

# Prism Work Orders





## Enhanced Work Order Management with Prism

Property management teams spend most of their day reactively combatting unexpected issues that arise, making it difficult to organize requests and prioritize. Prism Work Order streamlines the entire process, so tenants can quickly and easily request work orders themselves, while property management teams can stay on top of the most urgent priorities. Now, property management teams can provide exceptional tenant service with improved work order management.

### Benefits of Prism Work Orders:

- ✓ **Increase tenant satisfaction.** By configuring a default priority level per issue type, which sets a target completion time visible to your tenants you will set expectations with your tenants. Provide updates by launching a chat directly in the work order view or launch a phone call to the tenant.
- ✓ **Manage by exceptions.** Know at-a-glance if there is anything that needs your attention, like work that hasn't been picked up, items on hold too long or engineers with too much work.
- ✓ **Gain full visibility over your portfolio in one simple view.** View a list of unassigned work orders, including orders that have been put on hold, and balance your team's workload by seeing number of tasks assigned to each assignee.
- ✓ **Fulfill tenant requests sooner** and overachieve service to your tenants by starting work faster than before with a list of work orders sorted automatically by predefined priority levels. Close out work orders quickly with just a few clicks.

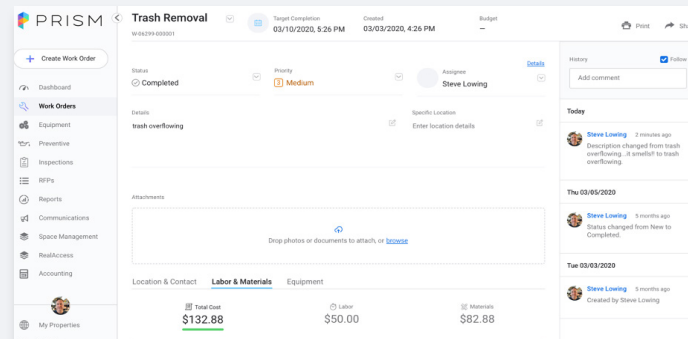
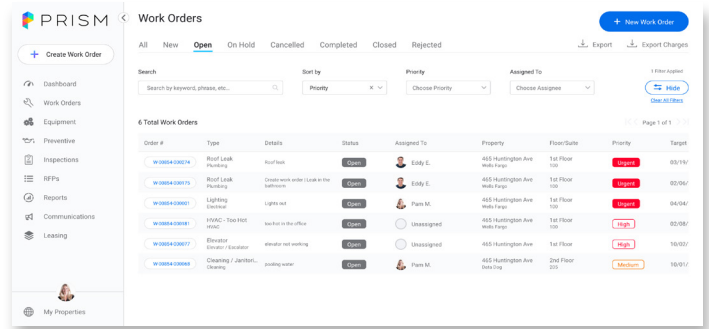
### How is Prism Work Orders different?

-  Manage by exceptions, and easily see which work orders have fallen outside of your service benchmarks. This includes work that hasn't been picked up, items on hold too long or engineers with too much work.
-  Benefit from a finely tuned mobile application that is designed specifically for engineers who are moving between different floors and across various buildings all while having ready access to the information they need.
-  Online and offline modes give team members access to the latest work order information from anywhere. Access the app even from building basements and other poor service areas, without wasting data.
-  Realtime feedback automatically ask tenants to rate their satisfaction with service delivery.

# Key Features and Capabilities

## Work Order Dashboard

Property Managers can manage conflicting priorities with a clear dashboard, so you can save time searching and easily review what work needs to be tended to first. This allows more time in your day to catch up with tenants and your operations

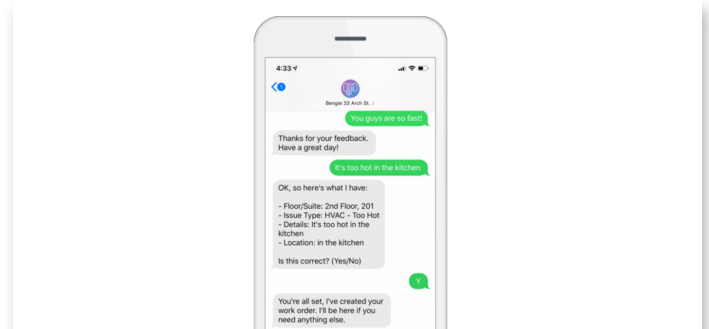


## Capture Billables

Flag common billables to ensure that no team members forgot to log labor and materials charges. Easily click into each order's associated labor and materials to accurately bill back costs.

## Integration with Bengie

Using Building Engines' text messaging tool Bengie, or going through the web app, tenants can submit work orders on their preferred devices and platforms, and see all updates, comments and questions about work requests.



## Reporting

Analyze work order performance using the reporting module, which provides rich capabilities to choose data fields displayed and data breakdowns, as well as filters to pinpoint data viewed. This allows non-IT users the ability to create a wide variety of insightful reports.