

**K.A.M. Contact
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Click the below for a review of the
Korcett KMC Portal.

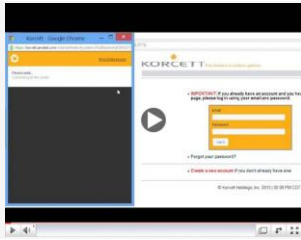
Managing Your Residents and The Internet

Ideas and Tips For You and Your Residents When On The Internet

There is nothing more frustrating than the Internet being down or not working. Trust us! All of us at Korcett 100% agree that life in general is hard when there is no Internet. Although, we have excellent statistics for our up time, sometimes problems arise and the Internet goes down.

What occurs when this happens? When your property is in an outage or when a single resident is having an issues, what should you as Management do to help? Let's go over a few steps...

Property Management Staff



Korcett Management Console (KMC) - Resident Overview

Shout Outs to our **AWESOME** Support Team

"Both Morgan and Jesse responded quickly to my request for support. Thanks to both for looking into this issue for me." (Jonathan Davis of Chapel Ridge)

"It was quick and painless. Thanks Korcett " (Steven Johnson of The Centre)

"Agents were extremely thorough and responded to my requests quickly and persistently." (Kristen Zajo of The Langston)

- If your entire property is in an outage our NOC Team will contact you to let you know and to see if someone from the office or maintenance can take a moment and go verify power to your equipment in one of the communications closets onsite.
- Our NOC Team will continue to call the point of contact with your property staff to continue assisting in the troubleshooting process. Once we have gotten a diagnosis we will then take the next steps to resolution, ones that may include getting a technician onsite to do additional work.
- When we dispatch a technician for onsite work, the technician will call the property to announce their ETA onsite. Technicians will always check in and check out with the front office upon arrival and departure.
- Of course the Property Manager and Staff are more than welcome to contact the K.A.M. if they have any questions or concerns regarding the outage. We are here for you.

Residents

- If a resident is having a problem or issue with their Internet they must call our Support Team. The more Tickets we have open for a property the faster our

Support Team to see trending Internet issues.

- **Remember the Support Desk number is 1-800-379-3729 or they can email the Support Team atsupport@korcett.com.**

Social Media and How To Respond to Negative Social Chatter

Social Media has quickly become the new voice of all our residents. College aged kids are on Facebook an average of almost 2 hours a day. They Tweet about everything from their classes to the noticeable new traffic around their apartments. Just having a presence on Social Media isn't enough anymore - you actually need to be socially engaged to keep up with your residents.

That being said, what should you do if a resident is getting abrasive on your Social Media account about the Internet.

- **Always acknowledge that you have seen the posting and that all parties are working on getting the issue resolved. If you have talked to a Korcett NOC Team Member or your Account Manager and they have given you an ETA**

on when the issue will be resolved, please share this.

Example: *"Thank you for your concern (Resident's Name) we are working hard with Korcett to get the Internet up and running ASAP and a technician will be onsite within the hour."*

- Please feel free to bring Korcett into the conversation by tagging Korcett on Facebook or Tweeting @korcett on Twitter. Once you bring us into the conversation we will be happy to assist in responses.

Example: *"@(Resident's Twitter Name) We are sorry to hear that your Internet is down. Please call @korcett at 1-800-379-3729 to start troubleshooting."*

- Remember a big reason why Residents turn to Social Media when they are having Internet Issues is they are looking for an outlet to vent their frustrations. Not having the Internet is annoying and Korcett understands this. Being empathetic during this time of duress is extremely important when maintaining relationships with between all parties involved.
- **REMEMBER:** Click on the buttons to the left to keep up with us Socially.

What's Coming Next?

Coming up in mid-January we will be talking about how to talk to and listen to upset residents and how to stay positive on social media.



We hope you had a great Holiday Season!
