

## Here's what Anna can do:

- **Gate codes** – If a tenant has forgotten their gate code, Anna will provide it immediately. She'll also offer to text the code, and if the caller agrees, it's sent instantly. *(If number is recognized)*
- **Account balances** – Tenants can ask about their balance at any time, and Anna will provide the exact amount. *(If number is recognized)*
- **Payments** – Anna makes payments simple. She can guide callers through the automated payment system, where tenants enter their credit card details and receive instant confirmation once approved. For added convenience, Anna can text a secure, one-time payment link that requires no login. *(If number is recognized)*
- **Unit details** – If a tenant forgets their unit number, Anna will provide it on the spot. *(If number is recognized)* Information will be sent to phone number on file.
- **Available rentals** – Callers can ask what units are currently available for rent, and Anna will share the options. She will also get contact information prior to sending to a live agent
- **Move-out instructions** – Anna delivers step-by-step instructions based on the setup you've configured in the Spider Admin portal initially.
- **Gate and office hours** – Anna always knows your facility's gate and office hours and provides them on request.
- **Custom FAQs** – You can pull from predefined-frequently asked questions and answers in the Spider Admin. Anna uses these to handle customer inquiries automatically.
- **Reservations** – Anna can capture reservations and instantly forward them to a live agent by email, allowing the rental to be finalized over the phone with all of the caller's details included. The email will be sent to the address of your choice.
- **Call recording & notifications** – Every call handled by Anna is recorded. After each call, an email can be sent to the address of your choice with the caller's information and a one-click link to replay the recording. A full transcript of the conversation is also saved in your Spiderdoor Admin page.
- **Facility directions** – If a caller asks for directions, Anna will text them a Google Maps link, giving them instant GPS navigation to your facility.

- **Spanish** – If a caller starts speaking in Spanish, Anna will automatically switch to Spanish for the rest of the call.

With Anna, tenants always get fast, accurate, and personalized service—while your team gains time to focus on what matters most.

## **AI Features**

Never miss a call again with help from Spiderdoors own AI attendant!

- Ability to help customers faster
- Ability to provide more consistent answers
- Ability to be open 24/7
- Ability to automatically verify callers and provide access code by phone or text message
- Ability to automatically send a text message w/ payment link when someone requests to make a payment
- Ability to automatically provide balance and process payment by phone
- Ability to automatically provide general storage support by phone
- Ability to automatically send location information via text message
- Ability to automatically send unit information via text message
- Ability to automatically send payment instructions via text message
- Ability to automatically send move-out instructions via text message
- Immediate transfer to a human agent if callers asks for a person or if robot is unable to help
- Spanish available 24/7
- Call is recorded
- Email summary after every call
- And so much more!