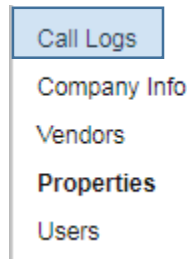
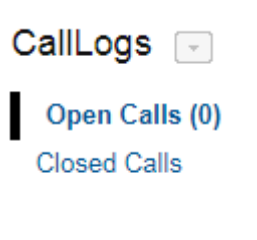


Accessing Call Logs in the SuperTender CRM

From the main navigation, choose “Call Logs”



This will allow you to see what status the calls are in in real-time.



The navigation will show you how many calls are currently in the call center. All of your closed calls can be accessed by selecting ‘Closed Calls’.

CallLogs	Status	Date/Time	Next Action	CSR Assigned	Address	Tenant Name	PM Company Name	Time Zone	Additional Information	Vendors
Open Calls (0)	<input checked="" type="checkbox"/>	01/26/2019 08:35:54			123 main street unit #1, Anytown, NV 89050	Tenant Tenant	**TEST ONLY**SuperTenders-Business Development**TEST ONLY**		Test Call	
Closed Calls										

This will show you all the details of the call.

Call Log ID: 349176
123 main street unit #1, Anytown, NV 89050
 Call Date Time: 1/26/2019 8:35:54 PM
 Tenant Name: Tenant Tenant
 Email: test@supertenders.com
 Phone: 123-456-7890

Assignee:
 Policy Type: Smells/Odors
 Short Description: Test Call
 Additional Information: All information for the call will appear here.

Information:
Troubleshooting
Policies

Notes (Newest on top)

1/26/2019 8:37:53 PM - monica
 FINAL NOTES - Call from 123 main street
[Email Sent to Customer](#)

1/26/2019 8:37:51 PM - monica
 Call Log Closed by Monica Hubbard at 1/26/2019 8:37:52 PM (MST)

1/26/2019 8:37:31 PM - monica
 PRELIMINARY NOTES (R) - Call from 123 main street - Routine Maintenance
[Email Sent to Customer](#)

1/26/2019 8:36:35 PM - monica
 Call Opened by Monica Hubbard at 1/26/2019 8:36:37 PM

monicah@supertenders.com 06m 52s

Portfolio Information
 TEST ONLYSuperTenders-Business Development-****TEST ONLY****
579 Heritage Park Blvd, Layton, UT 84041
 Service Type: NightTenders
 Phone 1: 8016679792

Property Information
123 main street unit #1, Anytown, NV 89050
 Type of Service: Rental
 Active:

You will also see when notes were released to you per your request and in what method they were sent to you and/or the designated contact.

Notes (Newest on top)

- 1/26/2019 8:37:53 PM - monica** *Email*
FINAL NOTES - Call from 123 main street
[Email Sent to Customer](#)
- 1/26/2019 8:37:51 PM - monica** *Call Log Note*
Call Log Closed by Monica Hubbard at 1/26/2019 8:37:52 PM (MST)
- 1/26/2019 8:37:31 PM - monica** *Email*
PRELIMINARY NOTES (R) - Call from 123 main street - Routine Maintenance
[Email Sent to Customer](#)
- 1/26/2019 8:36:35 PM - monica** *Call Log Note*
Call Opened by Monica Hubbard at 1/26/2019 8:36:37 PM

This screen will show you what troubleshooting was performed by the agent and what company policies were followed per your instruction.

▼ Troubleshooting

Smells-Odors

What is the smell/odor?
Sewage/Feces

Where is it strongest?
Basement/crawlspace

Describe the severity of the odor?
Weak but noticeable

When did you first notice it?
Today

Did caller find any sewage?
Yes

Switch to DRAIN/SEWER/SEPTIC troubleshooter.

▼ Policies

If there is a GAS LEAK, please specify which vendor should be dispatched for repairs (i.e., gas provider, fire department, etc.)

How often would you like us to release PRELIMINARY NOTES?

Is there any time (or time frame) the property manager should NOT be contacted?

At what ESTIMATED DOLLAR AMOUNT should a vendor call for approval for EMERGENCY repairs?

The call log will show you all the information that is sent to you in the final notes e-mail you receive when a call is closed.