

# COMMUNICATION



The 'Communication' section of TPTracker gives you multiple tools and methods for effectively communicating with and recording communications with your clients.



## COMMUNICATE WITH CLIENTS

TPTracker allows you to easily communicate with tenants through email or text and automatically puts a communication record in their profile. This enables you to monitor and track communications sent by whom, when and what.

You can also create mailing lists so that communications sent out by post can also be recorded and tracked. This Function includes the ability for you to upload the document sent, to add to effective record keeping. Other communications performed outside of TPTracker are also able to be recorded such as questionnaires, Face to Face communications, phone calls, ensuring that each client profile is fully kept up to date and can be referenced when required.

## COMMUNICATION PREFERENCES

TPTracker easily lets you respect tenant's communication preferences: if a tenant has expressed that they do not wish to receive communications via a specific method (e.g., text) TPTracker will automatically exclude them from the list. It will also omit unrecognised numbers and email addresses.

## ANALYSIS & REPORTING

The reporting functions in this module easily allow you to see who you have communicated with, when and via which method. It can also show the delivery success rate for text messages and emails.

## WHY CHOOSE TPTRACKER?

- Record client communication preferences
- Record all communications to client profiles for accurate record keeping
- Easily communicate with clients via email or text through the platform
- Automatic communication records and delivery report functionality

Arrange a Demo

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