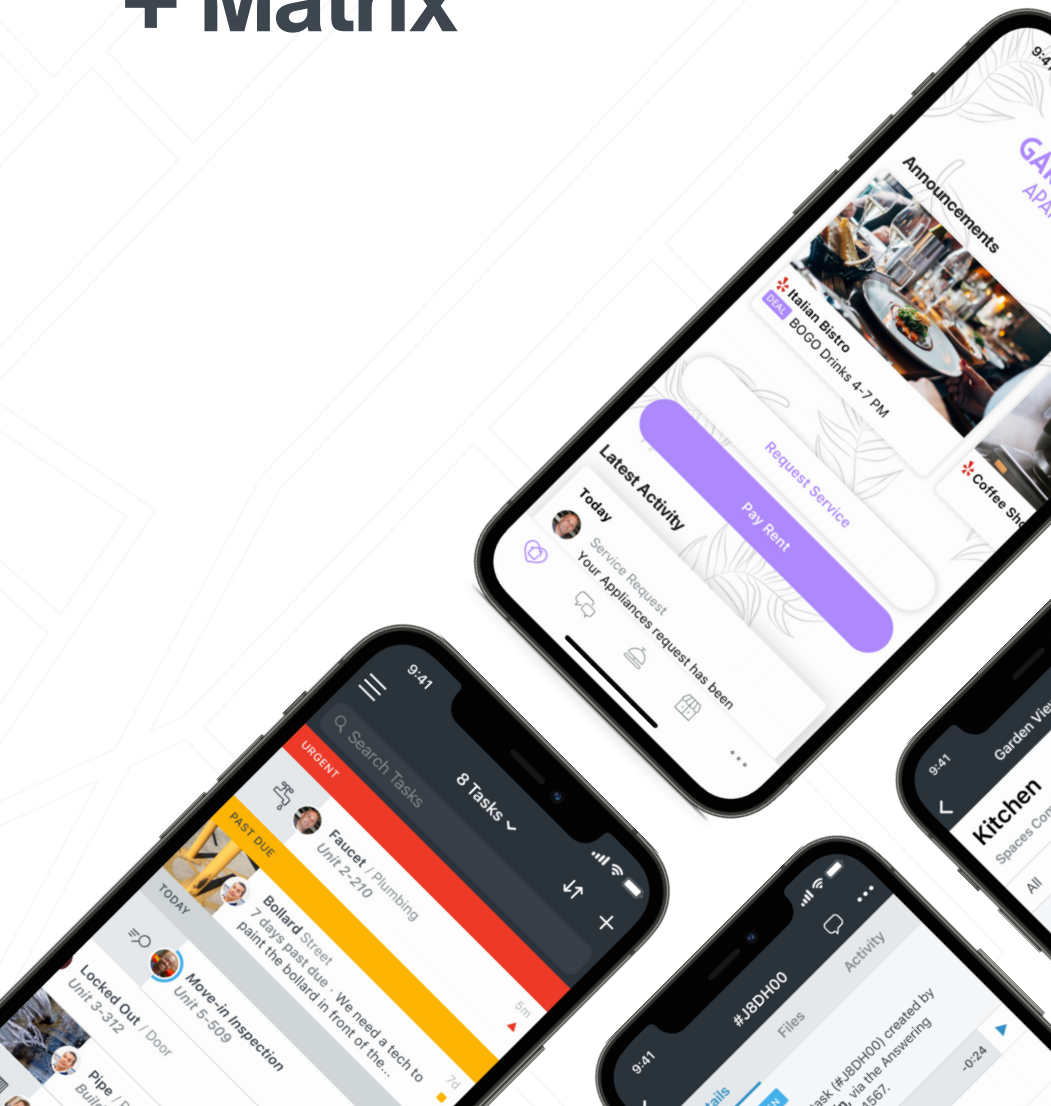


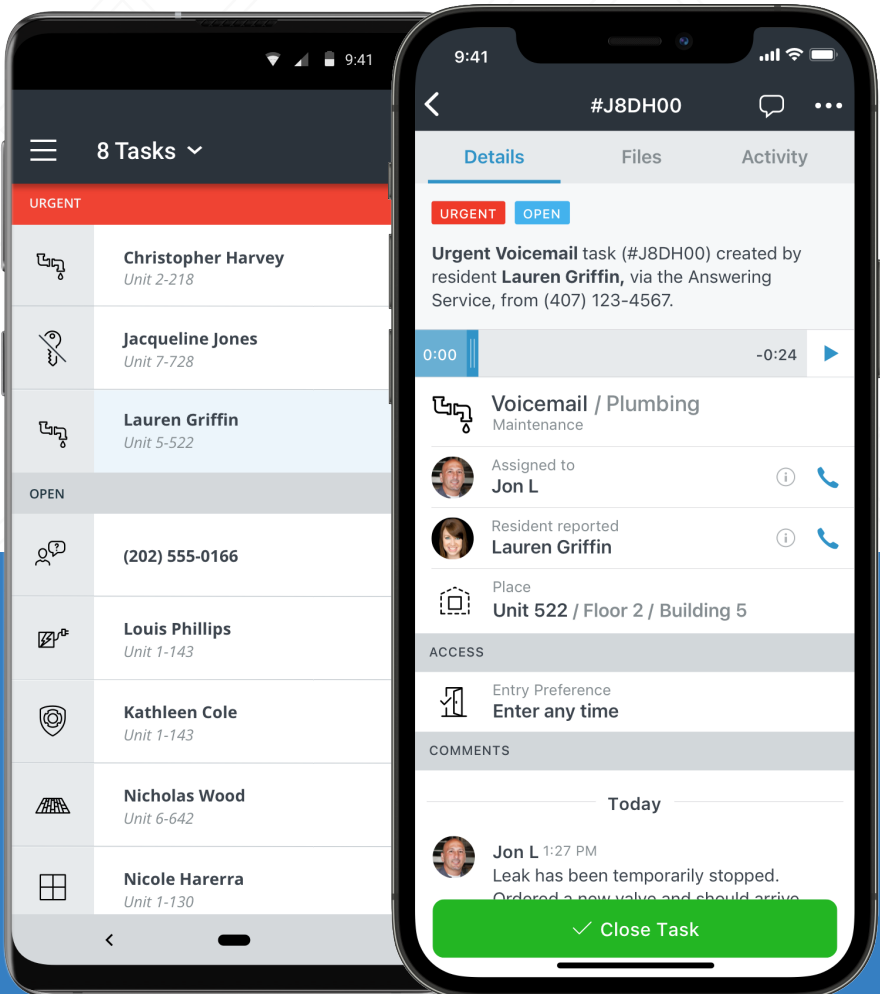


# Solutions Datasheet + Matrix



# Answer

The right response at the right time.



# Answer Every Call on the First Ring

Automate leasing and resident call handling with advanced speech recognition and easy-to-use follow-up tools that save your team time and money.



## Interactive Navigation

Provide service no matter the hour by automating the caller experience – from office hours and directions to urgent maintenance and service requests.



## Urgent Escalation

Improve response time by automatically routing calls to the right team member, with up to 10 levels of escalation.



## Seamless Integration

Integrate with all major property management systems to immediately recognize residents via CallerID and deliver a personalized experience.



## Professional Greetings

Welcome your callers with professionally recorded prompts, custom multilingual announcements, and on hold marketing.



## Call Masking

Ensure residents always pick up to the community number by masking your team members' phone calls.



## Simple Reporting

Obtain real-time data along with daily and weekly digests to help bring attention to what matters, right when it's needed.



**15-Minute  
Express Set-Up**

## Outstanding Support

**9 AM - 8 PM**  
Monday - Friday ET



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# Answer Features

Personalized Call Automation

		Pro
Professional Greetings (Community Name & Custom Introduction)	✓	✓
Prompts & Interactive Navigation (Multilingual)	✓	✓ <sup>1</sup>
Self-Service Community Information (Directions, Floor Plans, etc.)	✓	✓
Voicemail Creation & Callback Audio Capture	✓	✓
Caller ID Detection (Resident vs. Prospect)	✓	✓
Leasing Event Recording (Yardi & ResMan)		✓
Live Contact Bridge (Internal Call Center, Third Party, etc.)		✓
On-Hold Marketing (Messaging & Music)	add-on <sup>1,2</sup>	✓ <sup>1,2</sup>
Resident Service Request Creation (Call)		✓
Resident Callback Request		✓
Resident Entry Preference (Permission to Enter)	✓	✓
Announcements (Custom Creation)		✓
Rent Payment Connection (Navigation & Customizable Link)	✓	✓
Property Management System Integration	✓	✓
User Web Portal, Mobile & Tablet App (iOS & Android)	✓	✓
Multilingual Interface	✓	✓
Offline Synchronization	✓	✓
User Notifications (Call, SMS, Email, Portal, In-App & Push)	✓	✓
Do-Not-Disturb	✓	✓
Mobile Bridge with Call Masking	✓	✓
Automatic Task Creation (Business & After Hours)	✓	✓
Workspaces (Administration, Leasing & Maintenance)	✓	✓
Urgent Escalation (10 Levels)	✓	✓
Comments	✓	✓
Activity Timeline	✓	✓
Real-Time Reporting	✓	✓
Preformatted & Custom Reports	✓	✓
Automated Community Digests (Daily & Weekly)	✓	✓

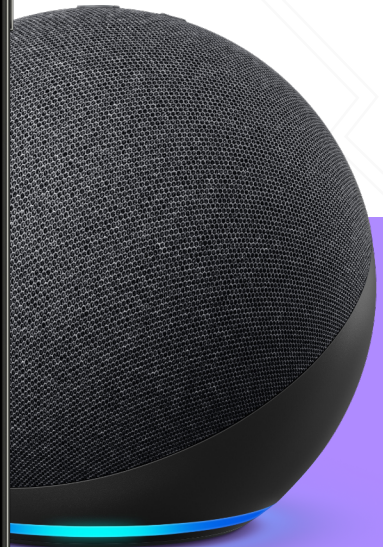
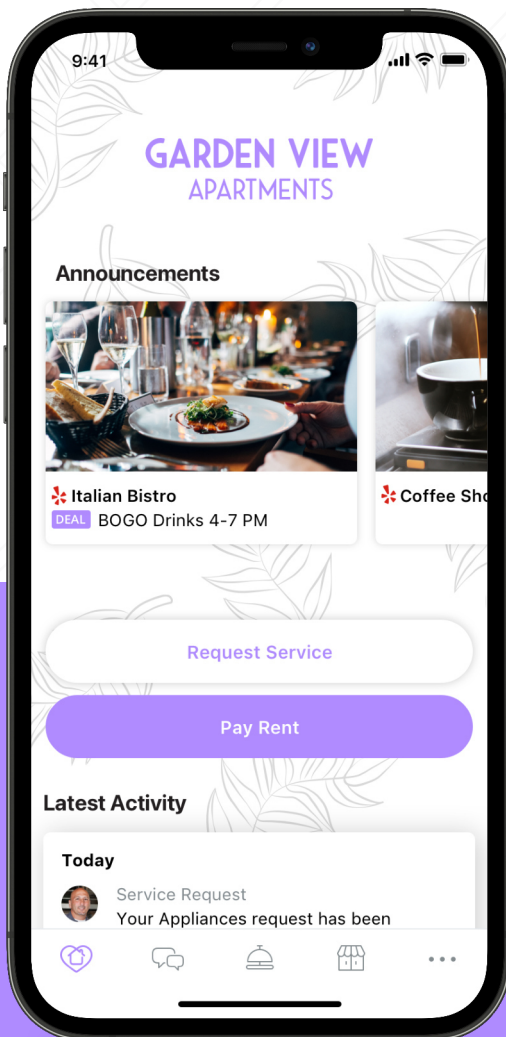
<sup>1</sup> Additional \$99 fee may apply for professionally recorded services.

<sup>2</sup> Requires necessary on-hold equipment (available for purchase).



# Engage

Resident communication at its finest.



# Engage with Your Community

Strengthen relationships with your community by providing an app and portal that enables residents to interact with your team when and where they want.



## Resident App & Portal

Build stronger connections with your residents through a Resident App and portal, available on iOS, Android, and the web.



## Service Requests

Empower residents to create service requests at any time and keep them in the know through in-app status tracking and updates.



## Insightful Surveys

Gain feedback from residents through touchpoint surveys (after a request is completed) or get advanced insights by integrating with SurveyMonkey®.



## Easy Communication

Communicate with residents by segments (community, building, or other attributes) through voice, SMS, email, or push notification.



## Package Management

Handle packages efficiently, from carrier arrival to resident delivery, documenting the type and condition along the way.



## Custom Branding

Create a strong sense of community by personalizing colors and photography or enrich your branding by creating a private label app.

### Smart Assistant

Residents can ask Alexa to submit a service request, call the leasing office, or set a reminder for when rent is due.

### Outstanding Support

**9AM - 8PM**  
Monday - Friday ET



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# Engage Features

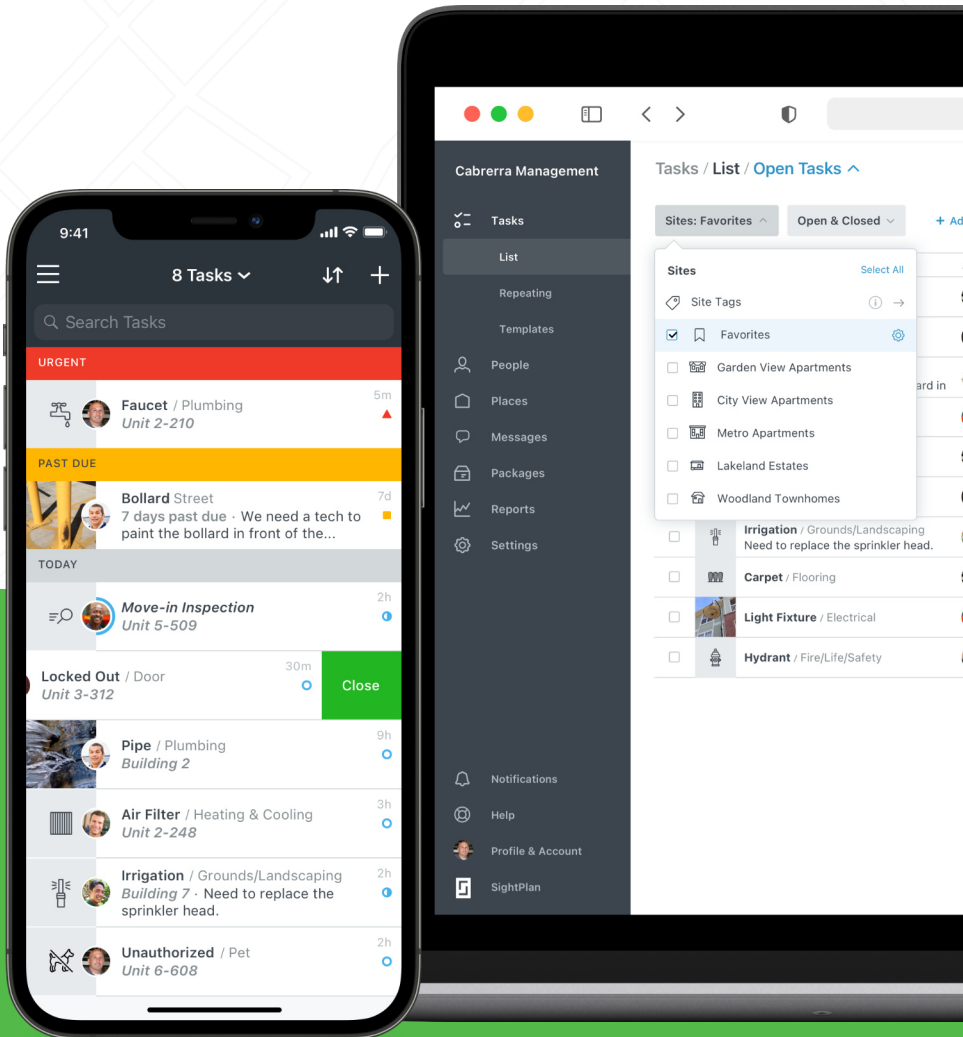
Seamless Resident Experience

		Pro
Resident Portal & App (iOS & Android)	✓	✓
Resident Service Request Creation	✓	✓
Service Request Updates (Call, SMS, Email, Portal, In-App & Push)	✓	✓
Service Request Comments (Visibility & Creation)	✓	✓
Resident Entry Preference (Permission to Enter)	✓	✓
Resident Messaging (SMS, Email, Portal, In-App & Push)	✓ *	✓ *
Message Segmentation (Community, Building, or other attributes)	✓	✓
Message Triggers (Move Out Inspection, Hurricane Warning, etc.)	✓	✓
Package Management	✓	✓
Rent Payment Connection (Navigation & Customizable Link)	✓	✓
Marketplace (Yelp Integration & Offers)		✓
Custom Content (Information, Policies & Third-Party Links)		✓
Smart Assistant (Amazon Alexa)		✓
Private Label (Dedicated App Store Listing)	add-on	add-on
Property Management System Integration	✓	✓
User Web Portal, Mobile & Tablet App (iOS & Android)	✓	✓
Multilingual Interface	✓	✓
User Notifications (Call, SMS, Email, Portal, In-App & Push)	✓	✓
Do-Not-Disturb	✓	✓
Automatic Task Creation (Business & After-Hours)	✓	✓
Comments	✓	✓
Activity Timeline	✓	✓
Access Control (Smart Home Integration)	add-on	add-on
Feedback (Thumbs Up/Down)	✓	✓
Advanced Surveys (Resident & Prospects through SurveyMonkey)		✓
Real-Time Reporting	✓	✓
Preformatted & Custom Reports	✓	✓
Automated Community Digests (Daily & Weekly)	✓	✓

\*1,000 SMS messages per community per month (additional messages available as an add-on).

# ✓ Work

The easiest way to get the hard stuff done.



# Work Better Together

Give your on-site team the tools they need to respond quickly, stay on task, and engage in preventive maintenance, while providing the actionable insights you need to make decisions.



## Task Management

Automate work orders and service requests by assigning and escalating maintenance tasks based on consistent rules.



## Mobile Maintenance

Accomplish more on the go with our friendly, easy-to-use interface on mobile and tablet devices on both iOS and Android.



## Activity Timeline

Reduce the complexity of documentation by automatically recording the history of a task from beginning to end.



## Flexible Workspaces

Create separate workspaces for your team, from preventive maintenance and renovations to make ready and construction QA, all in one spot.



## Easy Communication

Connect with team members and residents seamlessly via voice, SMS, email, or push notification, keeping them in the know.



## Advanced Reporting

Get the information you need using advanced filters and easily export data into third-party tools for deeper analysis.

### Get Integrated

Seamlessly integrate with all major property management systems to provide an up-to-date and personalized experience.

### Outstanding Support

**9AM - 8PM**  
Monday - Friday ET



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## Work Features

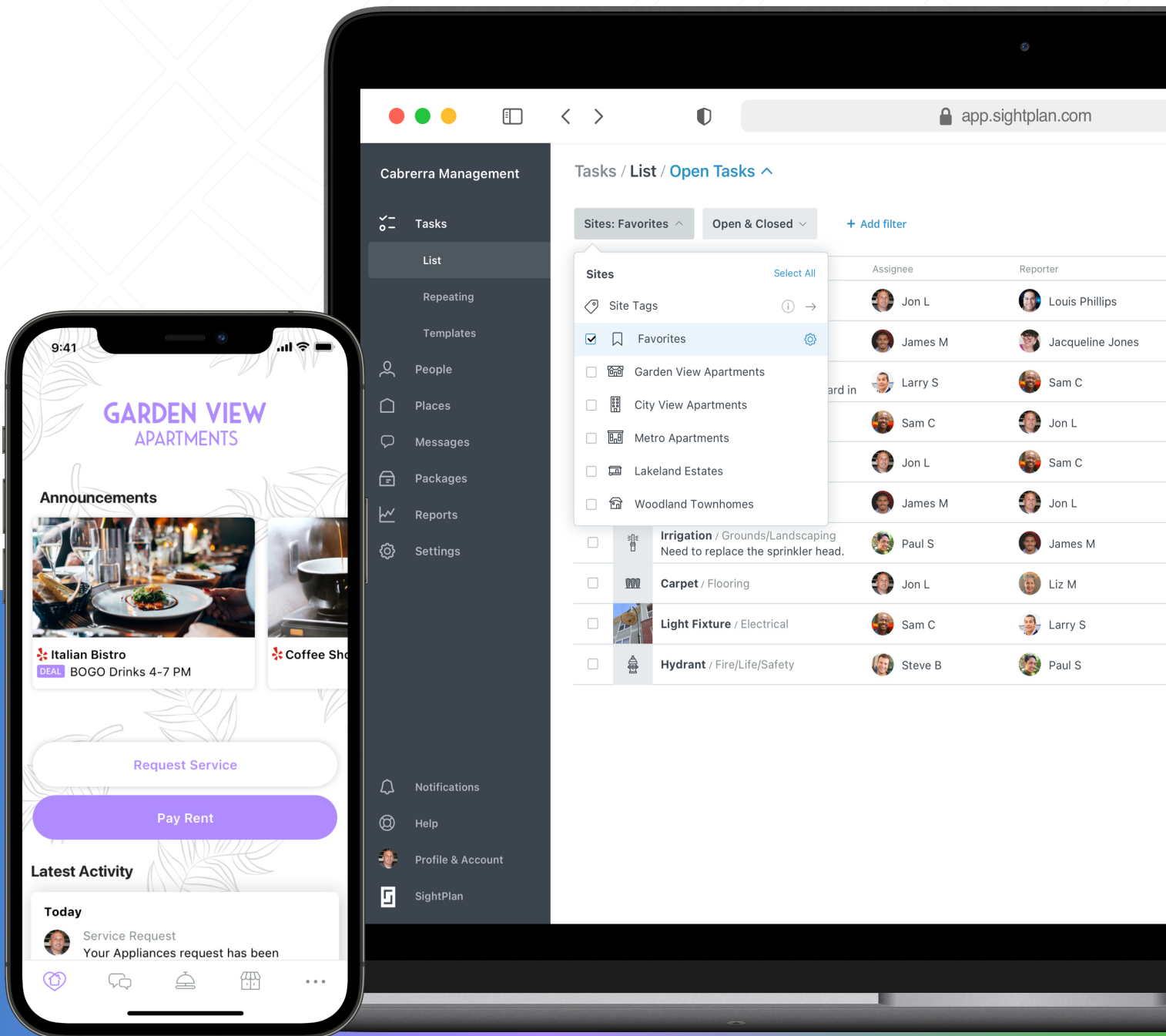
Streamlined Task Management

		Pro
Property Management System Integration	✓	✓
User Web Portal, Mobile & Tablet App (iOS & Android)	✓	✓
Multilingual Interface	✓	✓
Portfolio Views		✓
Offline Synchronization	✓	✓
User Notifications (Call, SMS, Email, Portal, In-App & Push)	✓	✓
Resident Entry Preference (Permission to Enter)	✓	✓
Do-Not-Disturb	✓	✓
Mobile Bridge with Call Masking	✓	✓
Recurring Tasks & Projects	✓	✓
Advanced Closure Documentation		✓
Workspaces (Administration, Leasing & Maintenance, etc.)	✓	✓
Digital Make Ready Solution (Boards)		✓
User Assignment (Maintenance, Contractor, Leasing, etc.)	✓	✓
Urgent Escalation (10 Levels)	✓	✓
Custom Categories & Subcategories (Electrical, HVAC, etc.)	✓	✓
Comments & Tags	✓	✓
Task API		✓
Task Documentation (Photo Capture & Annotations, Form, etc.)	✓	✓
Assets Tracking		✓
Advanced Ratings		✓
Prior Documentation		✓
Time Tracking		✓
Activity Timeline	✓	✓
Advanced Printing		✓
Access Control (Smart Home Integration)	add-on	✓
Real-Time Reporting	✓	✓
Preformatted Reports	✓	✓
Custom Reports	✓	✓
Automated Community Digests (Daily & Weekly)	✓	✓



# Operations Suite

Putting the unity back into community.



# Operations that Deliver Exceptional Service

Powerful mobile-first software solutions that help your on-site teams elevate loyalty and boost returns.

## Answer

The right response at the right time.

Automate leasing and resident call handling with advanced speech recognition and easy-to-use follow-up tools that save your teams time and money.

## Engage

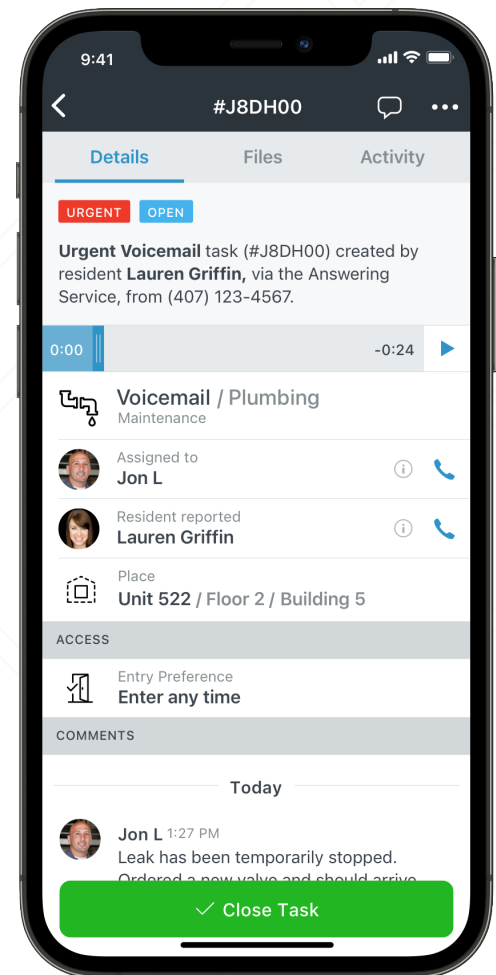
Resident communication at its finest.

Strengthen relationships with your community by providing an app and portal that enables residents to interact with your teams when and where they want.

## Work

The easiest way to get the hard stuff done.

Give your on-site teams the tools they need to respond quickly, stay on task, and engage in preventive maintenance, while providing the actionable insights you need to make decisions.



Learn how Avanti Residential increased their on-site performance efficiency by 122%.

[View Case Study →](#)



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# Operations Suite Features

Answer + Engage + Work



## Caller & Leasing Experience

Pro

Professional Greetings (Community Name & Custom Introduction)	✓	✓
Prompts & Interactive Navigation (Multilingual)	✓	✓
Self-Service Community Information (Directions, Floor Plans, etc.)	✓	✓
Voicemail Creation & Callback Audio Capture	✓	✓
Caller ID Detection (Resident vs. Prospect)	✓	✓
Leasing Event Recording (Yardi & ResMan)		✓
Live Contact Bridge (Internal Call Center, Third Party, etc.)		✓
On-Hold Marketing (Messaging & Music)	add-on <sup>1</sup>	✓ <sup>1</sup>



## Resident Communication & Experience

Resident Portal & App (iOS & Android)	✓	✓
Service Request Creation	✓	✓
Service Request Updates (Call, SMS, Email, Portal, In-App & Push)	✓	✓
Service Request Comments (Visibility & Creation)	✓	✓
Resident Callback Request		✓
Entry Preference (Permission to Enter)	✓	✓
Resident Messaging (SMS, Email, Portal, In-App & Push)	✓ <sup>2</sup>	✓ <sup>2</sup>
Message Segmentation (Community, Building, or other attributes)	✓	✓
Message Triggers (Move Out Inspection, Hurricane Warning, etc.)	✓	✓
Announcements (Custom & Pre-Recorded)		✓
Package Management	✓	✓
Rent Payment Connection (Navigation & Customizable Link)	✓	✓
Marketplace (Yelp Integration & Offers)		✓
Custom Content (Information, Policies & Third-Party Links)		✓
Smart Assistant (Amazon Alexa)		✓
Private Label (Dedicated App Store Listing)	add-on	add-on

<sup>1</sup> Requires a machine/system that supports standard on-hold services (additional fee applies for custom recordings).

<sup>2</sup> 1,000 SMS message per community per month (additional messages available as an add-on).



# Operations Suite Features

Answer + Engage + Work

## User Communication & Experience

Property Management System Integration	✓
Web Portal, Mobile & Tablet App (iOS & Android)	✓
Multilingual Interface	✓
Portfolio Views	
Offline Synchronization	✓
User Notifications (Call, SMS, Email, Portal, In-App & Push)	✓
Do-Not-Disturb	✓
Mobile Bridge with Call Masking	✓

### Pro

✓

✓

✓

✓

✓

✓

✓

✓

## Tasks & Activity

Recurring Tasks & Projects	✓
Advanced Closure Documentation	
Automatic Task Creation (Business & After-Hours)	✓
Workspaces (Administration, Leasing & Maintenance, etc.)	✓
Digital Make Ready Solution (Boards)	
User Assignment (Maintenance, Contractor, Leasing, etc.)	✓
Urgent Escalation (10 Levels)	✓
Custom Categories & Subcategories (Electrical, HVAC, etc.)	✓
Comments & Tags	✓
Task Documentation (Photo Capture & Annotations, Rating, etc.)	✓
Advanced Ratings	
Prior Documentation	
Time Tracking	
Activity Timeline	✓
Advanced Printing	
Access Control (Smart Home Integration)	add-on

✓

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# Operations Suite Features

Answer + Engage + Work



## Feedback & Surveys

Feedback (Thumbs Up/Down)



Pro



Advanced Surveys (Resident & Prospects through SurveyMonkey)



## Reporting & Visualization

Real-Time Reporting



Preformatted & Custom Reports



Automated Community Digests (Daily & Weekly)



## Ask About Our Enterprise Add-On



Single Sign-On



Data API



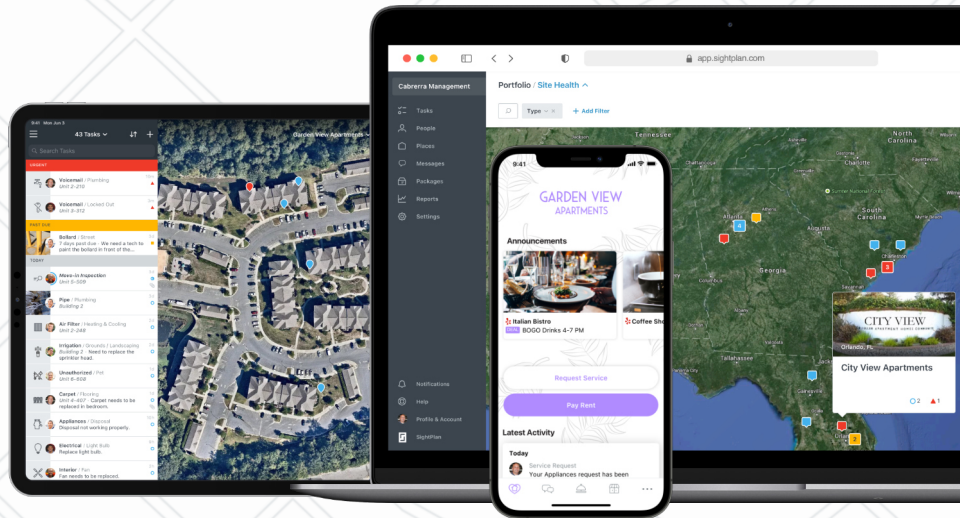
Express Setup



Priority Support



Service Level Guarantee

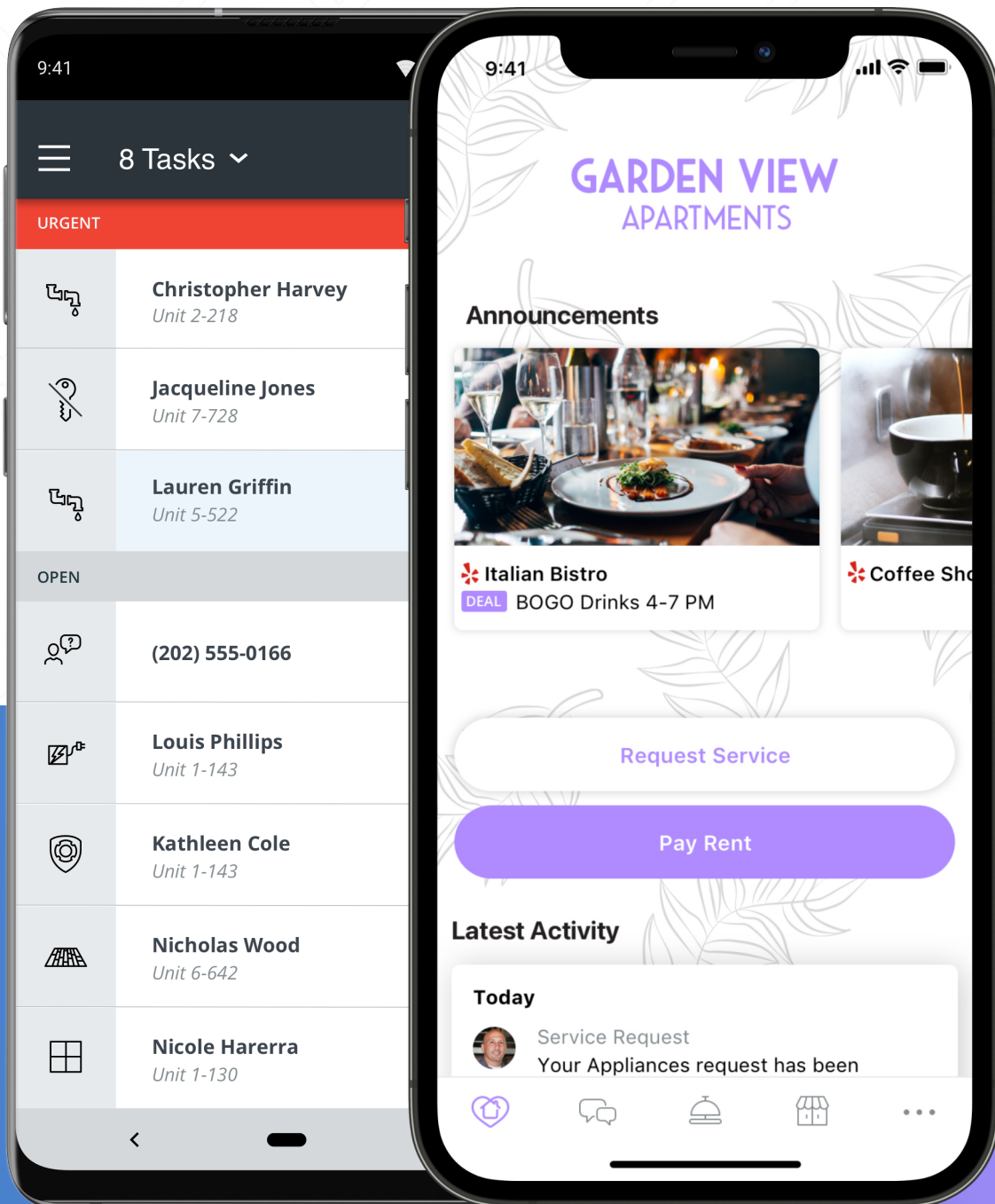


Learn how Avanti Residential increased their on-site performance efficiency by 122%.

[View Case Study →](#)

# Experience Suite

Get more good out there.



# Experience As It Should Be

With a convenient line of communication, residents feel like they're seen, heard, and part of the community.

## Answer

The right response at the right time.

Automate leasing and resident call handling with advanced speech recognition and easy-to-use follow-up tools that save your teams time and money.

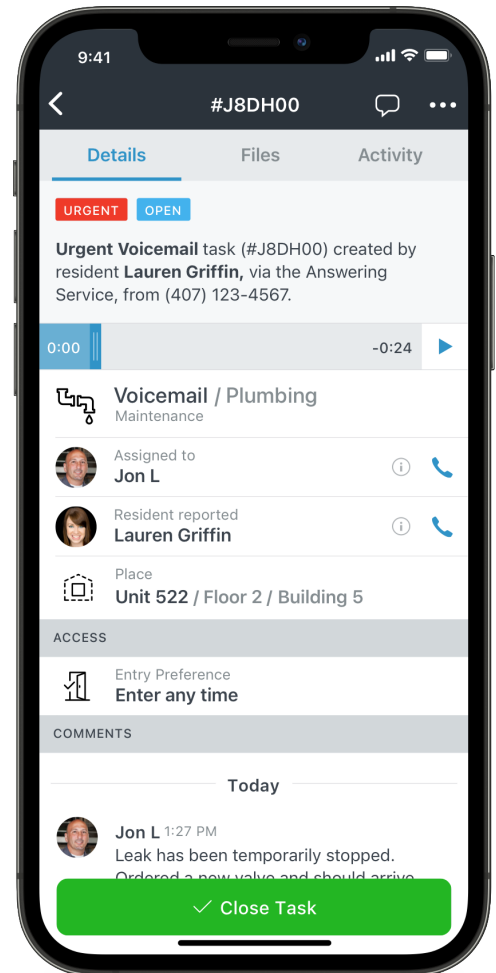
## Engage

Resident communication at its finest.

Strengthen relationships with your community by providing an app and portal that enables residents to interact with your teams when and where they want.

### Hey Alexa!

Residents can ask Alexa to submit a service request, call the leasing office, or set a reminder for when rent is due.



Learn how Trammell Crow Residential increased resident satisfaction by 8.5%.

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# Experience Suite Features

 Caller & Leasing Experience		Pro
Professional Greetings (Community Name & Custom Introduction)	✓	✓
Prompts & Interactive Navigation (Multilingual)	✓	✓
Self-Service Community Information (Directions, Floor Plans, etc.)	✓	✓
Voicemail Creation & Callback Audio Capture	✓	✓
Caller ID Detection (Resident vs. Prospect)	✓	✓
Leasing Event Recording (Yardi & ResMan)		✓
Live Contact Bridge (Internal Call Center, Third Party, etc.)		✓
On-Hold Marketing (Messaging & Music)	add-on <sup>1</sup>	✓ <sup>1</sup>
 Resident Communication & Experience		
Resident Portal & App (iOS & Android)	✓	✓
Service Request Creation	✓	✓
Service Request Updates (Call, SMS, Email, Portal, In-App & Push)	✓	✓
Service Request Comments (Visibility & Creation)	✓	✓
Resident Callback Request		✓
Entry Preference (Permission to Enter)	✓	✓
Resident Messaging (SMS, Email, Portal, In-App & Push)	✓ <sup>2</sup>	✓ <sup>2</sup>
Message Segmentation (Community, Building, or other attributes)	✓	✓
Message Triggers (Move Out Inspection, Hurricane Warning, etc.)	✓	✓
Announcements (Custom & Pre-Recorded)		✓
Package Management	✓	✓
Rent Payment Connection (Navigation & Customizable Link)	✓	✓
Marketplace (Yelp Integration & Offers)		✓
Custom Content (Information, Policies & Third-Party Links)		✓
Smart Assistant (Amazon Alexa)		✓
Private Label (Dedicated App Store Listing)	add-on	add-on

<sup>1</sup> Requires a machine/system that supports standard on-hold services (additional fee applies for custom recordings).

<sup>2</sup> 1,000 SMS message per community per month (additional messages available as an add-on).

# Experience Suite **Features**

## User Communication & Experience

		Pro
Property Management System Integration	✓	✓
Web Portal, Mobile & Tablet App (iOS & Android)	✓	✓
Multilingual Interface	✓	✓
Portfolio Views		✓
Offline Synchronization	✓	✓
User Notifications (Call, SMS, Email, Portal, In-App & Push)	✓	✓
Do-Not-Disturb	✓	✓
Mobile Bridge with Call Masking	✓	✓

## Tasks & Activity

Recurring Tasks & Projects	✓	✓
Advanced Closure Documentation		✓
Automatic Task Creation (Business & After-Hours)	✓	✓
Workspaces (Administration, Leasing & Maintenance, etc.)	✓	✓
Digital Make Ready Solution (Boards)		✓
User Assignment (Maintenance, Contractor, Leasing, etc.)	✓	✓
Urgent Escalation (10 Levels)	✓	✓
Custom Categories & Subcategories (Electrical, HVAC, etc.)	✓	✓
Comments & Tags	✓	✓
Task Documentation (Photo Capture & Annotations, Rating, etc.)	✓	✓
Asset Tracking		✓
Advanced Ratings		✓
Prior Documentation		✓
Time Tracking	✓	✓
Activity Timeline	✓	✓
Advanced Printing	add-on	✓
Access Control (Smart Home Integration)	add-on	✓



# Experience Suite Features

## Feedback & Surveys

Feedback (Thumbs Up/Down)	✓
Advanced Surveys (Resident & Prospects through SurveyMonkey)	✓

Pro

## Reporting & Visualization

Real-Time Reporting	✓
Preformatted & Custom Reports	✓
Automated Community Digests (Daily & Weekly)	✓

✓

✓

✓

## Ask About Our Enterprise Add-On

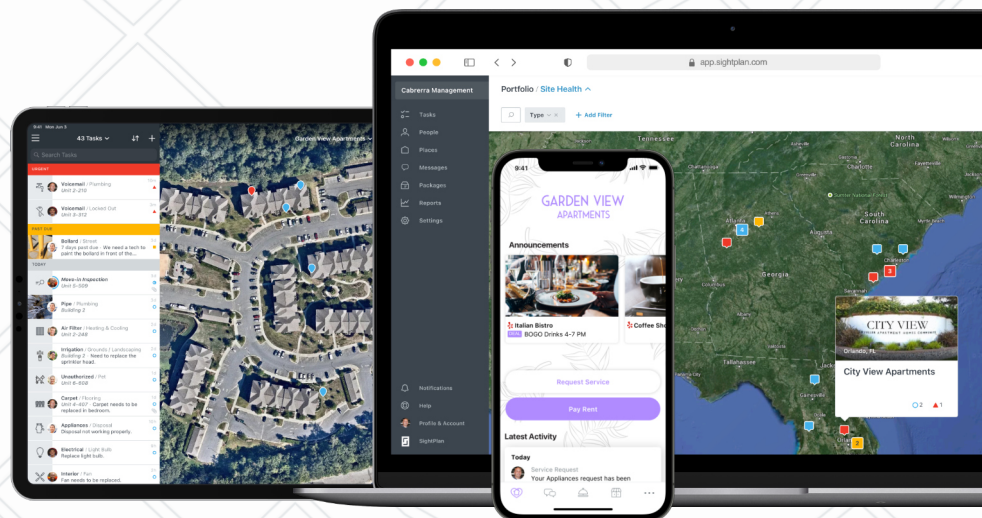
 Single Sign-On

 Data API

 Express Setup

 Priority Support

 Service Level Guarantee



Learn how Avanti Residential increased their on-site performance efficiency by 122%.

[View Case Study →](#)



## 2021 Add-On Features

### Add-Ons



Answer



Engage



Work

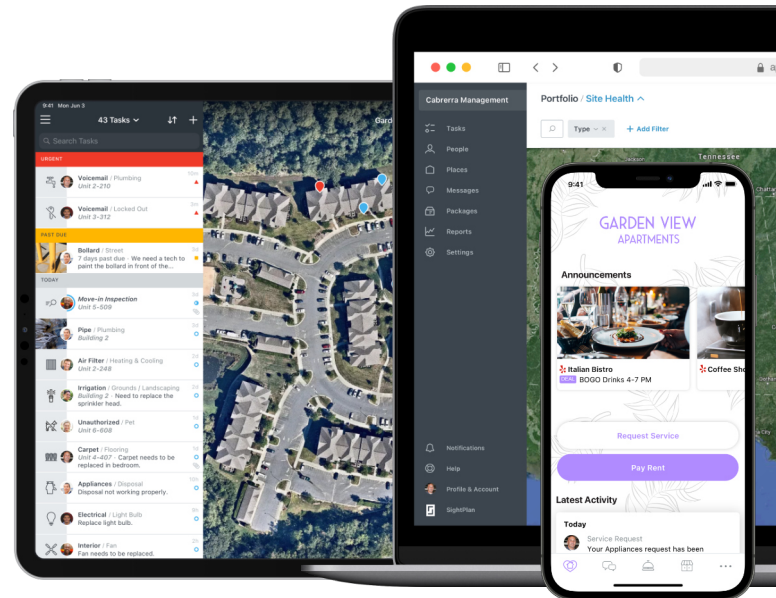
	Answer	Engage	Work
Single Sign-On (SSO)	✓	✓	✓
Access Control (Smart Home Integration)			✓
Messages		✓ <sup>1</sup>	
Custom Prompts	✓		
On-Hold Marketing (Messaging & Music)	✓		
Private Label (Dedicated App Store Listing)		✓	
Surveys		✓	✓

<sup>1</sup> Limit of 1,000 SMS messages per community per month.

## 2021 Enterprise Features

### Enterprise

Service Level Goal	99.999%
Service Level Guarantee	99.99%
Processing Queue	Dedicated
Chat Support	✓
Email Support	Priority
Phone Support	Extended
Express Setup	✓
1:1 Sessions	Unlimited
Account Management	Dedicated
Roadmap	Quarterly
Data API	✓
Task API	✓
Single Sign-On (SSO)	✓
Data Retention	48 Months



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