# 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

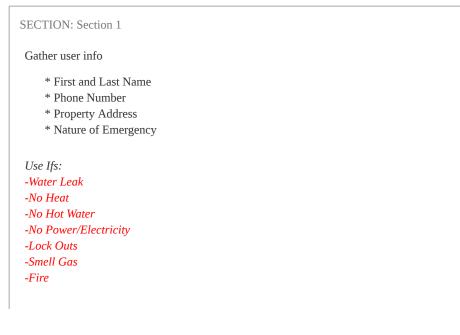
#### **Maintenance Request**

#### 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 <b>Carrier:</b> Verizon MMS esmarr@voicenation.com		
Maintenance Mgr (Unknown title) Male			
5	(678) 318-1300 <b>Carrier:</b> AT&T MMS atimoftica@voicenation.com		
Property Mgmt (Unknown title) Male			
	atimoftica@voicenation.com (678) 318-1300 <b>Carrier:</b> Sprint MMS		

# **Oncall Lists**

None found

# Calendars