CSRSCAPE FOR SELF STORAGE

# Your storage software runs the facility. CSRScape runs the conversations.

DEEP INTEGRATIONS WITH Self Storage Manager · SiteLink SOFTWARE BY STORABLE

## 01 In brief

**An extension, not a replacement.** Self Storage Manager and SiteLink stay your source of truth. CSRScape connects to them directly and adds the customer service layer they lack: phones, Voice AI, SMS, email, web chat, campaigns and reporting, with your storage data in every conversation. **Nothing to migrate or re-key.**

## 02 How it fits together

WHO GETS IN TOUCH
**Tenants & prospects**
Phone calls · SMS · Email · Web chat

↓ Every channel, every store

CUSTOMER SERVICE LAYER
**CSRScape**
AI agents · Shared inbox · Campaigns · Payments · Reporting

⇅ Two-way sync & API actions

SOURCE OF TRUTH
**Self Storage Manager / SiteLink**
Stores · Units · Tenants · Rentals · Payments

## 03 What the integration does

### ↓ Synchronised into CSRScape

| | |
|---|---|
| **Stores** | Every facility, its details and hours. |
| **Accounts** | Contact details, balances and status, on screen instantly. |
| **Units** | Numbers, sizes and live availability. |
| **Unit attributes** | Climate control, drive-up, floor level and more. |

### ↑ Written back through the API

| | |
|---|---|
| **Leads** | Enquiries from any channel, captured as leads. |
| **Reservations** | Hold a unit while the prospect is still on the call. |
| **Rentals** | Hand to your team or send a link to rent online. |
| **Account updates** | Contact details and notes, like promises to pay. |

## 04 Proven in self storage

**1,300**
Locations
For one operator

**8.1M**
Tenant calls
Since July 2022

**4.5M**
Conversations
Since July 2022

**In production since July 2022**
For a major multi-brand US operator: rentals, payments, collections and account questions.


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## 05 What becomes possible with the integration

| CAPABILITY | HOW IT WORKS | BUSINESS IMPACT |
|---|---|---|
| VOICE AI<br>**24/7 call answering** | AI agents answer naturally after hours and at peak times, quoting live unit availability, explaining policies and looking up accounts. | Enquiries become reservations, not missed calls. |
| SALES<br>**Leads & reservations** | Enquiries on any channel become leads, and units are held mid-conversation, written straight to SSM or SiteLink. | No prospect slips through, nothing to re-key. |
| SELF-SERVICE<br>**Verified self-service** | The AI verifies tenants with a one-time SMS code, then completes approved account actions through the API. | Routine requests resolved securely, without staff. |
| PAYMENTS<br>**Keypad phone payments** | An IVR line lets tenants pay any time, recorded against their account in your management platform. | Faster payments, no agent wait. |
| COLLECTIONS<br>**Collections campaigns** | SMS and email to past-due tenants, personalised with name, unit and balance. Replies return to the shared inbox. | Better recovery, less manual chasing. |
| ACCOUNTS<br>**Account updates** | Agents update contact details and add notes, such as promises to pay, without switching systems. | Your records stay accurate. |
| PORTFOLIO<br>**Every store, one hub** | Each conversation is handled for the right store and brand, and every action, by AI or staff, is recorded in one place. | Full visibility across the portfolio. |

## 06 Why it matters to leadership

- **More rentals from the same demand.** No missed calls, and leads are captured on every channel.
- **Store managers get time back.** AI handles routine questions so staff can focus on tenants on site.
- **Lower risk.** No migration, and your management platform stays the single source of truth.

## 07 Plus the full platform

- Workforce forecasting, rosters and live adherence.
- Quality reviews, scorecards and coaching.
- More than 100 metrics, dashboards and CSAT surveys, plus Slack alerts and multi-brand setup.

## 08 Common questions

**Do we replace SSM or SiteLink?**
No. Stores, units, tenants and payments stay where they are. CSRScape connects to them.

**Can the AI change tenant accounts?**
Yes, only for the actions you enable, and only after SMS verification of the tenant.

**Can we run collections through it?**
Yes. SMS and email campaigns use your synced account data, and replies come back into CSRScape.

## Get more from the storage software you already have.

See CSRScape connected to Self Storage Manager or SiteLink, with your own stores in mind.

**Book a demo or ask us**
Send a message to our team.
csrscape.com/contact

**Self-storage solution**
Integrations, Voice AI, campaigns.
csrscape.com/industry/self-storage

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app.csrscape.com/signup

SCAN TO CONTACT


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