141098 - VoiceNation Property Management

General Information

Contact NameVN ImplementationContact Phone(678) 318-1300Contact Emailimplementation@voicenation.comTimezoneEastern TimeService TypeReceptionistIndustryProperty Management

Billing Information

Billing Address 1 1725 Slough Ave. Billing Address 2 Billing City Scranton, PA 18540

Operator Screen Info

| Thank you for calling [Company Name], this is [Operator]. How may I help you? | | |
|---|--|--|
| 5089 Bristol Industrial Way | | |
| Buford GA 30518 | | |
| (678) 318-1300 | | |
| (866) 766-5050 | | |
| | | |
| www.voicenation.com | | |
| implementation@voicenation.com | | |
| Mon-Fri: 8a-6p | | |
| | | |

Calltypes & Instructions

Generic

Default

SECTION: Section 1 Gather User Information * First and Last Name * Phone Number * Regarding Email (and DELIVER)

Stop here

Inquiring about Property Management Services

Default

SECTION: Section 1

Gather user info

- * First and Last Name
- * Phone Number
- * Best Time to Call
- * Email Address

* How Did You Hear Abt Us * Regarding

Email (and DELIVER)

Stop here

Rental Inquiry

Default

| SECTION: Section 1 | |
|--|-----------|
| Gather user info | |
| * First and Last Name * Phone Number * Property Address * Regarding | |
| Email (and DELIVER) | Stop here |

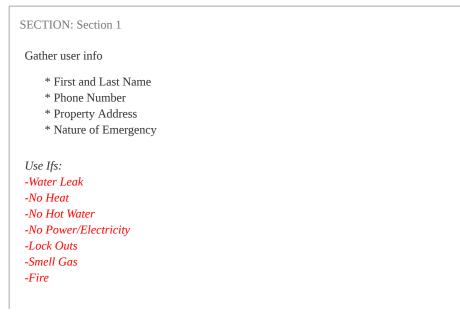
Maintenance Request

Default

SECTION: Section 1 Gather user info * First and Last Name * Phone Number * Property Address * Technical Issue Email (and DELIVER) Stop here

Emergencies

Default



| -Flood -Medical ER | |
|--|-----------|
| ALWAYS Text to Oncall (6783181300 -) | |
| AND Send to DISPATCH | |
| 1. LMR to Oncall | |
| 2. If n/a LVM to call back | |
| 3. Wait 10 min, then LMR to Oncall again | |
| 4. If Oncall still n/a call Maintenance Mgr | |
| ** LMR until someone has been reached** | |
| 5. If all n/a after 2 hours, mark as delivered | |
| | Stop here |

Telemarketer

Default

SECTION: Section 1

Advise: We do accept solicitations on this line. Politely Disconnect the call.

Stop here

Call Summary

None found

Employee Directory

| Oncall (Unknown title) Male | | | |
|--------------------------------------|---|--|--|
| | (678) 318-1300 Carrier: AT&T MMS esmarr@voicenation.com | | |
| Billing (Unknown title) Female | 2 | | |
| - | (678) 318-1300 Carrier: Verizon MMS esmarr@voicenation.com | | |
| Maintenance Mgr (Unknown title) Male | | | |
| 5 | (678) 318-1300 Carrier: AT&T MMS atimoftica@voicenation.com | | |
| Property Mgmt (Unknown title) Male | | | |
| | atimoftica@voicenation.com (678) 318-1300 Carrier: Sprint MMS | | |

Oncall Lists

None found

Calendars