Not Draining
- ▶ The **Sub-Type**, which is the specific maintenance issue
  - ▶ e.g., Plumbing Fixture, Bathtub, etc.
- ▶ The **Room/Area Impacted**, or the specific location in need of service.
  - ▶ e.g., Master Bath, Community Laundry Facility, etc.

- ▶ Whether or not a technician has **Permission to Enter** the residence without the resident being present.
- ▶ The **Entry Notes**, which provides important details such as whether or not the unit has an alarm system in place or if there are pets on-site.

**Service Request Notes** provide the most detailed information regarding a resident's specific service request. In this section, Anyone Home will take down as much information as possible from the resident regarding what the service issue is so that your technicians and on-site team have a clear understanding of the urgency and needs of the resident's request.

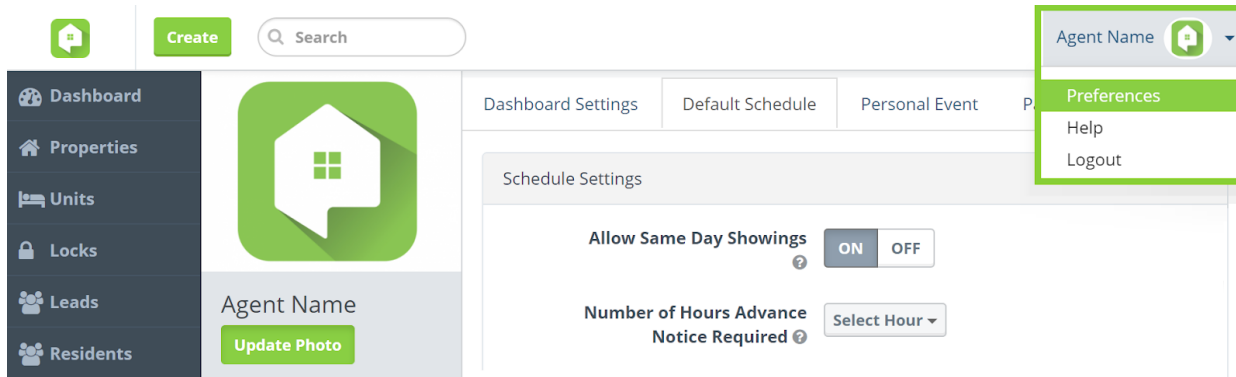
## SMS Message Dispatch Notifications

Service technicians will also receive a text message notification to their mobile number when accepting an emergency service request and an email if they have one listed on their profile. These messages will come from (201) 720-1335. As with the auto-dialer number, all service technicians should save this number to their Contacts. If the emergency at hand was not accepted by a service technician, the text message will not be delivered to anyone. These messages include the same information provided over the phone, but in text form for your service technicians to review on-the-go. History of these SMS dispatch messages will appear in the **Communication** section of the **Service Request Activity** section in Anyone Home.

	<p><b>Emergency Dispatch Details</b></p> <ul style="list-style-type: none"> <li>▶ Building and Unit Number</li> <li>▶ Location Address</li> </ul> <p><b>Resident Information</b></p> <ul style="list-style-type: none"> <li>▶ Resident Name</li> <li>▶ Resident Phone and Mobile</li> <li>▶ Resident Email</li> </ul> <p><b>Work Order Notes</b></p> <ul style="list-style-type: none"> <li>▶ Emergency Description</li> <li>▶ Area Impacted</li> <li>▶ Request Sub-Type</li> <li>▶ Permission to Enter</li> <li>▶ Call Recording Link</li> </ul>
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# Anyone Home Access

No two users are the same, so it's essential that you take a few minutes to set up your Anyone Home Account. First, log into your Anyone Home account by going to <https://app.anyonehome.com> . You can also visit our company website at <http://www.anyonehome.com/> and click the **Sign In** option in the top right corner. Use the account information provided to you via email to access your account or use Single Sign-On (SSO) with Gmail, Outlook, or Office 365. If you use a Single Sign-On provider such as Okta or Azure Marketplace, you can install the Anyone Home CRM App to log into Anyone Home through your SSO portal.



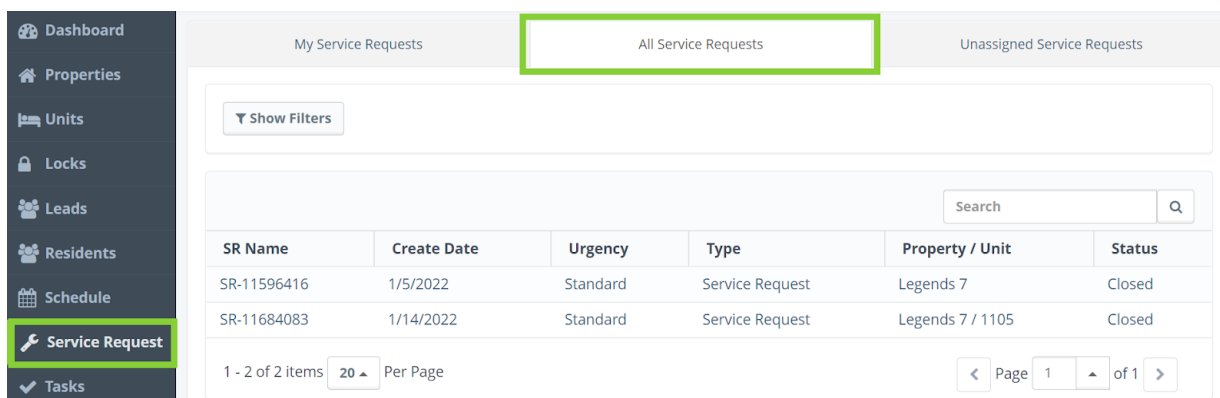
Next, review your user settings by selecting the dropdown arrow next to your name and clicking **Preferences**.

In the **Password** tab, make sure you select a password that is difficult for others to guess, but easy for you. We recommend using a mix of uppercase and lowercase letters, numbers, and symbols. But remember that the longer your password is, the more secure it is!

In **Communication**, let us know what the best phone or mobile number is to reach you. Don't forget to specify your current Time Zone so we can display times in your local time zone instead of the default, Pacific Standard Time.

## Service Requests

The Service Request dashboard provides users with an overview of **All Service Requests** for their properties. Service requests can be sorted via the **Filter** button in the top left of your dashboard, which gives you the option to view service requests by their Property, Open or Closed Status, Service Type, Creation Date, and Urgency Status.



Clicking on a service request will provide you with further **Service Request Details** and **Resident Info**. Much of the information that appears mirrors the email notification associated with the service request. Under **Service**

**Request Activity**, users can view a list or timeline view of all actions associated with the service request, as well as a log of all SMS communications sent to the service technician that accepted the service call.

**Service Request Details:**  
 Group: CRM Dojo - Legends 7  
 Property: Legends 7  
 Unit: 1103  
 Classification: Emergency  
 Type(s): SR-Appliance Repair-Emergency  
 Category:  
 Room/Area Impacted: Backyard  
 Permission To Enter: Yes  
 Entry Notes: entry notes  
 Call Notes: appliance repair emergency  
 Manual Dispatch Notes:

**Address:** 25521 Commercentre Drive  
 City: Lake Forest  
 State: CA  
 Zip: 92630  
 Trouble Shooting Solved Issue: No  
 PMS ID:  
 Work Order Dispatch Name: 1CRM Dojo - Legends 7-Los Angeles-Long Beach-Santa Ana, CA DH Emerg.

**Resident Info:**  
 Name: Resident Legends  
 Phone: (714) 278-2947  
 Mobile:  
 Email: fake@email.com

[Download Call Recording](#)

Service Request Activity  
 List | Timeline | Communication | Date - Most Recent ▾

## Dispatch Settings

The **Trees** tab displays the different Work Order Dispatches associated to the user's property. If a user is associated with multiple properties, they can use the **Show Filters** button to narrow down their search.

WOD Name	Group	Request Category	Standard / Emergency	ST 1	ST 2	ST 3	ST 4	ST 5	ST 6
CRM Dojo - AH Emergency	CRM Dojo - Legends 7	AH Emergency	Emergency	David Ramirez (949) 345-6789	Julia Jenkins (987) 654-3567	Bernard Jenkins (987) 456-3115	Tamara Young (951) 234-5611	Empty	Empty
CRM Dojo - DH Emergency	CRM Dojo - Legends 7	DH Emergency	Emergency	David Ramirez (949) 345-6789	Julia Jenkins (987) 654-3567	Bernard Jenkins (987) 456-3115	Tamara Young (951) 234-5611	Empty	Empty

Clicking on a Work Order Dispatch allows you to see the **Service Request Activity** and to upload additional information, such as the number of call attempts per service technician and the work order dispatch's email distribution list. **ST-1** is the first technician on the line in the case of an Emergency, **ST-2** is the second technician, and so on.

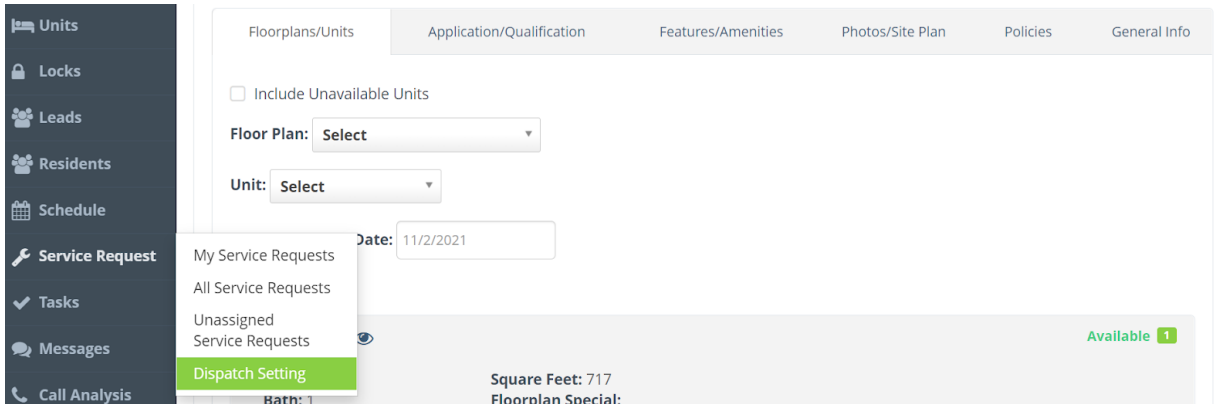
The **Technicians** tab provides a searchable log of service technicians associated with your property management company, where you can view/edit their contact information and/or adjust the Active or Inactive **Status**.

First Name	Last Name	Phone	Mobile	Email	Status
ABCFriends	HVAC	(784) 563-2555	(784) 563-2555	abcfriendscompany@gmail.com	Active ▾
Amped	Electrical	(714) 278-2947	(714) 278-2947	amped.electrical@gmail.com	Inactive

# How To

## Add/Adjust Service Technicians

To create a new service technician or to update a technician's information, start by hovering your mouse over **Service Request** on the left navigation bar and selecting **Dispatch Setting**.

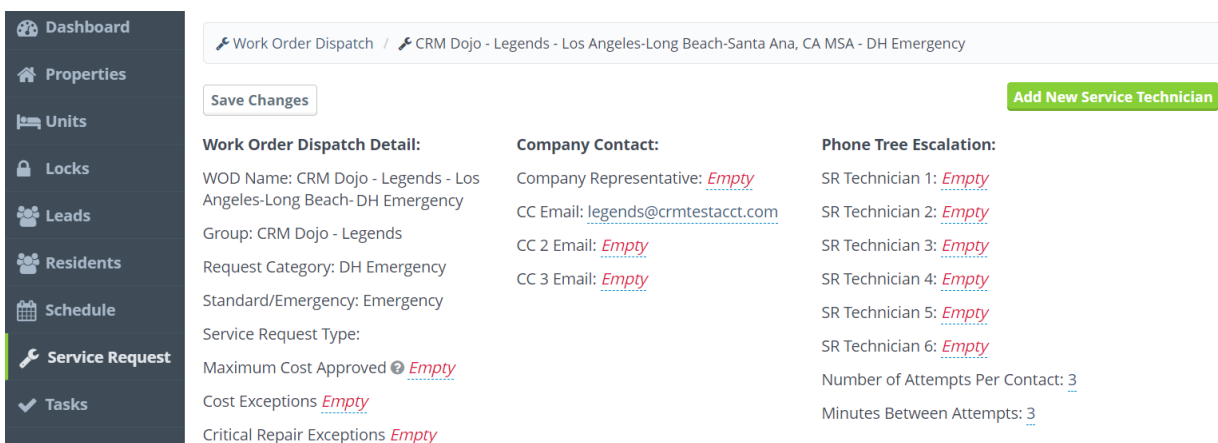


## Creating Service Technicians

In the **Trees** section, click into any Work Order Dispatch. Creating a technician on a Work Order Dispatch will not automatically add it to the list of available technicians.



Once you're directly in one of the Work Order dispatches, click **Edit**. On the right you will notice **Add New Service Technician** appears in green, click this button.



Fill in the new technician's contact information. If any of the information you enter is close or matches an existing service technician, the existing agent and their information will appear at the bottom of the screen.

If the technician you are creating is not a duplicate of this existing agent, complete each field and click **Save**.

Work Order Dispatch / CRM

Save Changes

Work Order Dispatch Detail:

WOD Name: CRM Dojo - Customer Request

Group: CRM Dojo - Legends 7

Request Category: Customer Service Request

Standard/Emergency: Standard

Service Request Type:

Maximum Cost Approved *Empty*

Cost Exceptions *Empty*

Critical Repair Exceptions *Empty*

Dispatch History

List Timeline Date - Most

Mackenzie Test

John

Smith

(123) 456-7890

(123) 456-7890

johnsmith@gmail.com

It looks like this service technician might already exist, are any of these results a match?

Name	Email	Phone	Mobile
Johnson Plumbing	johnson.plumbing.email@gmail.com	(844) 587-4555	(844) 587-4555

Cancel Save

## Updating Technician Information

In the **Technicians** section, locate the technician you'd like to modify. You can do so via visual check, or by using the search bar located directly above the list of technicians.

Trees Technicians

Show Inactive Technicians

Search

First Name	Last Name	Phone	Mobile	Email	Status
Jeff	Goodman	<u>(789) 654-1256</u>	<u>(789) 654-1256</u>	<u>jeff@gmail.com</u>	Active

Review the technician's phone number, mobile number, or email address. Existing information will be underlined with a blue dotted line. If the field is empty for that technician, the field will say *Empty* in red.

Click the field you'd like to modify and type in the new information. Then click the Green Check Mark.

Trees Technicians

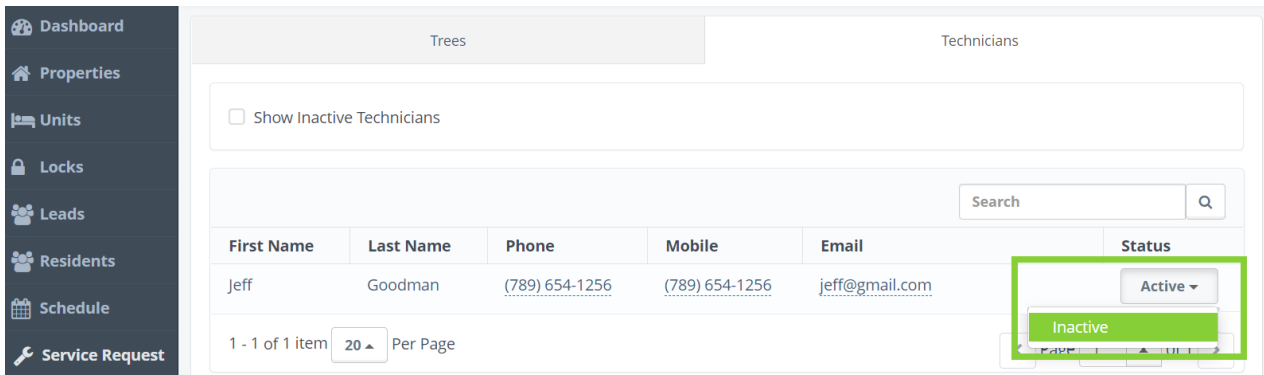
Show Inactive Technicians

Search

First Name	Last Name	Phone	Mobile	Email	Status
Jeff	Goodman	(789) 551-3468 ✓ ✕	<u>(789) 654-1256</u>	<u>jeff@gmail.com</u>	Active

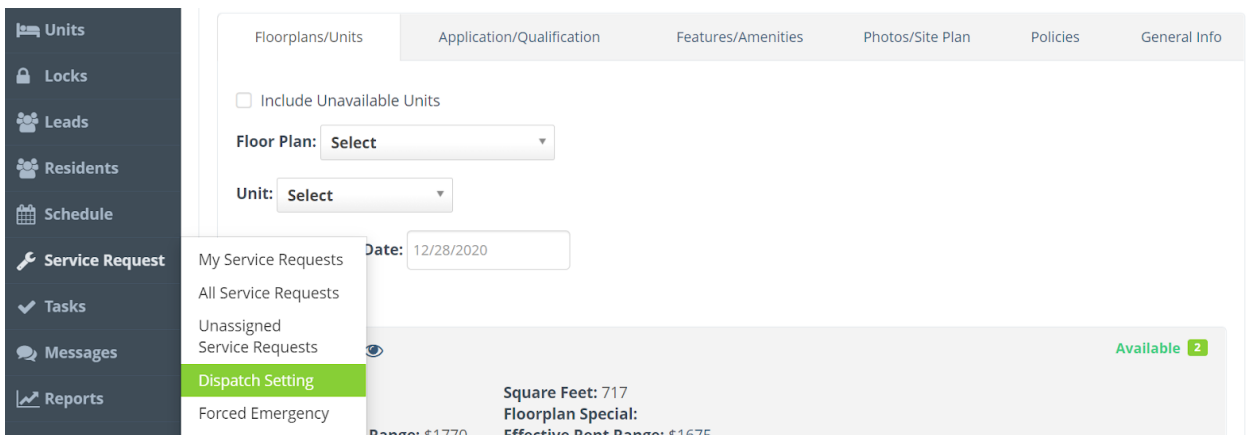
1 - 1 of 1 item 20 Per Page Page 1 of 1

To make an active technician inactive or visa-versa, click on the status in the far-right column and use the dropdown menu to select the new status.

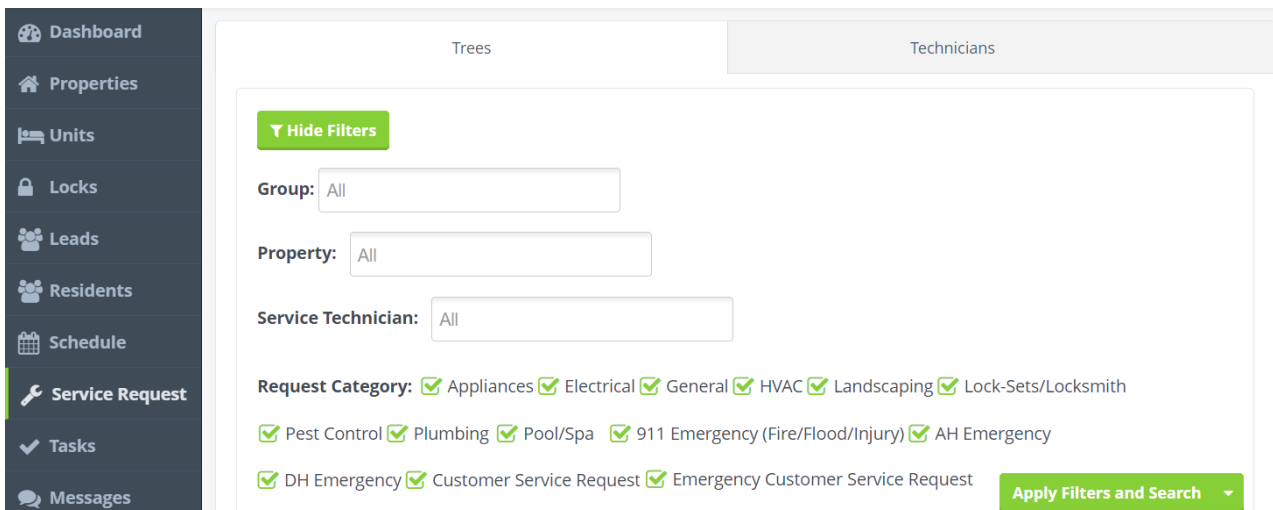


## Update Dispatch Settings

Using the left navigation bar, hover your mouse over **Service Request** on the left navigation bar and selecting **Dispatch Setting**.



In the **Trees** section, use the Group, Property, or Service Technician filter to locate the Work Order Dispatches you want to update.



To replace an existing technician, click the name of the technician that you will be replacing and select the new technician from the drop-down list. To save this change, click the Green Check Mark.

Call Trees can also be updated by navigating directly to the Work Order Dispatch's detailed page.

Click on the Work Order Dispatch and then press the **Edit** button at the top of the following page. Then simply click on the SR Technician field you wish to update, select the name of the service technician from the dropdown menu, and click the Green Check Mark.

To update who receives email receipts regarding all service requests that fall under the Work Order Dispatch, enter all relevant email addresses into the **CC Email**, **CC 2 Email**, and/or **CC 3 Email** fields.

To update the number of minutes that the auto-dialer will wait before calling a technician again, use the **Minutes Between Phone Tree Contacts** field.

To update the number of times each technician will be called by the auto-dialer, use the **Number of Attempts Per Contact** field.

To review changes made to the Work Order Dispatch, scroll down to the **Service Request Activity** section and use either the **List** or **Timeline** view options to see any recent updates. The **Communication** option will display all SMS dispatch communications sent to the work order's associated service technicians.

# Update Office Hours

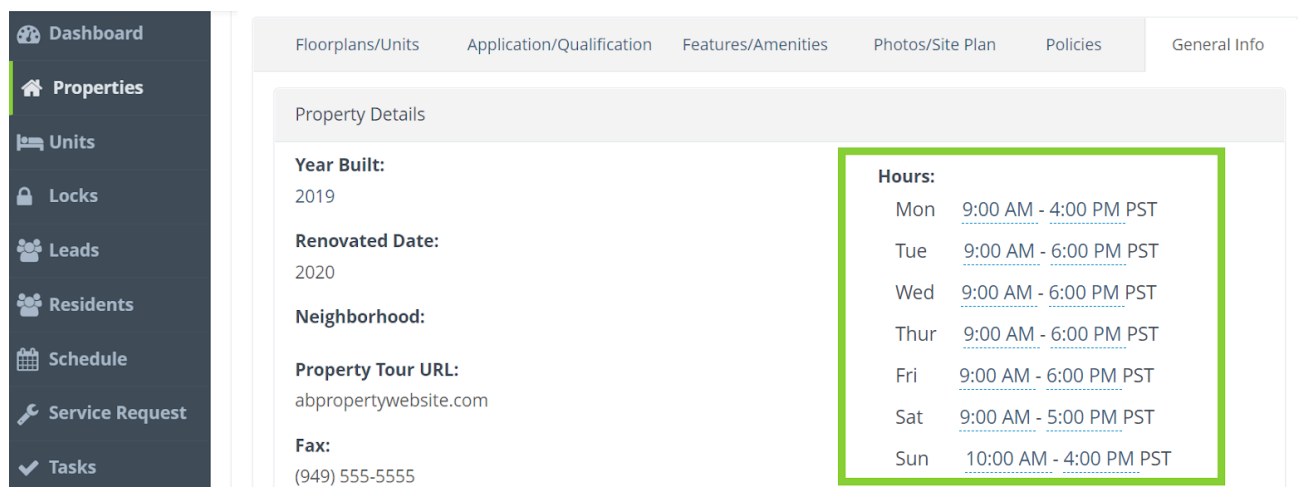
If you do not use Anyone Home for any of our Prospect Engagement Solutions, you will need to reach out to Anyone Home Support to adjust your office hours. However, if you do have access to edit your property's office hours inside Anyone Home, you can do so by completing the following steps.

To begin, click on **Properties** on the left navigation bar and navigate to the property you'd like to adjust hours for. If you are only assigned to one property you will be taken directly into your property of interest.

At the top of the page, click on the **Edit** button next to the property name.

From the **Property Info** tab, click on the **General Info** tab.

Under **Property Details** will be the **Hours** section.

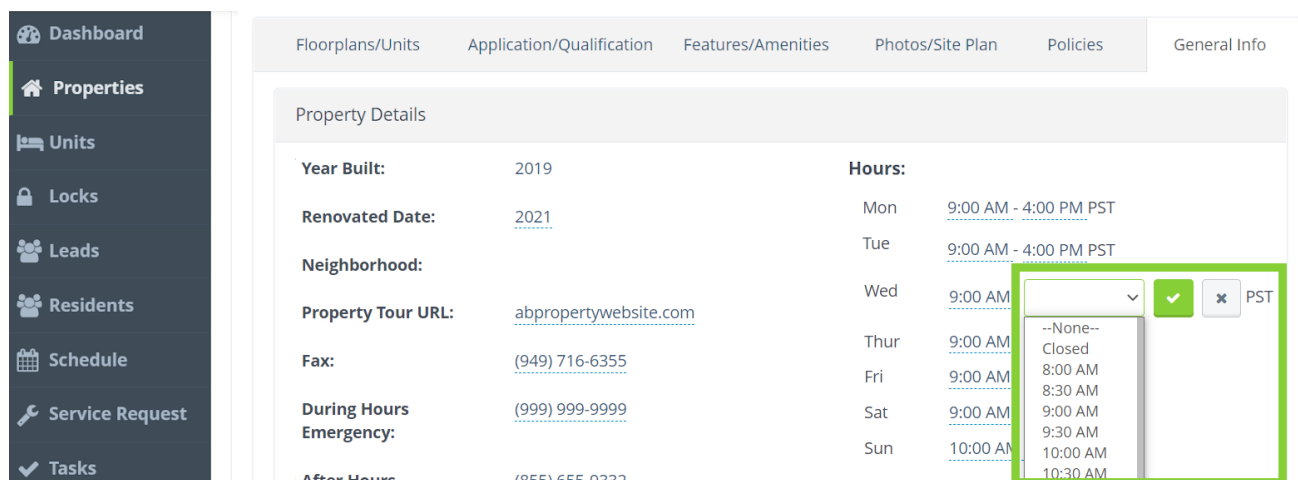


The screenshot shows the 'General Info' tab of a property's details page. The 'Hours' section is highlighted with a green border. The hours are listed for each day of the week:

Day	Hours
Mon	9:00 AM - 4:00 PM PST
Tue	9:00 AM - 6:00 PM PST
Wed	9:00 AM - 6:00 PM PST
Thur	9:00 AM - 6:00 PM PST
Fri	9:00 AM - 6:00 PM PST
Sat	9:00 AM - 5:00 PM PST
Sun	10:00 AM - 4:00 PM PST

The **From** and **To** timeslots will be underlined in a dotted line. Adjust the desired hours by clicking on the time and using the drop-down menu.

Then click the green check mark next to the timeslot.



The screenshot shows the 'Hours' section with a dropdown menu open for Wednesday. The dropdown menu is highlighted with a green border and shows the following options:

- None--
- Closed
- 8:00 AM
- 8:30 AM
- 9:00 AM
- 9:30 AM
- 10:00 AM
- 10:30 AM

The current selection is 9:00 AM, and there is a green checkmark next to it. The time zone is PST.

Then click **Save Changes** at the top of the page where **Edit** was once displayed.

# Service Outages

A **Service Outage** is a notification that provides Anyone Home with instructions on how to temporarily manage service requests pertaining to an ongoing issue on-site.

If the issue that the site is experiencing is normally considered an Emergency, you will want to let Anyone Home know how to handle this type of service request if a service call comes in with the same request type during the time they are working to resolve the issue.

For example, if the property is experiencing an Electrical Outage, to cut back on the number of Emergency calls for an Electrical Outage and to give your service technicians time to resolve the issue at hand, we suggest adding a Service Outage to the system that will inform our team how to proceed with this specific request type during this scenario at hand.

If there is an ongoing issue spanning multiple properties, you will need to input separate Service Outages for each affected property.

## Adding a Service Outage

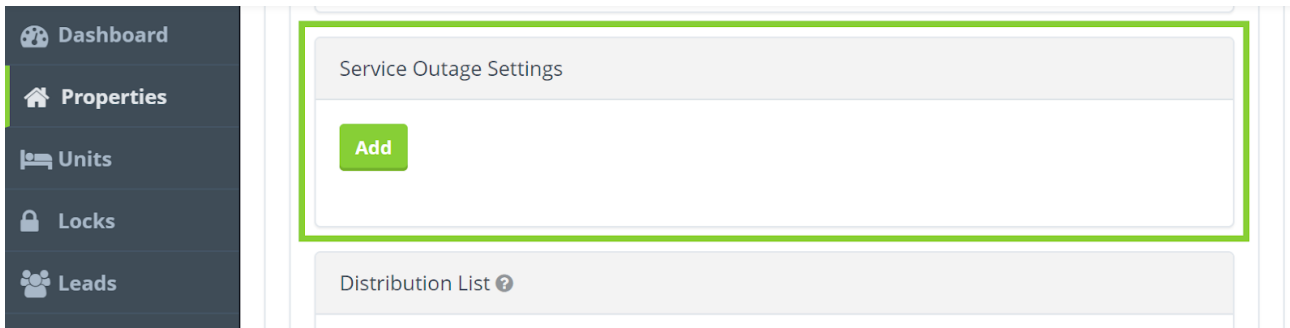
Click on **Properties** on the left navigation bar and navigate to the property you'd like to adjust hours for. If you are only assigned to one property you will be taken directly into your property of interest.

Once you select the property that needs an Outage, navigate into **Property Settings** and click on the **Property Settings** tab.

First click on **Properties** using the left navigation bar.

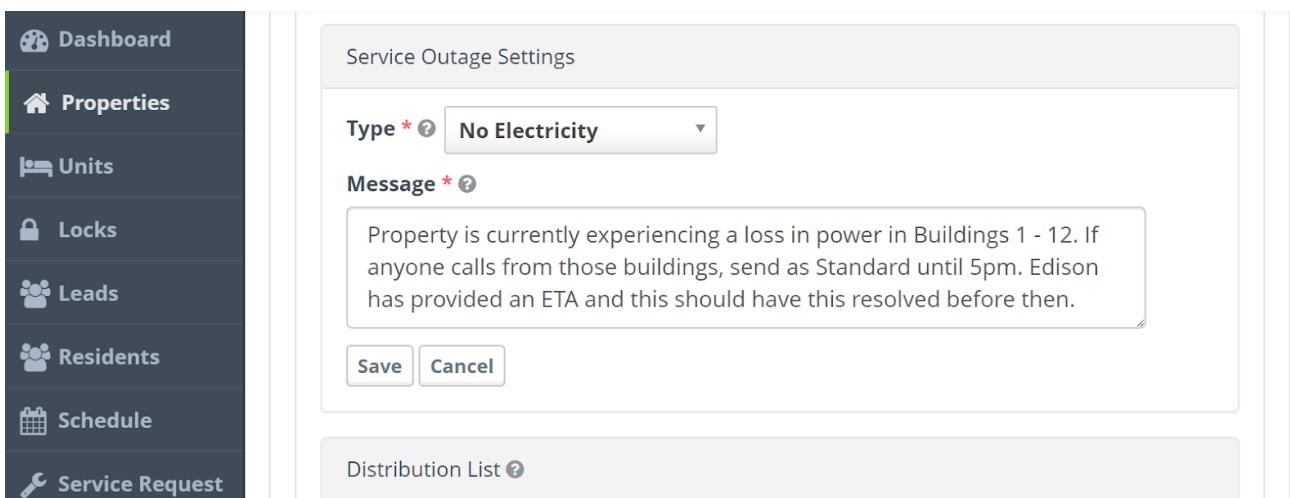
The screenshot displays the 'Anyone Home' software interface. On the left is a dark sidebar with navigation items: Dashboard, Properties (highlighted), Units, Locks, Leads, Residents, Schedule, Service Request, Tasks, and Messages. The main content area shows the 'Properties' section for 'Legends 1'. It includes an 'Edit' button, the address '777 Famous way, Lake Forest, CA, 92630', and a description: 'Located in the pristine pristinia, and just minutes from beaches, Legends is home to many of life's legends. Close to freeways but not too close to hear the noise or smell the cars, but still makes for an easy commute.' Below the description are buttons for 'Schedule Showing', 'Schedule Open House', and 'Create Service Request'. At the top right, there's an 'Agent Name' dropdown and a status indicator 'Available Walk-In's Welcome'. A settings gear icon in the top right of the main content area is highlighted with a green box. Below it, a tabbed interface shows 'Property Settings' as the active tab, with other tabs like 'Sources', 'Widget Library', 'Communication Templates', 'Triggers', 'Documents', and 'Lead Info'. The 'Property Settings' tab is also highlighted with a green box. Below the tabs, there's a 'Showing Settings' section with a toggle for 'Allow Showings'.

Scroll down until you locate the section titled **Service Outage Settings**. To indicate a new Service Outage, click the **Add** button.

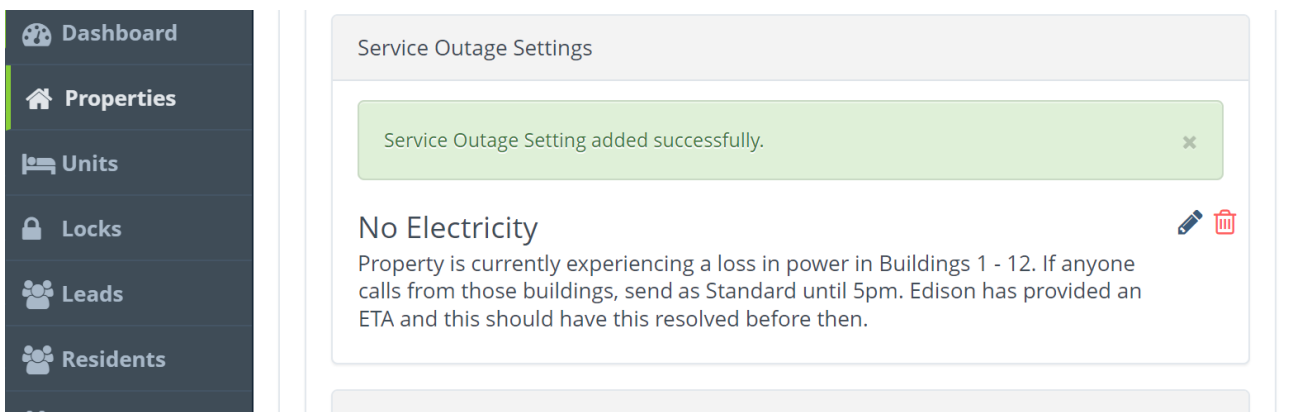


Using the **Type** dropdown menu, select the service issue that best describes the outage occurring at the property (e.g., No Electricity, No Gas, Flooding, etc.).

In the **Message** field, provide notes or instructions to the Anyone Home Team that will inform them how to handle the request during this specific scenario.



Then click **Save**. The message "Service Outage Setting added successfully." will display if the Service Outage was created.



To update the instructions on a Service Outage, click the pencil icon and save any changes you make.

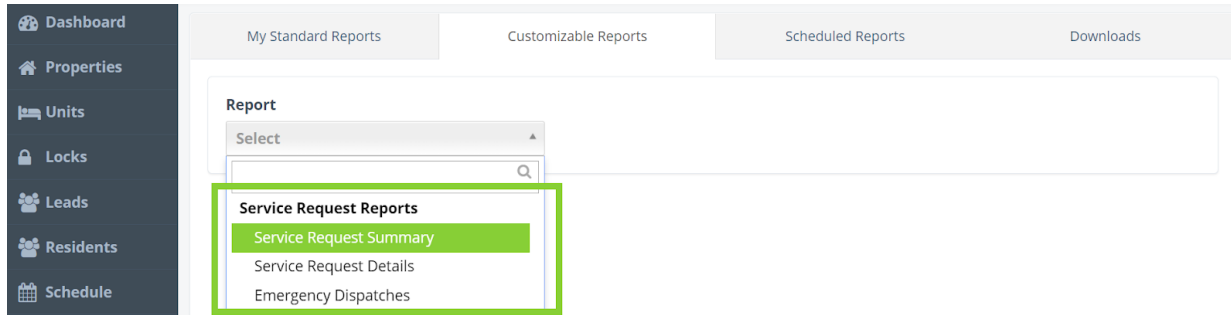
Once the outage is over, remove the Service Outage by clicking the trash icon.

# Reporting and Review

## Service Request Reports

Our bi-directional integration allows for complete customization of reporting. Whether you are looking to see how often service requests are coming in, comparing the amount of Standard and Emergency calls for your property, or checking the distribution of service requests among your service technicians, our reporting portal will allow you to gain insight into how well your property is doing.

Here is a brief summary of the reporting available to you and your team through the Anyone Home platform:



- ▶ **Call Details Report:** Breaking down the number of calls received by the day or by the hour, this report also gives you insight into who handled the call, how long the call lasted, and the property's response to the call.
- ▶ **Service Request Summary:** Giving you the difference between the number of emergencies requests versus the number of standard requests processed through Anyone Home, and more specifically the percentage of request types that have been processed by Anyone Home within each category.
- ▶ **Service Request Details:** Whether you are looking to see how many service requests were processed by day or at the property in general, you will have more insight into the total service requests processed along with the information gathered during each service interaction.
- ▶ **Emergency Dispatches:** The Percentage of who is accepting the Emergencies processed for the property along with all of the dispatch details.

## Call Recordings

As long as your calls are not routing through a third-party like RentCafe first, all inbound calls to Anyone Home sources are recorded, regardless of whether the call is handled by the Anyone Home Contact Center or your property management team. There are three ways to access call recordings generated by Anyone Home:

- ▶ Dispatch emails and dispatch text messages via a **Call Recording Link**
- ▶ Service Request pages via a **Download Call Recording** button
- ▶ Reporting via the **Call Details** report

To pull a report of available call recordings, click on the **Reports** tab using the left navigation bar. Use the **Report** dropdown menu to select the **Call Details** report. Scroll down to the report summary to locate the service call you'd like to listen to, using the search bar as needed. In the Download Call column, click on the download icon to download the call recording to your computer. Once downloaded, your call recording is ready to review!

Service Request Details Report Graph										
Property	Unit	Open Status	Created On	Closed On	Type	Urgency	Category	Resident Name	Permission To Enter	Call Recording
Legends 7	550122	Open	3/22/2021 10:58 AM		SR-Elevator Malfunction with Trapped Resident-Emergency	Emergency	Electrical and Lighting	George Jones	Yes	
Legends 7	220551	Open	3/22/2021 11:25 AM		SR-Locked Out-Standard	Standard	Doors and Locks	Jannica Jones	Yes	

## Voicemails

Hovering over **Messages** in the left navigation bar, select the **Voicemail** option from the dropdown menu. When looking at a voicemail in any folder, you can view the respective service request by clicking **View Lead**.

Much like popular mail service inboxes, your **Inbox** will reflect all inbound voicemails.

Moving into the **Not Downloaded** tab will allow you to view only the voicemails that have not been downloaded or archived within Anyone Home.

The **Downloaded** section allows you to view any voicemail that you've clicked **Download/Listen** on. You will see all downloaded voicemails in this section.

The **Archived** section allows you to pin important voicemails that have not been downloaded to your computer or phone hard drive or within Anyone Home.

Anyone Home will only host and display a voicemail within your Anyone Home account for 45 days, regardless of if they've been downloaded or archived. When downloading a voicemail, be sure to remember where you have saved the recording within your computer or phone hard drive in order to listen to it outside of the 45-day expiration date. After the voicemail has been processed, Anyone Home will email a copy of the voicemail to the property and up to 3 other additional recipients if requested.

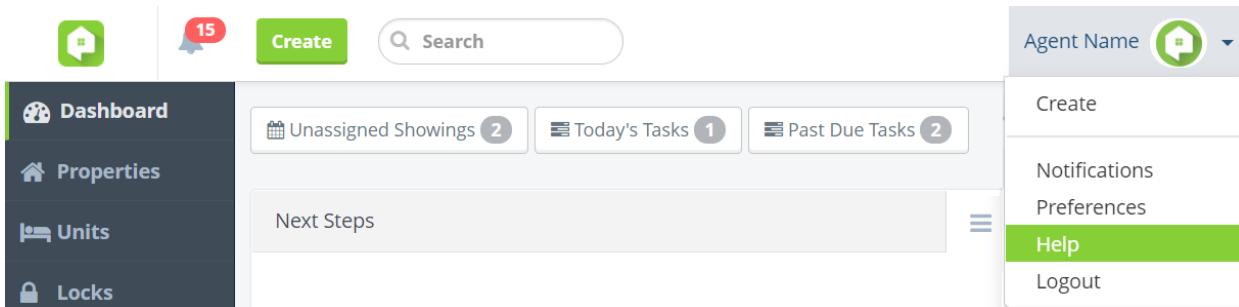
## Quality Assurance

Anyone Home's Quality Assurance team is here to ensure that we are providing the best level of service to you and your residents. Their focus is to ensure that our team is doing their best, always. The Quality Assurance team conducts extensive call quality testing for each employee every week to ensure that our team is providing accurate information, documenting information appropriately, and following fair housing rules and guidelines.

If you come across a call that doesn't meet our standards or you would like to provide us with some feedback, please submit it to our Support team.

# Need More Help?

Anyone Home Maintenance is a powerful tool for property management companies, but there is much more to learn about it outside of this guide. If you have any questions or would like to provide feedback, please visit the **Help** section inside Anyone Home platform.



If you're in need of immediate assistance, the Anyone Home Support team can be reached at **1-888-913-3913 ext. 2** Monday through Friday from 7AM - 5PM PST.