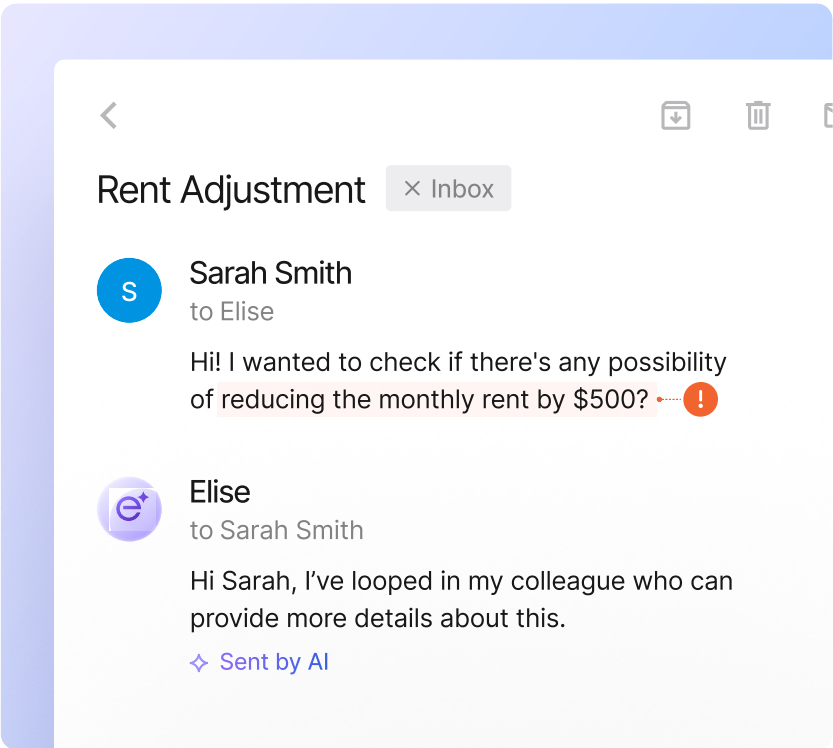


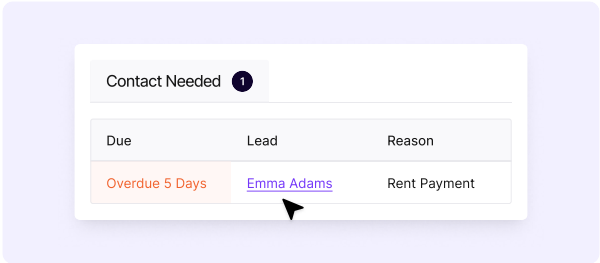
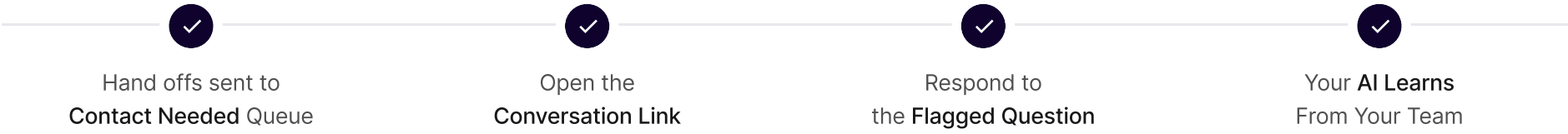
HOW-TO GUIDE

# Hand-offs in Entrata

Help Your AI Stay on Task

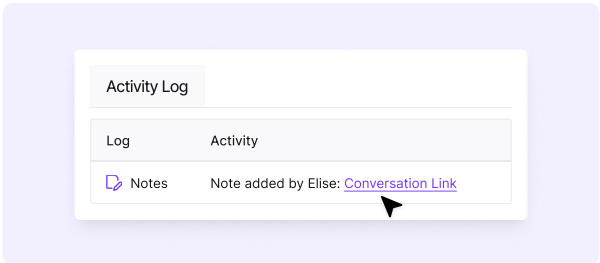


When your AI needs help responding to a prospect or resident, it will hand-off the conversation by sending the prospect guest card to Entrata’s Contact Needed queue. Respond to hand offs quickly so that prospects get the information they need, and so your AI can continue to learn from your responses.



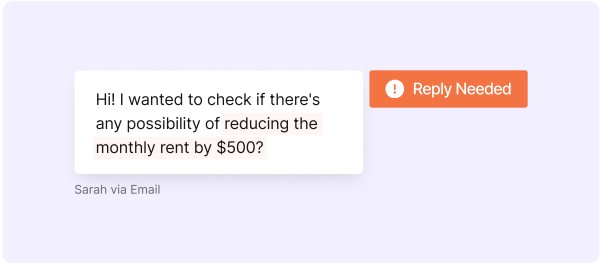
## Hand Offs Are Sent to the Contact Needed Queue

When your AI cannot respond to a question, it will hand it off to your team by sending the guest card to the Contact Needed queue in Entrata, with the marketing source Meet Elise. Review the Contact Needed queue regularly, and respond to hand-offs daily.



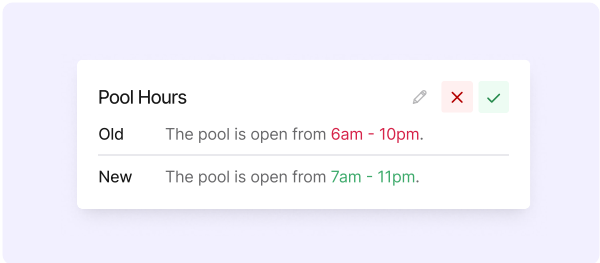
## Open the Conversation Link

To respond to the hand off, first open the conversation link in the guest card’s Activity Log. Here, you will find the conversation history showing the back and forth between your AI assistant and the prospect, including the question that needs a response.



## Respond to the Flagged Question

Respond to the prospect right in the conversation link. Your AI assistant will resume its follow up, and the guest card will be removed from the queue. If you respond elsewhere in Entrata, your AI will not be able to see or learn from your response.



## Your AI Learns from Your Team

If your AI picks up new information in your response that may be relevant to other prospects, it will suggest adding it to your knowledge bank. Community managers and org admins should review Pending Knowledge in EliseCRM or Elise Sidekick to reduce hand-offs over time.