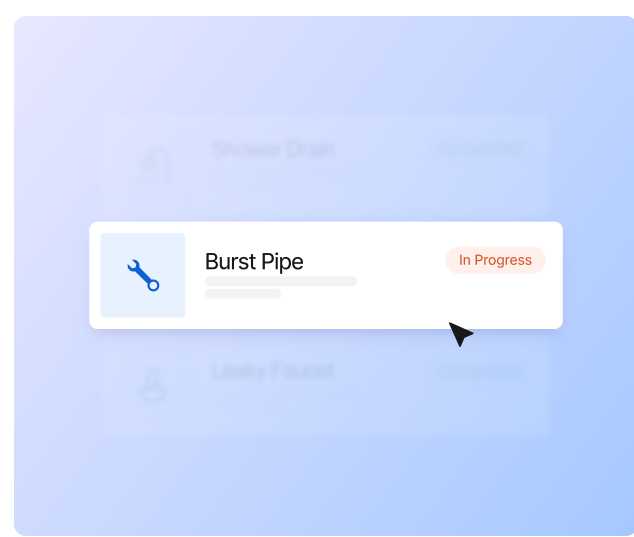# Maintenance

Automate maintenance requests, prioritize them accurately, and accelerate the resolution process.

Maximize resident satisfaction with rapid responses and proactive follow-ups to maintenance requests. ResidentAI submits work orders on behalf of residents, deprioritizes non-emergencies, and automatically updates your systems and teams for seamless management.

Work Orders Prioritized Accurately

Say goodbye to incomplete requests. ResidentAI engages with residents to gather necessary details, improving issue diagnosis and speeding up resolution times.
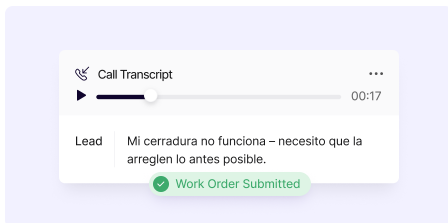
Emergency Requests Managed 24/7

ResidentAI follows pre-set emergency call routing for urgent situations like lockouts, ensuring residents receive help, even after-hours.

Integrate With Your PMS

Maintain full visibility into AI conversations with automatic updates directly to your PMS and EliseCRM, simplifying follow-ups and streamlining your tech stack.
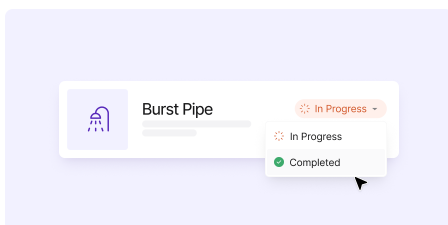

Submit Work Orders Across Any Channel in Any Language

Provide residents with a single number to text or call for work order requests. Elise manages submissions, requests videos or images when needed, and provides ongoing status updates, all in over 50 languages.

Walk-Through Quick Fixes and De-Escalate Non-Emergencies

De-escalate non-emergencies by customizing which maintenance requests residents can self-service and defining emergency vs. routine issues. Elise guides residents through quick fixes, like changing batteries or resetting circuit breakers, with helpful how-to videos, reducing the need for onsite assistance.

Automate Status Updates

Ensure seamless communication by keeping residents, vendors, and agents informed throughout the process. Elise offers real-time updates, outlines next steps, and smoothly hands off to onsite teams as needed, whether for routine maintenance or urgent requests.

EliseAI

Reach out to sales@meetelise.com to learn more.