Delinquency Tasks

Help Your AI Collect on Unpaid Balances

Eviction Risk — Jan 30
R Pat Waller

Call Back — Jan 14
R Ken Chung — Late Payment

Reply Needed — 9:30am
R Sarah Parker
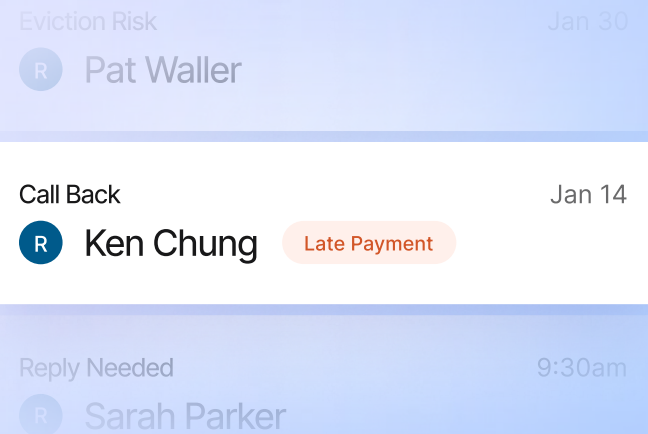
Your AI assistant helps collect on unpaid balances by sending payment reminders and instructions for payment to residents. Residents will only be contacted about chargers that they are responsible for. You can view resident balances and past payments in the EliseCRM Guest Card.

Tasks — 1

Eviction Risk — Jan 14

What are Delinquency tasks?

When your AI assistant needs help managing delinquencies, it will create a task for you. These tasks include replying to a resident, calling a resident, and confirming a resident's eviction status.

Call Back — Jan 14
R Ken Chung — Late Payment

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Reply Needed — 9:30am

What are the different types of Delinquency tasks?

Reply Needed Tasks are created when your AI needs help responding to a resident.
Call Back Tasks are created when a resident requests a phone call.
Eviction Risk Tasks are created when your AI identifies that a resident might be at risk of eviction, and needs guidance.

Hi Elise, could I pay with a money order?
Sarah via SMS

↩ Agent Response — Hi, Sarah! Yes, we accept money orders for payment.
Melissa Meadows via SMS

### Why is it important to handle Delinquency tasks?

When a task is created, your AI will pause communication with the resident until a team member completes the task. If tasks are not completed, your AI assistant will not be able to follow up and continue to collect unpaid balances.

Where can I find Delinquency tasks?

You can find Delinquency tasks in the Task Tab of EliseCRM, or in Elise Sidekick.

Elise^AI

Reach out to support@meetelise.com with questions or issues.

# How do I handle Delinquency Tasks?
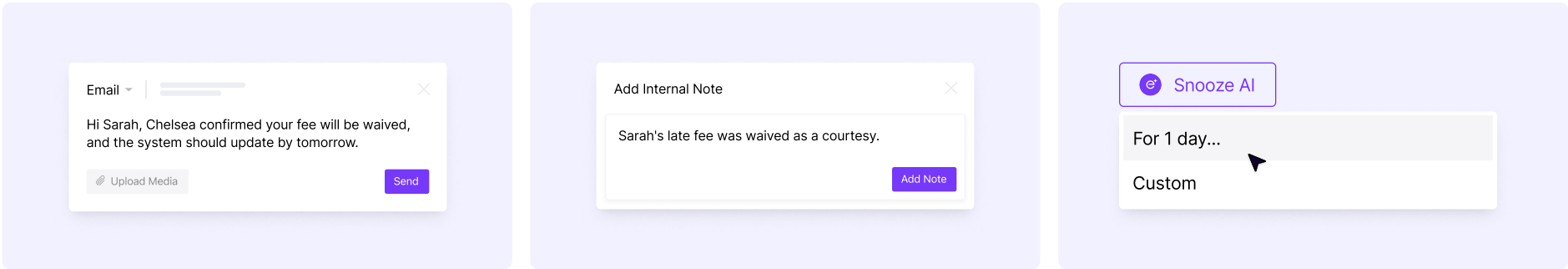
Reply Needed Tasks

Respond to **Reply Needed** tasks directly in the chat. Once you respond, your AI will reactivate and continue the conversation.

Add internal notes to share additional info with your team. You can also set reminders to revisit the task later on.

To temporarily take over communication with the resident, snooze the AI for your desired length of time using the "**Snooze AI**" button.

Call Back Tasks
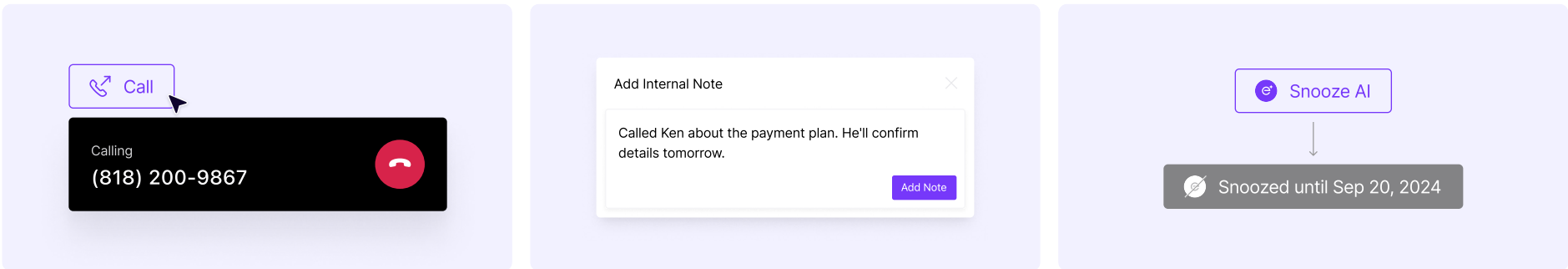
Call the resident using the "**Call**" button at the top of the Task page. A recording will be saved in the chat. Dismiss the task when done.

Add internal notes about the call for future reference for your team. You can also set reminders to revisit the task later on.

To temporarily take over communication with the resident, snooze the AI for your desired length of time using the "**Snooze AI**" button.

Eviction Risk Tasks
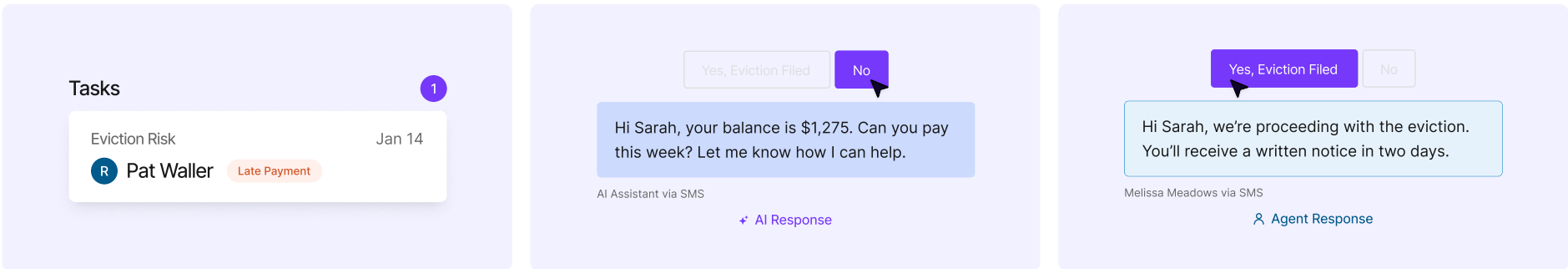
On your **eviction filing day**, a task will appear in your Task queue asking if the resident is under eviction.

If you select "**no**", your AI will continue to send reminders to the resident about their unpaid balance until the next eviction filing day.

If you select "**yes**", your AI will stop all communication with the resident - no need to manually "snooze". You will need to handle all communication.

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