# Hand-offs in AnyoneHome

Help Your AI Stay on Task

**Rent Adjustment** ✕ Inbox

**Sarah Smith**
to Elise

Hi! I wanted to check if there's any possibility of reducing the monthly rent by $500? ⚠

**Elise**
to Sarah Smith

Hi Sarah, I've looped in my colleague who can provide more details about this.

✧ Sent by AI
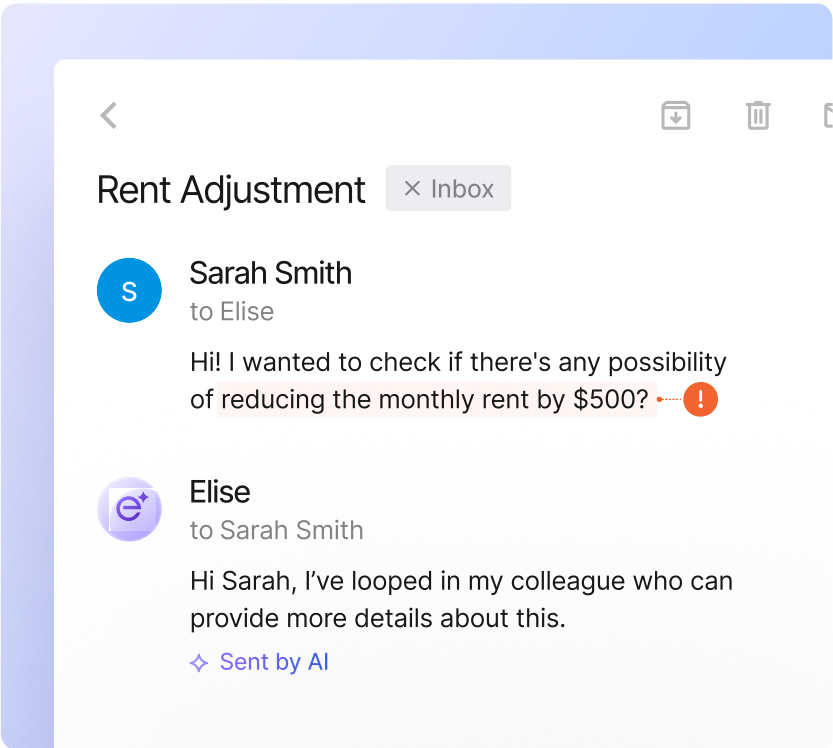
When your AI needs help responding to a prospect or resident, it will hand-off the conversation by sending the prospect guest card to AnyoneHome's dashboard as an Alert Icon. Respond to hand-offs quickly so that prospects get the information they need, and so your AI can continue to learn from your responses.

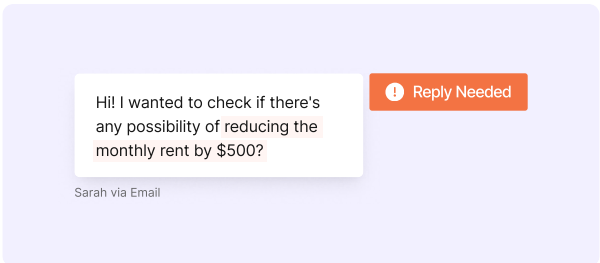| ✓ | ✓ | ✓ | ✓ |
|---|---|---|---|
| Hand offs sent as an **Alert Icon** | Open the **Conversation Link** | Respond to the **Flagged Question** | Your **AI Learns** From Your Team |

**Reply Needed** 🔔
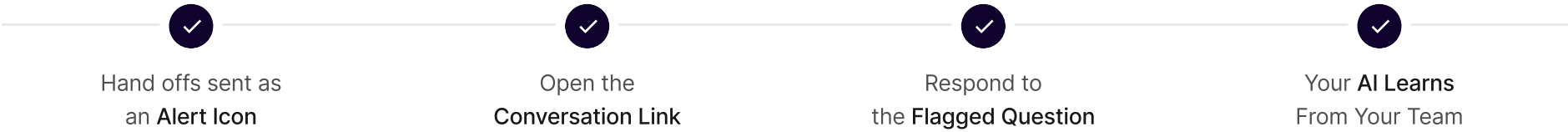
## Hand Offs Are Sent as an Alert Icon to the AnyoneHome Dashboard

When your AI cannot respond to a question, it will hand it off to your team by sending the guest card to the AnyoneHome dashboard as an Alert Icon. Review these alerts regularly, and respond to hand-offs daily.
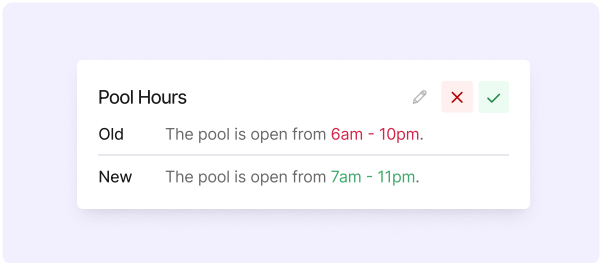
**Activity Log**

| Log | Activity |
|-----|----------|
| 📝 Notes | Note added by Elise: Conversation Link |
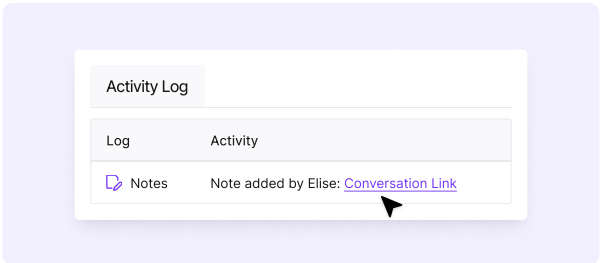
## Open the Conversation Link

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.

Hi! I wanted to check if there's any possibility of reducing the monthly rent by $500?

⚠ **Reply Needed**

Sarah via Email

## 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 AnyoneHome, your AI will not be able to see or learn from your response.

**Pool Hours** ✎ ✕ ✓

| Old | The pool is open from 6am - 10pm. |
|-----|-----------------------------------|
| New | The pool is open from 7am - 11pm. |

## 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.

EliseAI

Submit a support ticket via app.meetelise.com or the EliseAI Help Center.