

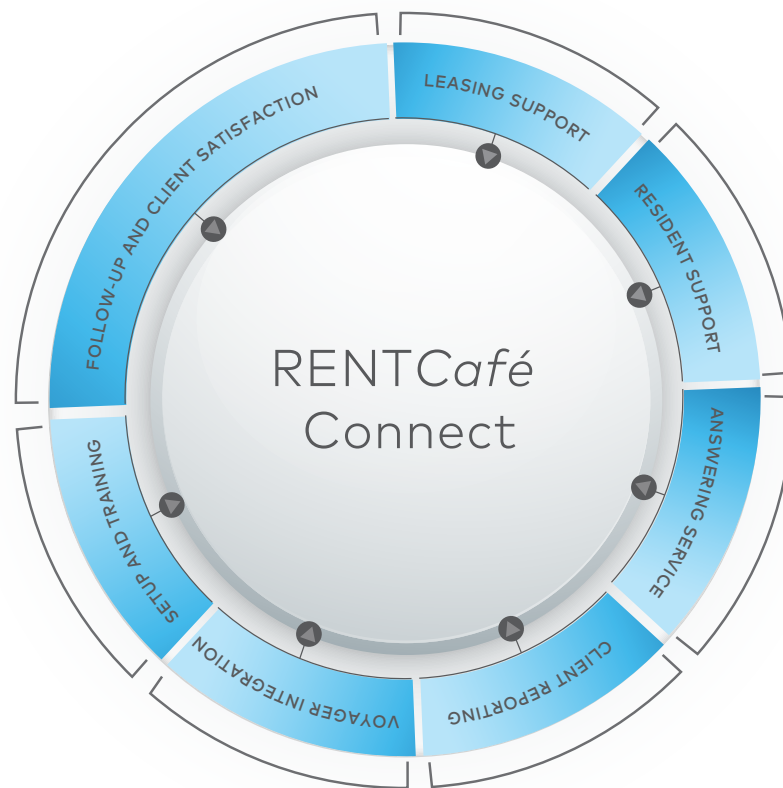


Capture leads, control spend and track results. Designed to be invisible to your prospects and residents – and transparent to you – this flexible solution increases property occupancy and promotes resident satisfaction with all activity recorded directly in Yardi Voyager.



RENTCafé Connect

Generate revenue by increasing property occupancy and promoting resident satisfaction using RENTCafé Connect, a flexible call center solution that fits your business and your budget. Combine digital answering services with on-demand live agent support to eliminate missed opportunities. By leveraging information specific to your community from RENTCafé and Voyager, RENTCafé Connect acts as an extension of your leasing office 24 hours a day, 365 days a year.



A digital answering service when you want it. On-demand access to live agent support when you need it most.

Control Spend

RENTCafé Connect helps you manage expenses and stay within your operating budget. This adaptable program delivers an efficient digital answering service with optional skilled agents available on demand. With the ability to turn this service on or off at your discretion, you can take advantage of live support without exceeding your budget, giving you complete control over your marketing spend.

Maximize Marketing Dollars

Answer the calls most likely to convert. With RENTCafé Connect, you can prioritize your leads using powerful analytics to determine your most valuable lead sources and maximize your return on investment. Gain complete control over your marketing spend with increased budget transparency. On-demand scheduling can be scaled up or down to meet the unique needs of your business.


Retain Residents

Provide superior service tailored to your residents to increase satisfaction and lease renewals. Because RENTCafé Connect is seamlessly integrated with Voyager, agents enter maintenance requests and credit card payments directly into your property management system in real time. Agents leverage notes and history within Voyager to offer the best customer experience when answering questions and resolving issues. No other call center can offer that.

The RENTCafé Connect live agent team consists of experienced, trained property management and leasing professionals that provide your prospects and residents with superior service.

Key Features

- Digital answering service for automated inbound message management
- On-demand leasing and resident phone support, available 24/7, 365 days a year
- Specialized email and chat support
- Guest cards, appointments, maintenance requests and payments entered directly into Voyager
- Unique phone numbers for each marketing source and property upon request
- Calls recorded and accessible within Voyager for quality assurance
- Analytic reporting with complete visibility into your marketing spend
- Onsite management staff notified of activity as it occurs via email



Integrates with RENTCafé CRM for instant resident, prospect and lead alerts at your fingertips.

Key Benefits

- Maximizes and controls your spend while promoting prospect and resident satisfaction with a smart digital answering service
- Offers on-demand live agent support via call, chat and email with experienced property management and leasing professionals
- Records calls for playback directly from Voyager for quality assurance
- Promotes your properties' key selling points, policies and resident procedures
- Delivers lead-to-lease reporting and analytics for unprecedented visibility into the performance of your property marketing strategy

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