



Welcome to the all new Answer Automation.
We've redesigned and reengineered everything from
the ground up to be more simple, fast, and reliable.

Take the Tour

No thanks, I'm ready to [use Answer Automation now.](#)

PORTFOLIO

View the stats of your entire portfolio at a glance.

Acme Apartments

1,250 total calls

2 minute response time

Cute Cottages

230 total calls

4 minute response time

Flower Four Plex

800 total calls

3 minute response time

REPORTS

See all call activity for your properties and how they measure up to others in the industry.

Total Calls

2,387

Emergency Response

2 Minutes

On-Site Response

12 Minutes

Total Work

47 Minutes

Total Resolution

56 Minutes

Hourly Calls

12

1

2

3

4

5

6

7

8

9

10

11

Industry Average

Company Average

Portfolio Average

Daily Calls

Sun

Mon

Tue

Wed

Thu

Fri

Sat

CALL PATH

Dive deep into each call and identify the strengths and weaknesses of your property and maintenance crew.

11:55am Message Created

11:57am Joe Answered

11:59am Message Listened To

12:15pm On-Site Check-In

12:35pm Check-Out

Maintenance Tech

Joe Davis

Emergency Response

2 Minutes

On-Site Response

16 Minutes

Total Work

20 Minutes

Total Resolution

38 Minutes

Caller

Beth Hill

Status

Resolved

Notes

SCHEDULER

Scheduler combines the Calendar, On-Call List, and Timeline to make it easier to see who's on call.

On-Call Now

Joe Davis

+ 3 Backups

May

June

July

Fri 10am

Frank Bell +2

Tomorrow 9am

Joe Davis +3

ON-CALL LIST

Create and schedule repeating On-Call Lists with only a few clicks.

New Schedule Change

Mon, May 4

On Call

Joe Davis

Backups

Mike Rogers

Phil Jones

Start Time

9:30am

Repeat

S M T W R F S

Every Week

Pretty simple, right?

For step-by-step training, check out these popular training docs in our [FAQ](#).

Navigation

Get familiar with where things are located.

Scheduler

Create a rotating schedule for two techs.

Call List

Create a one time change to cover vacations.

Users

How to setup managers and techs.

Start Using Answer Automation