



## Kenect: Stronger Customer Communication

- Sell More
- Lower Costs
- Improve Customer Satisfaction
- Reduce Errors
- Get Paid Faster

Unify customer communications with your rental operations using the integraRental + Kenect integration. Create two-way conversations in real-time with customers, generate automatic, event-based messages, and more, all from one centralized location, giving your team full visibility, faster response times, and a better customer experience across every location.

### CENTRALIZED CUSTOMER COMMUNICATIONS

- Automatically associate inbound and outbound calls, SMS messages, and customer interactions with the correct customer record in integraRental.
- Eliminate manual and duplicate data entry by automatically linking customer communications to rental records.
- Give your entire team, from counter workers to managers, shared visibility into customer conversations across the business.
- Ensure no messages, voicemails, or follow-ups fall through the cracks during busy rental periods and avoid costly missed business opportunities.

The screenshot displays the 'Messages' tab for a customer record. At the top, it shows 'POS Transaction: 89701', 'Location: Bettendorf', and 'Created By: Customer Service 01/07/2026 10:15 AM'. The customer is identified as 'John Smith (563) 332-5030' with an assignment to 'Customer Service'. The message history shows a sequence of messages: Lois Wilkerson (563) 555-0123 on 06 Jan 2026 10:15 AM, John Smith (563) 332-5030 on 07 Jan 2026 10:15 AM, Elliot Reed (563) 555-0124 on 07 Jan 2026 10:20 AM, and Mike Ross (563) 555-0127 on 07 Jan 2026 11:32 AM. The current message from John Smith asks, 'Hello, do you have a 19-foot scissor lift available tomorrow?'. The response from Customer Service (Jake at Rock Solid) states: 'Hi John! Thanks for reaching out. Yes, we do have a 19-foot scissor lift available for rental today. It is available until Saturday. If you'd like, I can get a reservation started for you and when you swing by, we can get it finalized so you can just sign off and walk out the door. The daily rate is \$289.47 and for 3 days, it would total \$868.41. Do you have any other questions I can help with? - Jake at Rock Solid'. A text input field at the bottom is labeled 'Type a message...'.

### OPERATIONAL ADVANTAGES

- Trigger timely, automated messages based on real rental events - such as rental agreement completion or closure - without manual follow-up, increasing opportunities for repeat business.
- Support multi-location operations with consistent communication across every location of your business.
- Strengthen customer conversations with real rental, contract, and account data available from directly within your integraRental database.
- Improve your customers' experience by engaging them in real time, on their terms, with faster and more informed responses, creating happier customers and higher odds they'll return.