RentCafe®

CONTACT IQ

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Simplify & streamline communications

RentCafe Contact IQ improves client and customer engagement with advanced call tracking and skill-based routing within RentCafe CRM IQ. Connect the right agents with the right skills for every interaction — whether it's for leasing, maintenance or customer service.

TRACK & ROUTE
Ensure efficiency with skill-based routing that directs inquiries to the right person.

BOOST EFFICIENCY
Streamline communication and free up staff for more high-impact tasks.

IMPROVE INSIGHTS
Gain visibility into call volume and answer rates with a real-time dashboard.

CONTACT IQ

CALL MANAGEMENT

Agents can hold, transfer and wrap up calls in CRM IQ, with access to property details for smoother routing and handoffs.

SKILL-BASED ROUTING

Automatically route calls and messages based on skill set, ensuring each inquiry is handled by the right staff member.

CENTRALIZED QUEUES

Easily manage queues across multiple properties, assigning calls to available agents based on skills and availability.

REAL-TIME VISIBILITY

Track key performance metrics like call volume, answer rate and attributions directly from CRM IQ.

CALL-TO-CHAT

Enable customers to effortlessly switch from calls to text, allowing Chat IQ to step in and maintain continuous engagement.

CENTRALIZE YOUR COMMUNICATIONS

Part of Yardi's single-stack platform, Contact IQ is built within CRM IQ to offer **a complete omnichannel routing solution** tailored for multifamily success.

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YARDI | Energized for Tomorrow