

5 ways the Yardi call center will work for you

Here are five ways to increase community occupancy and promote resident satisfaction using a flexible call center solution that fits your business and your budget.



1 Track the source of incoming calls

See which marketing activities drive the most calls. Use toll-free tracking numbers to track lead sources, then optimize your marketing spend accordingly.



2 Route calls to the right person

Connect callers quickly. An automated answering service with phone tree and routing capabilities forwards calls to the appropriate staff members, depending on how you set up your call flow.



3 Recruit backup off-hours coverage

Provide stellar service around the clock. When on-site staff can't answer the phone, you can have calls roll over to our call center where trained professionals will discuss availability, fill out guest cards and schedule appointments. They can even help residents with maintenance emergencies and service requests.



4 Scale to fit your needs

Worried about what it might cost to have 24/7 live phone support? Don't be. Control how much you spend with on-demand scheduling. You can also set a budget each month and adjust it for marketing campaigns or slow seasons so that your spend never exceeds expectations.



5 Enjoy seamless integration

Say goodbye to missing, incomplete and incorrect information. Our live agents provide prospects with your real-time pricing and availability. All prospect details we enter, along with the call recordings, are captured for your review. You can quickly pull reports to keep tabs on conversion rates.



Learn how to get started with RENTCafé Connect for Senior Living

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