



AUTO ATTENDANT / RESEARCH & PRACTICAL GUIDANCE

After-Hours Maintenance Calls for Property Management

Get a business phone number with a simple auto attendant menu from Auto Attendant. A caller picks who they need and the call rings that person's own mobile, so nobody on your team has to publish a personal number.

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Executive Summary

An after-hours maintenance number is a chain of decisions, not just a place where a telephone rings. A resident must know whom to call, the call must reach someone who can identify the property and issue, and an accountable person must decide whether to call back, send a qualified vendor, or record a routine request for the next business day. For a true public-safety emergency, the resident should call **911**; the maintenance line serves a separate purpose. (www.911.gov) (portal.311.nyc.gov)

The practical choice for a small U.S. property manager is which work the manager can staff. An **owner mobile** or **on-call teammate** can handle judgment and dispatch if that person actually answers and has authority. An **auto attendant** can send a resident to the right mobile. The current autoattendant.io plan is **\$29 per month** for one local or toll-free business number, a closed-hours message or voicemail and unlimited receiving people; unanswered calls become emailed voicemail and transcript. The product does not converse with residents, approve spending, contact vendors or open a work order. A **human answering service** can collect details and follow an agreed escalation script; the manager must verify whether the chosen contract includes vendor dispatch and confirmed receipt. A **property platform** can maintain the work-order record, and some providers pair it with human or automated intake. (www.buildium.com) (www.propertyware.com)

The four call classes are **public safety**, **urgent property issue**, **routine maintenance**, and **leasing or owner inquiry**. Neither a menu nor a national checklist can decide every boundary. A reported loss of heat or cooling, a lockout, and a water leak depend on conditions, resident vulnerability, the building, the lease and local law. New York City, for example, sets specific heat-season and indoor-temperature requirements; those rules apply in that jurisdiction and cannot be copied into every property's policy. (portal.311.nyc.gov) (www.mass.gov) Each property therefore needs a one-page **coverage contract** that names the urgency rule, the staffed recipient, a backup, vendor authority, the record destination, resident wording, and what happens when nobody acknowledges.

Price comparisons need the same boundary. As of **October 2026**, Propertyware lists a **\$140 monthly minimum** for its Maintenance Contact Center, with per-unit monthly plan rates of **\$1.10** for all maintenance calls or **\$0.70** for missed maintenance calls; confirm plan terms for the portfolio being priced. Smith.ai lists a

human-first starter plan of **30 calls for \$300 monthly**; their scopes differ from a routing-only line. (www.propertyware.com) (smith.ai) No published national call-volume figure in the evidence here establishes a typical small manager's demand. The useful calculation is local: count the manager's own after-hours calls, time spent, provider charges and vendor call-outs, then run missed-call and simultaneous-call drills before buying.

Introduction and Background

A resident calling at night does not see the management company's staffing chart. The resident sees one posted number, hears a greeting, describes a condition and waits for a decision. A manager deciding between a phone menu, an answering service and a maintenance platform should map that journey before comparing plan names. The key question is **who owns the call after it is routed**. A routed call may be answered by an employee, recorded as voicemail or passed to a provider whose agent follows a script. Those outcomes are operationally different. (www.answerconnect.com)

Published resident instructions show why the intake details matter. 360 Realty tells its after-hours callers to leave a **name, address and phone number**. Acorn Property Management asks for the unit number as well, then says office staff return an emergency call before deciding whether to dispatch maintenance. These are examples of each company's process, not a universal response rule. (www.360realtymanagement.com) (www.acornpm.com)

The report addresses a **2 to 20 person** U.S. manager or owner-operator building coverage for a small portfolio. That team may prefer its own people to answer, but the plan still needs an alternate when the scheduled person is asleep, driving, already on a call or unable to reach a vendor. Public housing and university procedures provide useful examples of assigned backups, without setting a legal standard for private rental properties. (housing.uga.edu) (www.humboldt.edu)

This is an operating guide, not a single emergency list for all buildings. The manager should confirm applicable state and local duties, lease terms, resident communications, vendor licensing and spending authority before publishing instructions. Massachusetts describes a landlord duty to provide safe, maintained housing under its sanitary code; New York City publishes different, more specific heat rules. That difference is itself a reason to write a rule for each property and jurisdiction. (www.mass.gov) (portal.311.nyc.gov)

Define the Call Before Choosing the Phone System

Four call classes and the facts needed to sort them

Public-safety emergency. A fire, suspected gas leak, carbon monoxide alarm with possible exposure, or immediate danger needs an instruction to leave danger and contact local emergency services. The federal 911 program says 911 is for a true emergency and asks callers to give the location, including an apartment number. New York City's gas guidance tells residents to leave the building and call 911 from a safe distance. Local instructions must govern the actual property. (www.911.gov) (portal.311.nyc.gov)

Urgent property issue. Once immediate public safety has been addressed, a human may need to judge whether the property condition needs overnight attention, whether utilities should be shut off by an authorized person, and which vendor has authority to attend. Water illustrates the distinction: New York City's emergency guide tells residents to notify management promptly about water entering or leaving a unit, and to call 911 if water reaches electrical wiring. A menu option labeled “emergency maintenance” cannot make that assessment by itself. (www.nyc.gov)

Routine maintenance. A request can be received after hours without requiring an overnight visit. PMI Georgia asks residents to put regular maintenance requests in writing and says ordinary messages are returned the following business day. UC Berkeley Housing similarly separates routine request processing from its after-hours emergency contact. These are examples of routing and recording, not a reason to delay an issue that has different local or property-specific urgency. (www.pmigeorgia.com) (housing.berkeley.edu)

Leasing or owner inquiry. The caller may need a different team member, a daytime callback or a separate message queue. A phone menu can make that first split; a live receptionist can speak with the caller and take a message. Whether either service books an appointment, updates a customer record or answers a substantive question depends on the contracted product and its configured workflow. (www.answerconnect.com)

A person screening an urgent call needs a short, repeatable set of facts. The aim is **enough context to choose an action**, rather than an interview that delays help.

- **Identity and location:** caller name, callback number, property address, unit, access instructions and whether anyone is in immediate danger. (www.phoenix.gov) (www.911.gov)
- **Condition:** what is happening now, when it started, where it is occurring and whether the condition is spreading.
- **Exposure:** occupied rooms, affected neighboring units, water near electricity, alarms, loss of essential services and any immediate safety instruction already given. (www.nyc.gov) (www.cdc.gov)
- **Permission:** the lease or property rule that applies, who can authorize the vendor, and the spending limit before additional approval is needed.
- **Disposition:** whether the call was answered live, returned, dispatched, logged for morning review, or still awaits acknowledgment.

These questions produce a record the next person can use. The Phoenix Housing Department's after-hours instructions ask for the caller's name, address, telephone number and nature of the emergency; the University of the South likewise emphasizes location, address and contact number. (www.phoenix.gov) (new.sewanee.edu)

Why a universal “emergency maintenance” list is unreliable

Examples can help train a team, but labels need context. 360 Realty's resident handbook names fire, flood, sewage backup and broken water pipes under its own emergency policy. The list explains that manager's resident instruction; it does not decide whether a different building's heat, air conditioning or lockout problem

can wait. (www.360realtymanagement.com) New York City's heat season runs from **October 1 through May 31**, with a specified nighttime indoor minimum of **62°F**. A manager elsewhere must verify its own law rather than import those thresholds. (portal.311.nyc.gov)

The useful rule is conditional: record the reported condition, check the property's adopted criteria and send ambiguous or worsening conditions to a qualified human. Buildium's description of a property call center likewise says its operators follow **customized protocols** for what constitutes an emergency. A rule that depends on temperature, occupants, utility condition or access must make those inputs available to the person screening the call. (www.buildium.com)

Follow the Resident's Call From Greeting to Action

A robust path begins with the **resident-facing instruction**. Put the same number and emergency wording in the lease packet, resident portal, office voicemail and posted building guidance. Tell residents when to call 911, which menu choice reaches after-hours maintenance, what details to leave and when a routine portal request is appropriate. Harvard University Housing illustrates an operator path that takes information and pages on-call personnel; PMI Georgia illustrates a voicemail emergency option that pages staff. Neither pattern removes the need to check whether the page was received. (huhousing.harvard.edu) (www.pmigeorgia.com)

Next comes **live intake**. If the manager's employee answers, that person collects the fields above, makes the property-specific judgment and records the action. If the call reaches an answering service, obtain its script and test what the agent actually asks. Buildium describes operators who can distinguish emergencies, contact approved vendors and create work orders, while AnswerConnect's property page emphasizes answering, taking messages and booking appointments. These descriptions are provider-specific, so a purchasing decision should ask for an explicit dispatch and recordkeeping scope. (www.buildium.com) (www.answerconnect.com)

Then comes **decision and authority**. The person or service deciding to send a vendor must know which vendor is qualified, which property the vendor may enter, who has approved the charge and what to do if the first vendor declines. Thies & Talle's resident handbook notes that some after-hours calls require management to contact a third-party vendor. Propertyware says its Maintenance Contact Center agents judge emergency status, dispatch calls and enter service requests into Propertyware. A manager must confirm the selected plan and the written authorization before relying on those features. (www.thiestalle.com)

Finally comes **acknowledgment and closure**. A ring attempt, voicemail or sent text is an attempted contact, not proof that someone took responsibility. Buildium describes a call-center escalation process that confirms receipt through callbacks or text confirmations. The New York City Housing Authority makes a different role boundary explicit: its customer-service representative does not dispatch staff; development management assigns appointments. Both examples show why "the call was answered" is an incomplete outcome measure. (www.buildium.com) (www.nyc.gov)

An owner who answers all calls personally can perform every step. That arrangement is workable only while the owner can answer, judge and dispatch consistently. The coverage contract below makes the dependency visible so another person can take over without guessing.

Compare the Coverage Options by Work Performed

Table 1 compares the work an option can perform when configured as described by its provider. “Depends” means the manager must confirm the contract, integration or staffed person. A platform may include intake services, but software alone should not be assumed to answer every overnight call.

Option	Menu routing	Conversation and urgency judgment	Vendor contact and work order	Acknowledgment owner
Owner's mobile or on-call teammate	Direct number or forwarding	The named person can speak and decide, if available	The named person can contact vendors and log work	The named person, with a backup
autoattendant.io , \$29/month for the company	Up to seven options; up to three existing mobiles per option, rung in turn; closed hours go to a message or voicemail	No service agent or AI conversation; the customer's person decides	No promised vendor dispatch or ticket creation	Customer's staffed recipient; unanswered call becomes emailed voicemail and transcript
Human answering service	Depends on configured script	Live agent gathers facts; screening scope varies (www.answerconnect.com)	Depends on service and contract; Propertyware documents dispatch and in-system requests	Agent plus the manager's agreed escalation recipient
AI receptionist	Automated conversation and transfer can be configured	Vendor claims vary; Smith.ai describes basic request logging with human escalation (smith.ai)	Verify actual dispatch and ticket integration before purchase	A named human for exceptions and unacknowledged transfers
Property platform with intake	Depends on contact-center or intake module	Buildium describes a Maintenance Contact Center; AppFolio describes a Maintenance Performer that prioritizes emergencies (www.buildium.com) (www.appfolio.com)	Buildium documents work orders; AppFolio documents technician dispatch (www.buildium.com) (www.appfolio.com)	Manager-defined user, vendor or intake team

The table's distinction is **routing versus action**. A menu can get a call to a qualified employee quickly, including several mobiles at once or in sequence, but that employee remains responsible for the judgment. autoattendant.io's page says it takes voicemail and emails a recording and transcript if nobody answers; it does not claim confirmed acknowledgment. A live service can reduce the need for a manager to answer every routine call, but only a contract that includes the specific screening and vendor steps closes the operational gap.

The **owner mobile** is the simplest answer when the owner is genuinely on call and can create a usable record. An **on-call teammate** spreads that burden across a rota, but the rota needs a published primary, backup and handoff. The University of Georgia's staff procedure assigns a supervisor route when the scheduled on-call person cannot be reached; Humboldt's call-out procedure tries an ordered list until someone is reached directly. These are useful process models, not universal response-time standards. (housing.uga.edu) (www.humboldt.edu)

The **human answering service** is suitable when residents need a conversation before the manager is disturbed or when the service can work through an approved vendor list. Smith.ai's property page says its receptionists do not make maintenance authorization decisions. That limitation means the manager should retain a named approver even when an agent handles intake. ([smith.ai](#))

An **AI receptionist** can answer and log information, but the buyer must test ambiguous issues, interrupted calls and a failed transfer. Smith.ai says its AI receptionist can log basic maintenance requests and transfer complex calls to a live receptionist. That is a documented vendor claim about its workflow, not proof that every property-specific exception will be resolved. ([smith.ai](#))

A **managed platform** is valuable when the call must become a work order that staff, residents and vendors can follow. Buildium says its maintenance software assigns work to staff or vendors and keeps time-stamped updates. Property Meld says its On-Call product converts calls into documented maintenance records. The manager still needs to learn who approves work, who watches exceptions and how after-hours intake is purchased. ([www.buildium.com](#)) ([propertymeld.com](#))

Write a One-Page Coverage Contract for Each Property

A coverage contract is a small operating record, not a new legal agreement with residents. It tells every person in the chain what to do for **this property on this shift**. Publish resident wording separately in plain language, then keep the internal vendor and authority details where staff and providers can find them. The contract should be reviewed whenever a lease, local rule, vendor roster or staffing schedule changes.

Table 2 is a fill-in worksheet. Its blank fields are intentional: an invented response deadline or spending limit would make the procedure less reliable. The manager should use its actual lease, local law, owner agreement and vendor contracts.

Field	Property-specific entry to complete	Acceptance test
Resident path	Posted number: ____; 911 wording: ____; after-hours choice: ____; language/access alternative: ____	Resident can find the path and state the address and unit (www.911.gov) (www.phoenix.gov)
Urgency rule	Local rule and lease checked on: ____; conditions requiring human review: ____	Ambiguous heat, cooling, lockout and leak reports reach a decision maker (portal.311.nyc.gov) (www.buildium.com)
Staffed shift	Primary name and hours: ____; backup: ____; holiday cover: ____	Both contacts receive a test call; a fallback is reached directly
Vendor authority	Approved trade and order: ____; entry permission: ____; spend limit: ____; alternate approver: ____	The responder can say who may call and authorize the vendor (www.thiestalle.com)
Record	Call ID or note: ____; work-order system: ____; resident callback: ____	Morning team can find the initial report and disposition (www.buildium.com)
No acknowledgment	Retry interval: ____; alternate route: ____; ultimate owner: ____	No call ends as an unattended notification

The worksheet separates **policy**, **people** and **system**. An answering service may have a detailed script but no permission to approve a vendor. A maintenance platform may hold every ticket but have no staffed person to answer a ringing phone. The person responsible for the shift signs off on the complete chain, including the last fallback.

For each property, keep the following operating details with the worksheet:

- **Property profile:** physical address, unit naming scheme, access restrictions and any site-specific hazard instruction.
- **Resident wording:** exact message heard after hours and an alternative if a caller cannot use the menu.
- **Urgency criteria:** conditions that trigger a human review, with local-law and lease references; no universal “non-emergency” label for heat, cooling or lockouts.
- **Roster:** start and end of each shift, holiday owner, backup sequence and contact method.
- **Vendor list:** trade, service area, after-hours number, approval limit and fallback vendor.
- **Decision record:** who screened, when, what was decided, who accepted the task and what the resident was told.
- **Morning handoff:** unfinished temporary repair, scheduled follow-up and the person who verifies closure.

Bellaire Multifamily's published on-call procedure gives its answering service a maintenance-emergency list, has a technician contact the resident and directs technicians to document requests in its facilities system. It is a useful example of connecting intake, the responder and the record, while its own timing and policy remain specific to that organization. (bellairemultifamily-support.freshdesk.com)

Test the Weak Points and Hand Off the Morning Record

A call plan should be tested with the actual number and actual recipients. A desktop flowchart can miss forwarding mistakes, an off-duty backup or an unanswered transfer. Run each drill before a holiday and after a change in provider, phone menu, staff roster or vendor contract. Record what happened, then change the coverage contract.

- **No answer:** call the urgent option while the primary phone is deliberately unanswered. Confirm how the backup is tried and whether a human explicitly accepts responsibility. An emailed voicemail is a record, not an acceptance.
- **Vendor unavailable:** have the responder call the first vendor's after-hours number. Confirm the second vendor and the approver for any different rate or scope. (www.thiestalle.com)
- **Two simultaneous calls:** have two test callers use the urgent path. Verify each gets a staffed recipient or a monitored fallback; do not infer capacity from the number of menu options.
- **Holiday changeover:** test which shift owns a call at the boundary and whether the published holiday roster is loaded. The University of Georgia's procedure explicitly includes holidays in its on-call schedules.
- **Wrong property:** give the operator a plausible but incorrect address. Require a property match before applying a vendor list or access instruction. (www.acornpm.com)

- **Missing unit or callback details:** disconnect after a partial report. Verify whether the record can be matched and whether the resident instruction asks for the missing fields. (www.phoenix.gov)
- **Ambiguous condition:** describe a small leak near electrical equipment or a heat complaint with incomplete temperature information. The person screening must gather facts and apply local policy; the menu does not decide. (portal.311.nyc.gov)

The next morning, the record should show **what happened, what remains, and who owns the next action**. NYCHA describes after-hours emergency stabilization followed by referral to the development for next-working-day work. That public program illustrates the handoff, not a private manager's legal deadline. (www.nyc.gov)

Use one incident identifier in the call note, vendor communication and work order. Attach the reported condition, decision, resident callback, vendor acceptance, arrival or refusal, interim make-safe action and follow-up owner. A platform can keep that chronology: Buildium describes time-stamped updates, and Propertyware says contact-center service requests are entered into its software. If the chosen tools cannot connect these steps automatically, the morning coordinator must reconcile them manually.

A morning review can close the loop in five checks:

- **Match:** connect the call note to the correct property, unit and work order.
- **Confirm:** check that the resident and vendor received the agreed next step.
- **Inspect:** distinguish a temporary safe condition from a completed repair.
- **Assign:** give any remaining work a named owner and due date under the property's rule.
- **Close:** record the final disposition and tell the resident where to follow progress.

Data Analysis and Evidence

Published prices compare **different units of work**. A phone menu price buys routing; a receptionist price may buy a call allotment or billed minutes; a property platform may sell software with separate intake modules. As of **October 2026**, autoattendant.io lists **\$29 per month** for one number and unlimited people on the receiving end. Propertyware lists a **\$140 monthly minimum** for its Maintenance Contact Center, with **\$1.10 per unit per month** for all maintenance calls or **\$0.70 per unit per month** for missed maintenance calls; confirm plan terms for the portfolio being priced. Smith.ai lists **30 human-first calls for \$300 per month** and an ongoing Free AI tier with **25 calls per month at \$0**, then **\$3 per additional call**. Each figure comes from its provider's own current page and should be rechecked when purchasing. (www.propertyware.com) (smith.ai)

The prices cannot be converted into an honest “cost per emergency” without the manager's own call mix and the exact contract. For example, **30 included calls** says nothing about a call's duration, emergency screening, vendor dispatch, extra transfer charges or a vendor call-out. Smith.ai's property page expressly reserves maintenance authorization to the manager; Propertyware documents a different contact-center workflow with dispatch and system entry. (smith.ai) (www.propertyware.com)

Table 3 is the cost worksheet. Enter a recent period of the manager's own data and calculate the same period for each option. Keep staff availability separate from staff talk time, and keep vendor invoices separate from communication fees.

Input or calculation	Manager's value	Why it matters
After-hours calls and minutes	Calls: ____; talk minutes: ____; period: ____	Tests whether call-based or minute-based pricing fits; PATLive describes first-minute and subsequent time increments (www.patlive.com)
Staffed coverage	Primary hours: ____; backup hours: ____; compensation method: ____	A low call count can still require a staffed rotation
Service fee	Base: ____; included calls/minutes: ____; overage: ____; transfer or dispatch fees: ____	Published starting prices may not include the needed work (www.propertyware.com) (smith.ai)
Vendor call-outs	Number: ____; minimum: ____; travel or after-hours premium: ____	Vendor work remains a separate cost decision
Record handling	Staff reconciliation minutes: ____; platform fee: ____	Captures the cost of moving a call into a usable work order (www.buildium.com)
Period total	Service fee + overage + staff coverage + vendor invoices + record handling = ____	Compare only after every option covers the same tasks

The worksheet is intentionally local. The **2023 American Housing Survey** reported **133.2 million occupied U.S. housing units**, but that housing-stock count is not an estimate of night calls. National housing or wage tables cannot supply a credible call rate for a specific small portfolio. (www.census.gov) The manager should instead count its own calls by class, time, property, resolution, repeat contact and whether a vendor was sent. After a trial, compare the measured outcomes, especially calls with no acknowledgment and incidents that never became work orders.

Implications and Future Directions

The purchase decision is a staffing decision first. If a reliable manager or technician can take calls, interpret the property rule, contact a vendor and record the outcome, a routed business number may be enough. The menu documented by autoattendant.io, which rings up to three mobiles per option in turn (never simultaneously) and can run around the clock instead of switching to a closed-hours message or voicemail, serves that model. If the person cannot be reliably available, the manager needs a staffed intake and escalation arrangement. If the resulting record routinely disappears between a call log and the maintenance queue, a platform or integrated contact center becomes more valuable.

A **provider demonstration** should use the property's hardest ordinary cases, not a scripted easy call. Ask the provider to show precisely who answers, which questions are asked, who judges urgency, who may authorize spending, who contacts the vendor, where the work order lands and how an unanswered escalation is handled. Property Meld says its On-Call product makes a documented maintenance record from each call; AppFolio says its Maintenance Performer can prioritize emergencies and dispatch work. Those are first-party capability descriptions that should be demonstrated against the manager's own policy and vendor list.

The buying demonstration should answer seven concrete questions:

- **Answering:** who speaks to the caller at night, including during simultaneous calls?
- **Judgment:** who applies the property's urgency rule when facts are incomplete?
- **Dispatch:** who contacts the vendor and confirms acceptance?
- **Authority:** who approves entry, scope and spending beyond the preset limit?
- **Escalation:** what happens if the first person or vendor does not acknowledge?
- **Record:** where do the call, decision, vendor response and work order land?
- **Handoff:** who reconciles the record and calls the resident the next morning? (propertymeld.com) (www.appfolio.com)

The **resident instruction** should remain short even when the internal procedure is detailed. A resident needs the public-safety rule, one clear maintenance route, the details to provide and a callback expectation that the team can actually meet. The 911 program emphasizes location and apartment number for emergencies; the Phoenix and 360 Realty instructions show comparable location and callback fields for maintenance calls. (www.911.gov) (www.phoenix.gov)

Frequently Asked Questions (FAQs)

Can an after-hours number simply ring the manager's mobile?

Yes, if the manager is the named on-call person, can answer, has a backup, can authorize or reach a vendor, and records the outcome. A number alone does not provide those actions. The no-answer test is decisive: autoattendant.io says unanswered calls become emailed voicemail, while a separate answering-service workflow may confirm receipt.

When should emergency maintenance be dispatched overnight?

Dispatch when the property's checked local rule, lease and actual conditions call for overnight action, and an authorized person selects a qualified vendor. Public-safety danger belongs with emergency services first. The same symptom can differ by weather, occupants, building systems or legal duty; New York City's heat rule is a jurisdiction-specific example. (www.911.gov) (portal.311.nyc.gov)

Is an answering service the same as an auto attendant?

No. An auto attendant offers choices and routes a call. A human answering service speaks with the caller and may screen, message or dispatch according to a specific contract. Buildium describes a full triage and work-order model; AnswerConnect's property page describes live reception, messages and appointment booking. Buyers should compare the actual task list, not the category label. (www.answerconnect.com)

Can AI handle the call and open a work order?

Some providers describe those capabilities, but they differ. Smith.ai describes basic maintenance logging with human escalation, while Property Meld describes documented maintenance records and AppFolio describes prioritized dispatch. Test the exact integration and exception handoff before relying on an automated result. (smith.ai) (propertymeld.com) (www.appfolio.com)

What if the first on-call person does not respond?

The plan needs an ordered backup and a person who accepts ownership. Humboldt's call-out procedure tries contacts in order until one is reached directly; the University of Georgia's procedure names a supervisor route when the scheduled person is unavailable. Those are practical models to adapt, with a response interval chosen under the property's own obligations and staffing capacity.

Conclusion

After-hours maintenance coverage works when every call has an accountable next step. A resident should know how to reach emergency services for public-safety danger, how to contact management for a property issue and what details to provide. The manager should know who screens the call, who can spend money, who contacts vendors and where the record lives. (www.911.gov) (www.phoenix.gov)

A phone menu is sufficient when the manager's own staffed team can make those decisions and maintain the record. A human answering service is appropriate when live intake and scripted escalation must be staffed externally. A property platform becomes useful when the work order and follow-up need to be shared and tracked; some platforms also offer intake or dispatch modules. The published provider pages show different combinations, so the coverage contract and live drills should set the buying criteria.

The one-page contract is the durable deliverable: write the property-specific rule, primary and backup, vendor authority, resident instruction, record destination and unacknowledged-call path. Test it with no answer, an unavailable vendor, simultaneous calls and a holiday handoff. Then audit the next morning's record to confirm that the overnight action became a completed or assigned work order. A plan that can show those steps is more useful than a claim of around-the-clock availability alone.

Source links

Links cited in this article, in order of first appearance. Full addresses are provided for readers using extracted text.

1. <https://www.911.gov/calling-911/frequently-asked-questions>
2. <https://portal.311.nyc.gov/article?kanumber=KA-03185>
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About Auto Attendant

Auto Attendant gives a small business one phone number and a recorded menu that sends each caller to the right person. The call rings the mobile that person already carries, using their normal dialler and their normal mobile plan. Pricing is a single flat monthly fee for the whole company rather than a charge for each user, and there is no app, desk phone or hardware to install.

One number, one menu, the phones you already own

A caller dials the business number, hears a short greeting and chooses an option. Each option can ring one mobile, ring several at once so whoever is free answers first, or try people one after another in a set order. There is no limit on how many people sit on the receiving end, because nobody is billed per seat. Setup is done by the owner in a few minutes: pick a number, write the greeting, and point each option at a mobile.

What it deliberately is not

An auto attendant routes a call; it does not answer one. Nobody at Auto Attendant speaks to callers, and no AI stands in for a receptionist. A business that wants its calls handled, messages taken and appointments booked wants an answering service, which is a different product at a different price. A business that needs call recording, queues, agent dashboards or CRM integration wants a contact centre platform. Auto Attendant is for the case where the call should simply reach the right pocket.

Keeping personal numbers off the internet

The business number is the only number a caller ever sees. Personal mobile numbers are never displayed and never given out, which is what lets an owner put a number on a website, an invoice, a van or a Google Business Profile without handing a personal line to everyone who finds it. An existing advertised number can be ported across and kept, and the old line keeps working while the port is in progress.

Work with Auto Attendant

Visit [Auto Attendant](#) to see [how it works](#), [how it compares](#) to a personal mobile, Google Voice and a full phone platform, and the current [pricing](#).

Telephone number portability, emergency calling and caller-ID rules differ by country and change over time. Articles published here describe general practice and cite primary regulator and carrier sources; they are not a guarantee of any timeline, and they are not legal or regulatory advice for a specific business.

Website: <https://autoattendant.io>

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