

141098 - VoiceNation Property Management

General Information

Contact Name VN Implementation
Contact Phone (678) 318-1300
Contact Email
implementation@voicenation.com
Timezone Eastern Time
Service Type Receptionist
Industry Property Management

Billing Information

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

Operator Screen Info

Answer Phrase Thank you for calling [Company Name], this is [Operator]. How may I help you?
Address 1 5089 Bristol Industrial Way
City/State/Zip Buford GA 30518
Main Phone (678) 318-1300
Alt Phone (866) 766-5050
Fax
Website www.voicenation.com
Email implementation@voicenation.com
Hours 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

SECTION: Section 1

Gather user info

- * First and Last Name
- * Phone Number
- * Property Address
- * Nature of Emergency

Use Ifs:

- Water Leak
- No Heat
- No Hot Water
- No Power/Electricity
- Lock Outs
- Smell Gas
- Fire

-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

Cell: (678) 318-1300 **Carrier:** AT&T MMS
Email: esmarr@voicenation.com

Billing *(Unknown title)* Female

Holley's Cell: (678) 318-1300 **Carrier:** Verizon MMS
Email: esmarr@voicenation.com

Maintenance Mgr *(Unknown title)* Male

Emily's Cell: (678) 318-1300 **Carrier:** AT&T MMS
Email: atimoftica@voicenation.com

Property Mgmt *(Unknown title)* Male

Email: atimoftica@voicenation.com
Text: (678) 318-1300 **Carrier:** Sprint MMS

Oncall Lists

None found

Calendars