



THE TOP

1



WAYS

**PROPERTYWARE[®] CONTACT CENTER
CAN HELP GROW YOUR BUSINESS**

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INTRODUCTION: YOUR RESOURCE FOR SUCCESS

The Propertyware Contact Center works around the clock to become one of your biggest competitive advantages, fielding prospect inquiries and maintenance requests when your staff cannot—while also responding to calls, online chats, and emails 24/7 for leasing and calls for maintenance needs.

“After our 8-hour day is complete, the Contact Center extends our services to 24 hours [without adding headcount]. When a tenant or prospect calls, they are speaking with someone who’s seeing their account live. This attention to detail has allowed us to double our doors in the past year, taking us from 200 to 400 properties under management.”

Patrick Blood, Owner
Blackwell Property Management, Charles Town, WV

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PROPERTY MANAGEMENT



Up to

60%

of your potential
leads could
be going to
voicemail.

THE TOP 10 WAYS

1 WHEN YOU CAN'T RESPOND— WE CAN

We can take calls during business hours, pick up your missed calls, take your after-hours calls, or take all calls. 80% of prospects never leave a message and 55% will never inquire again. Our highly trained agents make sure potential renters and maintenance calls never go unanswered.

Our skilled leasing agents respond to every email, phone call and chat message we take with a friendly, engaging attitude designed to build relationships.

80%

of prospects
never leave
a message.

THE TOP 10 WAYS

2 OPTIMIZING YOUR WORKFORCE

Because your site staff can't wait by the phone 24/7, our highly effective agents ensure messages are answered promptly, clearly and professionally, and routed directly to your team.

By allowing us to respond to messages and take incoming leasing and maintenance calls, you can continue growing your business, and your site staff can focus on providing great customer service for your current and prospective tenants.

After-hours leads account for more than



of all phone traffic.

After-hours leads account for more than



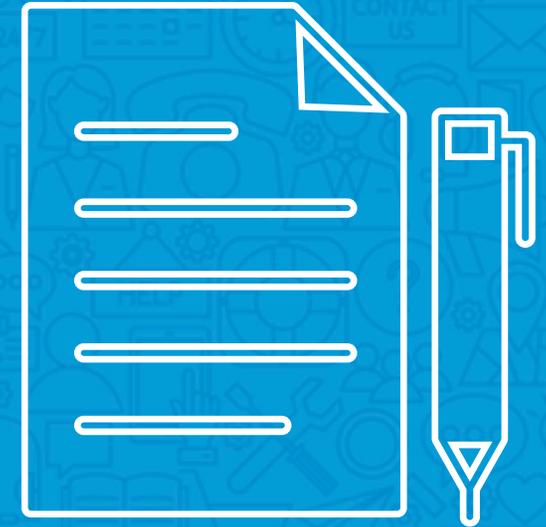
of all email traffic.

THE TOP 10 WAYS

3 KNOWING WHERE LEADS ORIGINATE

With a unique integration between the Contact Center and Propertyware, we help you track leads more effectively, including capturing where your prospects are inquiring from. This provides you with important information on which marketing efforts are working for you and which are not.

The Contact Center also has the ability to provide you with unique toll-free tracking numbers, which are assigned to each campaign. This allows us to know where your prospects originate—giving you powerful data to help you make informed decisions.



Sign **2.7x**
more leases with
Propertyware
Contact Center.

THE TOP 10 WAYS

4 ACCESSING NEAR REAL-TIME DATA

All your leasing details are made available to our agents as you make updates to your website or your Propertyware marketing tab.

This information allows us to have the most compelling conversation with potential tenants. And we'll work closely with you to customize scripts and ensure we follow your standards and guidelines. This allows us to listen to a prospect's wants and needs and match them with the best home within your portfolio. Your lease terms, pricing, availability, location date, and time are all discussed based on the latest data.



Our advanced system updates your information for accurate, current data.

THE TOP 10 WAYS

5 GAINING VISIBILITY INTO DEMAND

With Contact Center helping you effectively track leads, call volume and service requests by type, you can see which marketing efforts are paying off and identify trends in call volume that can improve both revenue and client satisfaction.

40%
of leads result in
scheduled visits.

THE TOP 10 WAYS

6 DELIVERING CONSISTENT QUALITY

Our Motto:

“We understand that every time we pick up the phone or send an email, your reputation is on the line. That’s why we employ a rigorous methodology for selecting quality candidates and provide them with an in-depth training program to ensure they represent your company and its values.”

Our agents follow a fluid 8-Point Close for leasing calls, allowing our agents to adapt to your prospects’ needs and wants and deliver quality and consistency. They include:

1. Answer calls or emails quickly
2. Take control of the call
3. Analyze a prospect’s needs or wants
4. Build rapport
5. Present availability and special offers
6. Create a sense of urgency
7. Make the close! Set up visit
8. Wrap up



Associates spend an average of 6 minutes per call to make sure prospects are informed and excited to visit the property.

THE TOP 10 WAYS

7 IMPROVING WORK/ LIFE BALANCE

With Propertyware Contact Center answering leasing and maintenance calls for you, your staff can provide your clients with better customer service, help grow your business, or enjoy life away from work.

We believe in a good work/life balance, so matters like emergency maintenance that can happen after hours can be handled by us. When you need family time, personal time, or time away from work, there's no need to worry, because Propertyware makes sure someone is available 24/7.

“

The Contact Center gave us back our private lives, so for the first time we can really leave work behind when we leave the office.

”

Melissa Francis, Property Manager
Blackwell Property Management

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THE TOP 10 WAYS

8 HANDLING MAINTENANCE CALLS 24/7

Maintenance issues happen at all times, day or night. Propertyware makes it convenient for both you and your tenant. We work around the clock to field emergency calls, gather all the information, then dispatch out to a qualified tech or vendor.

Propertyware helps ensure quicker responses by instantly routing service requests. After-hours emergencies are also routed to the multiple phones and devices you choose, in order based on your preferences. Our integrated service automatically monitors ticket volume, response time, and trends.

We ensure you are available

24/7
365 DAYS

a year for
maintenance
needs.

THE TOP 10 WAYS

9 USING STATE-OF-THE-ART TECHNOLOGY

The Propertyware Contact Center uses a proprietary dispatching system, allowing your maintenance techs or vendors to listen to a recording of the conversation between the tenant and the Contact Center agent. They can become familiar with the issue, even before contacting the tenant.

We provide your tech or vendor with a work order with pertinent details in your Propertyware system, such as the issue, whether or not pets are inside, and if there are locks on the door. This is a level of customer service that goes above and beyond. You can also stay informed via email or alerts on your phone—no matter where you are.

In addition, we offer the option to allow prospects to schedule self-showings.

“

We'd need two more 8-hour shifts to match the benefits we receive from the Propertyware Contact Center.

”

Patrick Blood, Owner
Blackwell Property Management, Charles Town, WV

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THE TOP 10 WAYS

10 TAKING CARE OF BUSINESS

Let us be there to do what we do best: Managing your emails and taking calls. With Propertyware as your partner, 40% of your leads result in scheduled visits, which can help you sign up to 2.7 times more leases.

Let us give your staff the time to focus on increasing tenant satisfaction—or attend to other important business-related duties—while also providing you and your team with a healthier work/life balance.



Contact your
Propertyware
rep to help you
grow your business.
Call us today at
1-855-976-9502.