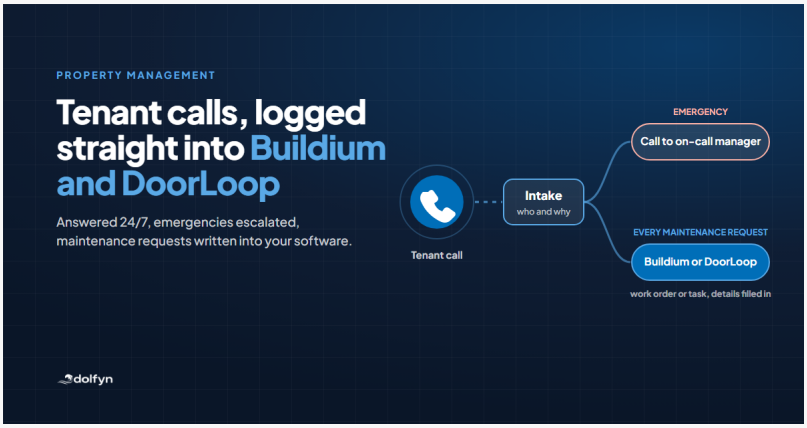
Property Management Answering Service Now Logs Tenant Calls Straight Into Buildium and DoorLoop

dolfyn answers tenant calls 24/7, sends real emergencies to the on-call manager and writes maintenance requests into Buildium or DoorLoop.



Property Management Call Flow

VANCOUVER, BC, CANADA, September 30, 2026 /EINPresswire.com/ -- dolfyn, which builds AI phone receptionists for property managers and home service businesses, now writes tenant maintenance calls directly into Buildium and DoorLoop. When a tenant calls about a leak, a broken heater or a lockout, dolfyn answers, works out how urgent it is, and creates a work order in Buildium or a task in DoorLoop with the unit, the issue and the caller's details already filled in.

For most property management companies, the weak spot is the time between the call and the record. A tenant calls while the team is busy or after hours, the call goes to voicemail or an answering service takes a message, and someone retypes it into the property software the next morning, if the message is clear enough to use.

> A tenant with no heat at 2am shouldn't turn into a voicemail someone finds in the morning. Now that call gets answered, escalated and logged in the software the team already uses."
>
> *dolfyn spokesperson*

How it works:

An intake agent answers every call and works out whether the caller is a tenant, a prospect, an owner or a vendor, then hands them to a specialist agent for maintenance, leasing or office questions.

The maintenance agent follows the manager's own emergency list. In one live build, that list is no heat, AC failure, no water, flooding or a burst pipe, and gas leaks, where the caller is told to call the gas company right away.

Real emergencies can trigger a phone call to the on-call manager, moving down the list if nobody answers. Routine requests are logged without waking anyone.
The request is written into Buildium as a work order, or into DoorLoop as a task, as soon as the call ends. Every call also lands in a dashboard, so the office sees all inbound calls in one place. Leasing calls are qualified on budget, bedrooms, move-in date and pets, then passed to the leasing team as graded leads.
Because an AI receptionist answers every call at once, tenants don't wait on hold during a storm, the moment a live answering service's shared operators are busiest.

The connections use each platform's open API, which Buildium and DoorLoop offer on their Premium plans. dolfyn builds the connection as part of setup, so the property manager doesn't have to.

Each dolfyn setup is built around one company's emergency rules, on-call rotation and software, and people review the calls every day. Plans start at $179 a month, priced to call volume, month to month, with a two-week free trial and no credit card.

Property managers comparing options can find published pricing for live and AI services in dolfyn's guide to choosing a property management answering service.

About dolfyn

dolfyn builds custom AI phone receptionists for businesses that run on the phone, from property management to home services, medical, legal, auto and fitness. Each agent is built around one business, connected to the tools it already uses through custom API integration, and reviewed by people daily. Learn more at dolfyn.ai.

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