

## 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

The screenshot displays the FLM 2.0 web interface. On the left is a navigation menu with a 'Confirm' button at the top. The menu includes 'Amenities' and 'Apartment Unit' with a list of room types such as 'All Rooms', 'Basement', 'Bathroom - Guest', 'Bathroom - Half', 'Bathroom - Hallway', 'Bathroom - Master', 'Bedroom', 'Bedroom - Master', 'Den', 'Dining Room', 'Entry', 'Garage / Carports', 'Hallway', and 'Kitchen'. Under 'Kitchen', there are sub-items for 'Air Conditioning / Heat', 'Appliance', and 'Dishwasher', with the latter having a list of specific repair options like 'Cosmetic repair [SELECT]', 'Does not clean dishes [SELECT]', 'Latch repair [SELECT]', 'Leaks [SELECT]', 'Leaves water spots on dishes [SELECT]', 'Lower rack repair [SELECT]', 'Not In List [SELECT]', 'Silverware basket repair [SELECT]', 'Soap dispenser repair [SELECT]', 'Spray tower repair [SELECT]', and 'Timer knob repair [SELECT]'. On the right, a 'View Work Order Summary Report' window is open, showing a 'Select A Property' dropdown set to 'The Park In Houston', date range filters for 'Orders Created From' (04/11/2009) and 'Thru' (04/14/2009), and a 'Submit' button. Below this is a table titled 'SUMMARY OF SERVICE ORDERS BY CURRENT STATUS' with columns for 'Work Order Status' and 'Order Count'. The table shows 'NEW' with a count of 2 and 'CLOSED' with a count of 1.

Work Order Status	Order Count
NEW	2
CLOSED	1

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.

