

Maintenance request routing and scheduling

Automatically routes and schedules maintenance requests from tenants, prioritizes them by urgency, and assigns to available technicians to minimize facility downtime and improve tenant satisfaction.

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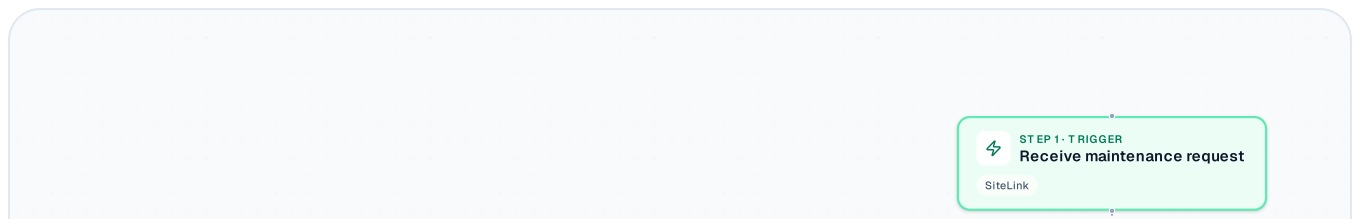
WORKFLOW TRIGGER



Tenant submits maintenance request through customer portal or facility manager logs issue

Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

Receive maintenance request

Tenant submits maintenance request through SiteLink portal or facility manager creates request in system. Request includes unit number, issue

type, urgency level, and description.

AI Business OS

SiteLink

2

 ACTION

Validate request details

System verifies tenant account status, confirms unit access permissions, and enriches request with tenant contact information and lease details.

SiteLink

3

 DECISION

Assess urgency level

AI analyzes request type and keywords to categorize as emergency (security/safety), high priority (unit access issues), or routine maintenance. Emergency requests trigger immediate escalation.

SiteLink

4

 ACTION

Match technician availability

System checks maintenance staff schedules and skill sets to identify qualified technicians available for the required time window.

SiteLink

QuikStor

5

 ACTION

Schedule and notify parties

Creates work order with optimal technician assignment and time slot, then sends confirmation SMS/email to tenant and task notification to assigned

6

 ACTION

Track completion status

Monitors work order progress and automatically updates tenant when technician marks job complete with photos and notes.

SiteLink

7

 OUT PUT

Generate completion report

Creates maintenance summary report with resolution details, time spent, parts used, and tenant satisfaction survey link.

SiteLink



Outputs

- Scheduled work order with assigned technician
- Automated tenant notifications and updates
- Maintenance completion report with cost tracking



Key Metrics

- Average response time to maintenance requests
- First-time fix rate percentage
- Tenant satisfaction score for maintenance services



Tools & Integrations

- SiteLink
- QuikStor



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