UniCloud
IT Services
ZOHO | Premium PARTNER

COASTAL MAINE VACATIONS

(Vacation Rental Company)

Country: US
Total Users: 02

Company

Coastal Maine Vacations is locally owned and locally operated from Southern Maine to Downeast Maine.Coastal Maine Vacations is operated by local entrepreneurs with a passion for Maine. Coastal Maine Vacations removes the stress of owning a vacation home. And no late-night phone calls, they have that covered, too. Coastal Maine Vacations provides property management services for Maine homeowners with a reach that extends along the coast from Southern Maine to the Downeast/Acadia region.

The challenge

As it was a Property management Industry, Justin needed to add tasks and assign them to the assignee so that it would be easier to define responsibilities and resources allocation to each assignee . Also, If there would be any delay in the task, he needed the housekeeper to get the prior notification about the same.

Solution: Breezeway Integration with Zoho CRM

01

To overcome this challenge, We Unicloud IT Services used Zoho CRM automation to make it easy to perform this task efficiently.

02

We used Zoho CRM integration with Breezeway to fetch the details of the breezeway and have it into CRM.

03

To Book Services,We added tasks by navigation to All Tasks.

In Breezeway, We created Tasks for several departments such as cleaning, maintenance or Inspection.

Breezeway Integration with Zoho CRM

View Tasks in Zoho CRM:

We pushed the tasks along with its details from Breezeway into CRM so that this will help them spend more time completing tasks and less time managing them.
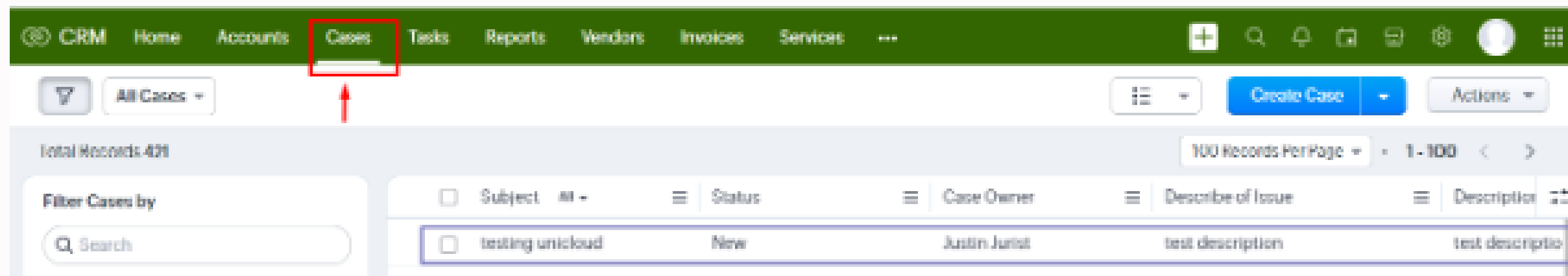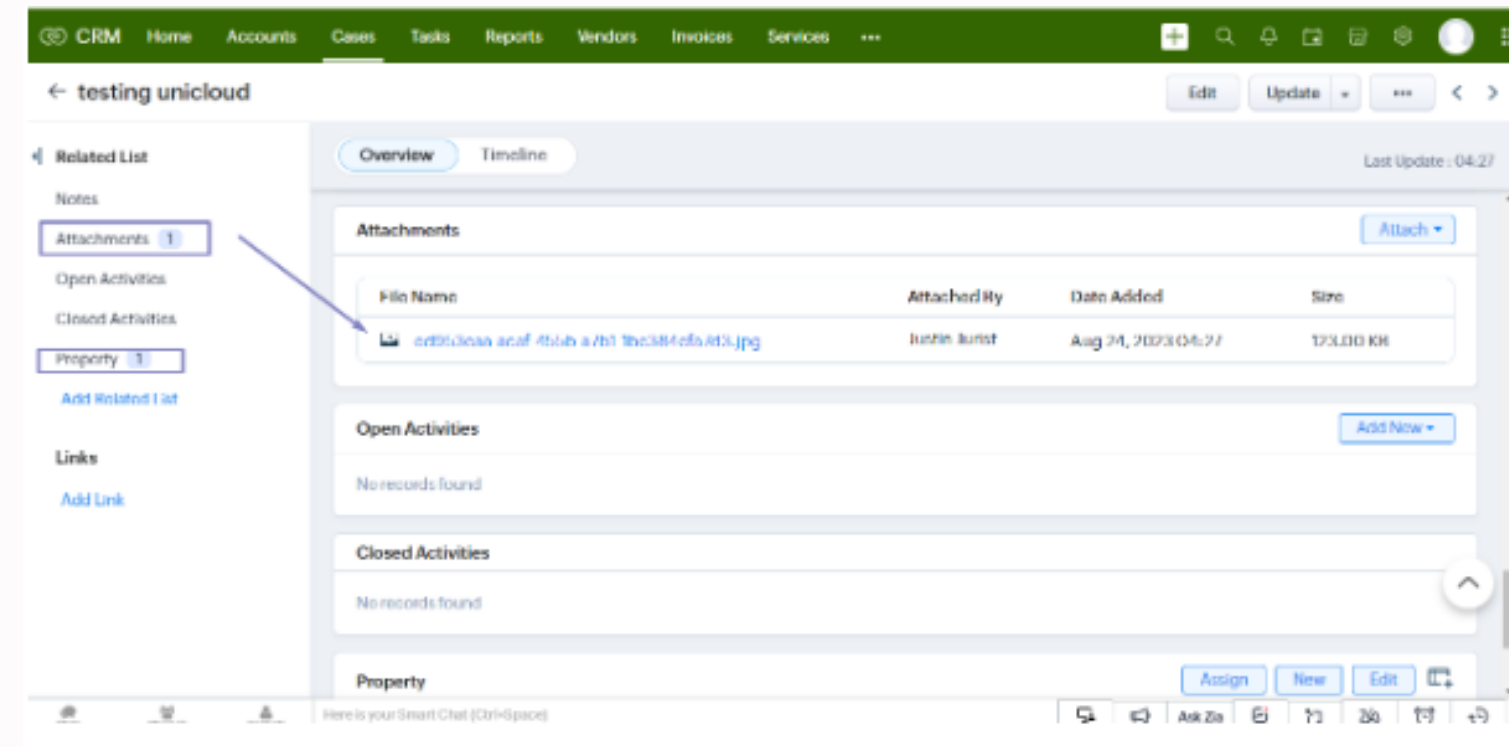
Now, all the details were getting visible in the view page of CRM. Also, the Attachment of the task and the Property to which the case has been assigned can be viewed in the CRM.
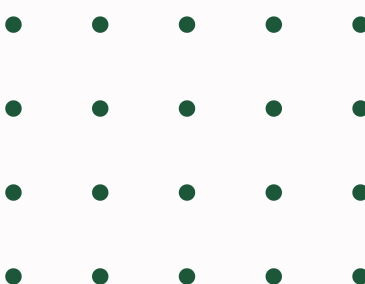
Custom Property Module:

In CRM, We made a Custom module containing custom fields for adding property details. So the process was like ;

Whenever a case was being created, it got assigned to a property and also they got the property details along with the images.
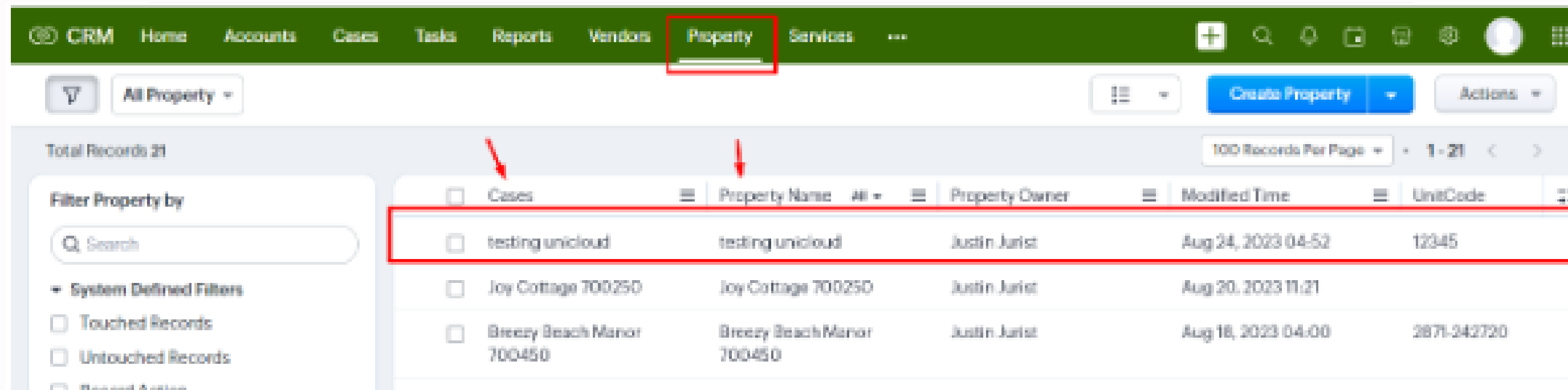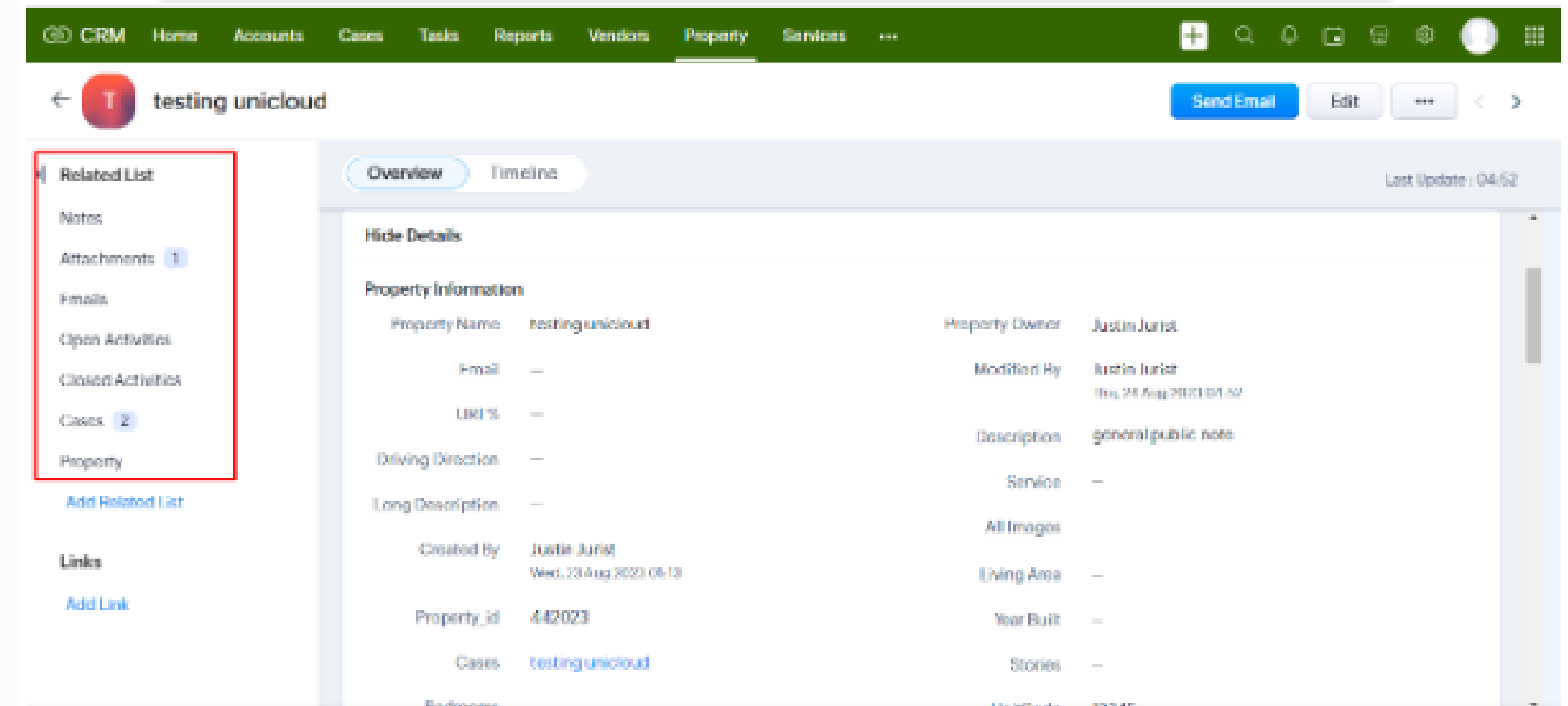
Email Automation:

Justin needed to set up a workflow of sending the housekeeper/assignee a notification via email as a reminder.

Hello Justin Jurist,

I hope this email finds you well. We would like to bring to your attention that it has been 48 hours since the cleaning case with property name   was submitted for approval, and we have not yet received an approval or response.

Your immediate action in resolving this matter is greatly appreciated. Kindly provide the necessary approval or feedback at your earliest convenience, so we can move forward with the necessary cleaning procedures.

Thank you for your attention to this matter.

Best regards,

For Text Messages Automation: We did Twilio Integration to send the messages as a reminder. In case of any case created, the assignee also got notified.
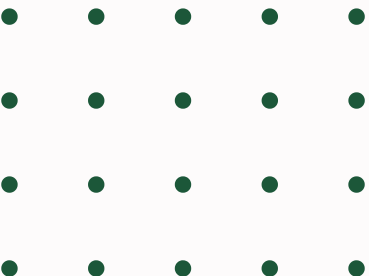
Conclusion

This was how it helped them efficiently schedule, assign and track property maintenance tasks, inspections,and housekeeping services.With the help of its integration, Property managers could be able to centralize communication records,track interactions with Property Owners, and ensure that important messages were not missed.

Now The owner is satisfied with it as it would lead to a better guest experience, higher Guest satisfaction, and positive reviews.They would be able to automatically create maintenance and cleaning tasks based on property schedules and bookings.

ABOUT US

Unicloud IT Services was officially launched in the year 2018 on the 12th of September. Unicloud IT Services is a cloud service provider company. With over total experience of more than 7 years, Unicloud's developers are committed to providing dedicated services for ZOHO products to its clients. Unicloud has a high rate of client retention and successful deliveries. We have more than 4000+ customers to whom we have provided the services and been providing support. Unicloud has completed 897+ Projects along with more than 4000+ satisfied customers and with a project succession rate of 95% to date and continuously working on more projects from different industries.

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