Key Benefits

- *Easily Track Work Orders*
- *Monitor Property Issues*
- *Update On-call Schedule 24/7*
- *Streamline the Repair Process*
- *Provide Tenants a 24/7 Maintenance Hotline*
- *Quick Resolution of Repairs Saves Money*
- *Integrates With Other AnswerNet Live Agent and Automated Solutions*
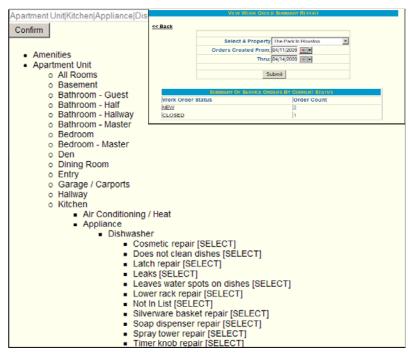- *PCI-DSS Compliant*

Key Features

- *Web-based*
- *User-friendly Interface*
- *Detailed Work Order Entry*
- *Usable From Any Computer*
- *Live Agents Available*
- *Cost Effective & Efficient*
- *Full Database of Open and Closed Work Orders*

FirstLine Maintenance 2.0

Property maintenance management is a time consuming and expensive necessity for residential communities and commercial properties. Residents and commercial tenants call to report maintenance issues at all times of the day, including weekends when your staff is out of the office.

AnswerNet's FirstLine Maintenance 2.0 (FLM 2.0) is a cost effective and efficient web-based property management tool that helps streamline your property maintenance management processes.

FLM 2.0 Screenshot

Unlike many property management systems, FLM 2.0 does not require any software installation or equipment. FLM 2.0 can be used from any computer, allowing you to track repairs, monitor property issues and update the online maintenance schedule 24/7/365. In addition, FLM 2.0 can be used solely by your staff or in tandem with AnswerNet's live agents.

AnswerNet can also handle your Telephone Answering, Email Receptionist and Online Appointment Scheduling services, giving you a one-stop-shop for all of your property management and call center needs.

Inbound, Outbound, and E-bound Call Center Solutions

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