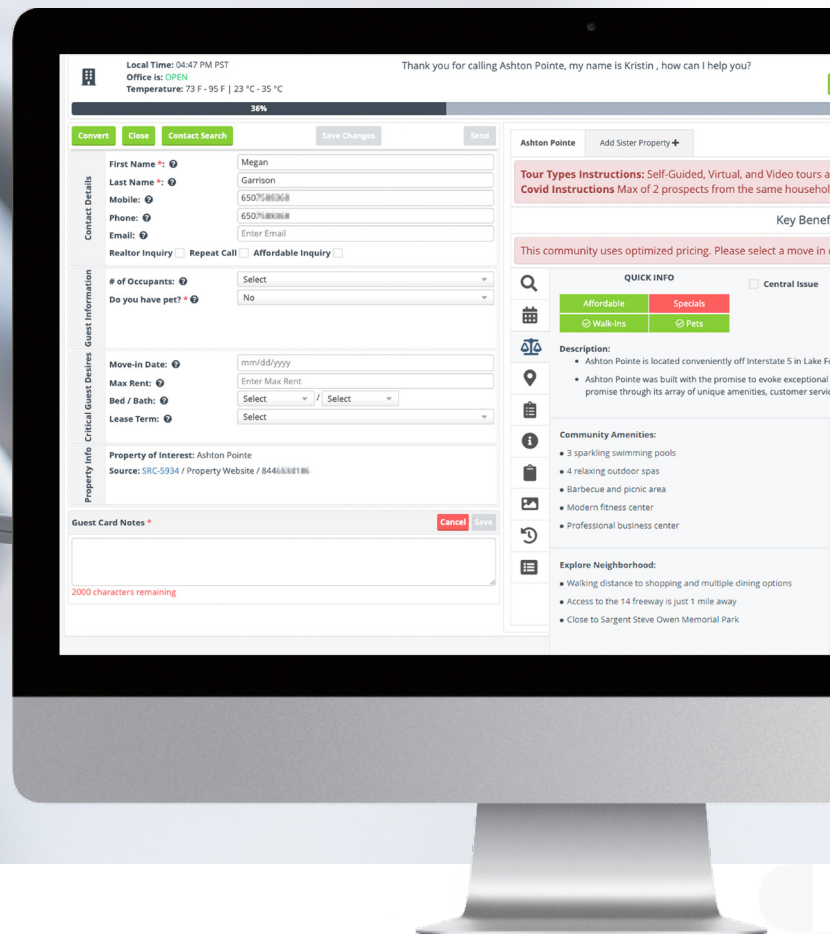


Contact Center

Increase conversion, reduce operating costs, and improve resident satisfaction!

ResMan's Contact Center is an extension of your onsite leasing, maintenance and service teams, fielding inquiries and getting prospects and residents the information and support they need when they need it.



ResMan Contact Center for Leasing

The multifamily industry loses a lot of leads. On an average property, more than 70% of leasing calls go unanswered because leasing agents are too busy during the day to answer every call and even the best onsite team can't handle the 20% of leasing calls that come in after the property is closed. While not every missed call becomes a lost lead, many do because 57% of callers were hoping to tour within 24 hours.

ResMan's Contact Center for Leasing helps properties maximize lead conversion using proprietary technology, a customized implementation approach, and highly tuned operational processes. Our associates don't just answer calls – they provide prospects with the same rich and detailed answers and information as they would get from your team. They work leads like you do (maybe better!) – showcasing your properties and guiding prospects to the next step in the leasing process – EVERY SINGLE TIME THE PHONE RINGS! The result is higher NOI driven by an increase in lead to lease conversion, which allows you to reduce marketing spend and minimize rental concessions.

ResMan Contact Center for Maintenance

Maintenance calls from residents are generally a hassle for everyone. Residents have a problem they wish they didn't have, and calls are an interruption for your team whether they come in during the workday or while on call after hours. An answering service may seem like a good solution, but most dispatch without triaging or troubleshooting, resulting in large overtime bills for issues that often could have been resolved over the phone or in person the next morning.

ResMan's Contact Center for Maintenance is different. Our associates are available 24/7/365 to answer maintenance calls, troubleshoot issues, triage severity, and dispatch technicians when necessary. It's a win-win for both residents who feel well cared for and property teams who only get involved when there's a real issue. The solution increases resident satisfaction, minimizes costs, saves time, and improves quality of life for your team.

