



The ultimate
checklist for
delivering tenant
satisfaction.



In order to build a strong relationship between landlord and tenant, it's critical that you have a top-notch communications platform that keeps both parties connected and informed.

We've put together this short vendor selection checklist, broken down into three categories:

1. Essentials: platform, people, and process.
2. Analytics: reporting, reacting, and responding.
3. Performance: insights, involvement, and improvements.

Use this checklist to help better evaluate different communications solutions and ensure that you're choosing one that meets a high standard of excellence and has everything you need.



Essentials.

Disparate systems for collecting feedback and untrained staff can dramatically impact not just the amount of feedback received, but also the quality of that feedback.

This can have a detrimental effect on hearing the tenant's voice and receiving the highest possible satisfaction scores.

Aligning the basics.

- ☐ Do you have a single platform for all communication channels?
- ☐ Does your communications platform aggregate tenant feedback across multiple channels into a single source?
- ☐ Are your people trained in requesting and encouraging feedback?
- ☐ Is there an automated process in place for receiving feedback across all channels?
- ☐ Is the process for obtaining and reporting feedback understood across the organisation?
- ☐ Have you implemented automated processes to deflect calls for faster resolution?

Analytics.

Reporting feedback need not be a laborious process involving the manual collation of multiple spreadsheets, that often prevents results from being accurately reported and at speed.

A communications platform that uses data for quality management (QM) with customisable reports makes it easier to collect, react, and respond to feedback.

Driving tenant satisfaction through data driven insights.

- ☐ Is your reporting process for measuring feedback automated for maximum efficiency?
- ☐ Can the data collected from automated and manual processes be easily collated for central reporting?
- ☐ Do you have effective strategies for reacting promptly to negative feedback and appraising positive feedback?
- ☐ Can the business share and use the feedback across the organisation to respond to issues and ensure continuous improvement?

Performance.

Having the platform, processes, and reporting is of no use if the information cannot be presented in an informative and helpful way that leaders can use to ensure continuous improvement.

Choose the right platform to enable and show the improvement your effective communications strategy has had in improving tenant satisfaction.

Delivering continuous improvement and driving strategy.

- ☐ Do you have the data and insights you need to identify trends across the business?
- ☐ Do the team leaders involved in the delivery of services have real-time information available to manage and coach the performance of individuals and teams?
- ☐ Can team leaders view and drill into critical performance data from a single screen?
- ☐ Can you measure the relationship between the insights data provides and improvements across the business?



8x8 connects tenants and staff across voice, video, chat and communication APIs for greater productivity, agility, and responsiveness.

Customisable dashboards give business leaders real-time information on key metrics to ensure maximum performance.

Automated surveys and cross-platform reporting make it easy to identify trends and make continuous improvements to deliver the highest level of tenant satisfaction.

Contact 8x8 to tick off everything on your checklist and excel in tenant satisfaction.



Conquer complexity with 8x8.

Say goodbye to fragmented data, siloed teams, and disconnected communication, and say hello to the 8x8 Platform for CX. Connect your teams and customers and make smarter, empowered decisions with integrated AI tools and insights to create real results.

For more information contact 8x8.com.

