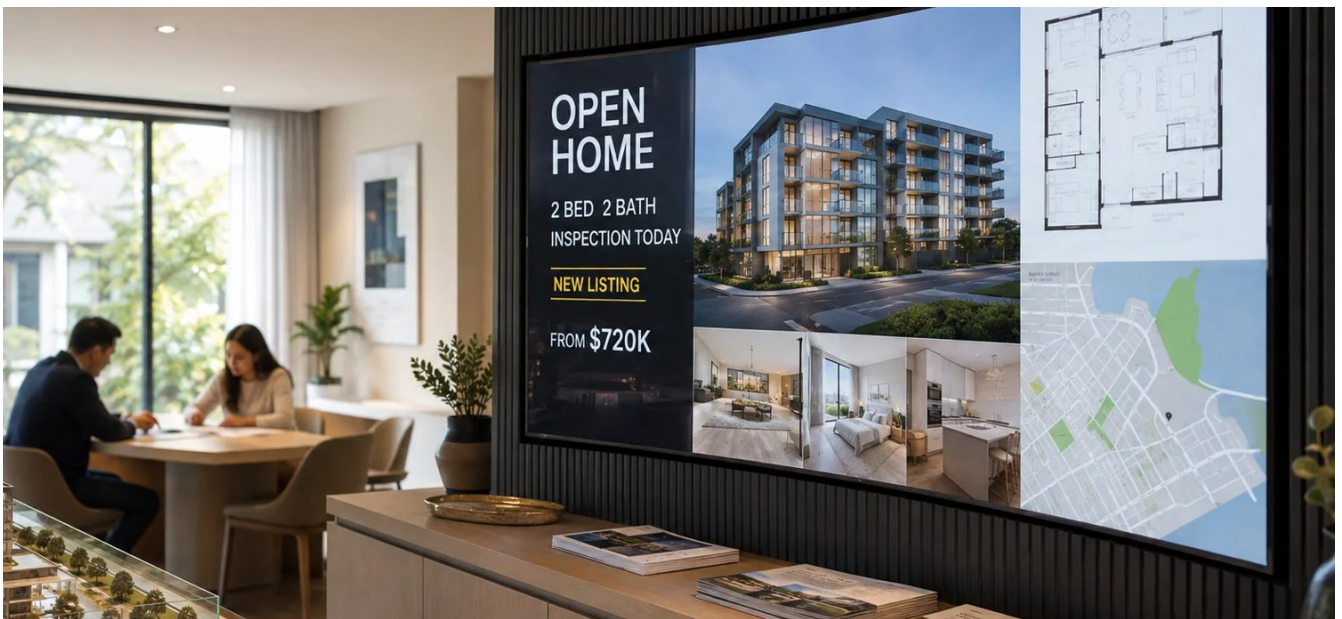


Stay close to the enquiry. Wherever the day takes you.

At an inspection, between appointments or back at the office, your team needs to reach people and pick up where they left off. C9 connects agency phones, devices and workplaces around that moving day.



Illustrative imagery. This portfolio describes solution approaches, not a completed customer project.

Sales agencies · Property managers · Multi-office groups

Inside: everyday priorities, C9 capabilities, practical delivery and the next conversation.

THE WORKING DAY

The office is only part of the working day.

Sales and property management teams spend much of their time away from a desk. Enquiries still come through the agency, documents still need to be found and someone needs to know who is handling the next step.

Enquiries crossing between people

Office calls, mobile conversations and after-hours messages need clear routing and ownership. A business number should not depend on one person being at their desk.

Files needed away from the office

Agency-managed devices and appropriate access help people work without resorting to personal inboxes and ad hoc file sharing.

More offices, more variations

Different phone systems and network setups turn simple changes into separate jobs. A branch standard gives the next office a starting point.

CAPABILITIES AT WORK

Connect the office, the inspection and the follow-up.

An enquiry reaches reception

The caller needs sales or property management, and the intended person may be out. Business calling routes the conversation according to the agency's team structure and availability rules.

An agent is between appointments

They need an agency document or a conversation handed over by a colleague. Approved mobile access and shared information support work beyond the desk.

A listing or staff role changes

Window content, shared access and calling arrangements need updating. Named owners and clear change processes help keep the agency's customer-facing information current.

Capabilities with a clear operational purpose.

The services, responsibilities and delivery plan are agreed around your environment.

Agency calling

Plan business numbers, ring groups and after-hours messages around sales, property management and reception responsibilities.

- Map reception, sales and property-management numbers.
- Agree mobile answering, transfers and overflow destinations.
- Test after-hours messages and public-holiday routing.

What this contributes: The agency can keep a business-owned contact path while staff move between the office and appointments.

[Explore Agency calling](#)

Mobile work & Microsoft 365

Set up the devices, shared information and access your staff need between the office and appointments.

- Check the devices used away from the office.
- Organise shared files and permissions by team and role.
- Set an approved process for new staff and departures.

What this contributes: Information stays in an agency-managed environment rather than depending on personal accounts.

[Explore Mobile work & Microsoft 365](#)

Connect the tools to the way people work.

Branch networks & internet

Document each office and plan coverage, business connectivity and guest access around its layout.

- Review each branch's internet, cabling and wireless coverage.
- Document equipment and guest access arrangements.
- Set a standard for branch additions and relocations.

What this contributes: Support has a known starting point across offices, and the next branch does not require every decision to be made again.

[Explore Branch networks & internet](#)

Window & reception displays

Choose displays for the viewing distance and light, with a content process for listing updates and agency campaigns.

- Assess window brightness and viewing distance.
- Choose a suitable content-management approach.
- Assign listing-update ownership and publication checks.

What this contributes: Property displays become part of the marketing workflow, with a practical way to keep information current.

[Explore Window & reception displays](#)

Support the people doing the work.

IT support & access management

Agree support ownership and staff-change procedures so agency information stays with the business when roles change.

- Confirm responsibility for CRM, network and device issues.
- Record business-owned accounts and supplier contacts.
- Plan account and device handover when staff change roles.

What this contributes: Agency managers have a clearer support route and fewer loose ends when the team changes.

[Explore IT support & access management](#)

Sales teams

Business calling and approved access that follow the working day.

Property managers

Shared information and team routing for ongoing conversations.

Reception

Clear destinations for enquiries and overflow.

Agency principals

A repeatable branch setup and documented account ownership.

A PRACTICAL EXAMPLE

Two offices. One way of handling the next enquiry.

An agency opening another branch wants its local presence without creating a separate technology operation. Start with how calls, users and shared information move between the offices, then plan the equipment around that.

Illustrative approach, not a completed customer project.

Keep local

Branch identity, local numbers and the workflows that suit each team.

Share carefully

Agency documents and collaboration tools with access appropriate to each role.

Coordinate

Calling, devices, connectivity and display setup before the branch opens.

FROM PLAN TO HANDOVER

Bring the details together.

01 / Follow an enquiry

Map how reception, agents and property managers hand conversations over.

02 / Check access on the move

Review agency devices, shared files and the systems staff use outside the office.

03 / Plan the branch setup

Align phones, network and display requirements with the site and opening date.

04 / Make the handover usable

Test everyday tasks with staff and leave clear support and account-ownership records.

KEEPING WORK MOVING

Plan for the interruption. Not just the installation.

A smooth working day depends on preparation, clear responsibilities and a usable response when something goes wrong.

Plan for the weekend

Agree actual support hours and escalation arrangements around your trading pattern; do not assume weekday coverage includes Saturday inspections.

Keep business access accountable

Make account removal, device return and information handover part of the departure process.

Coordinate application changes

Confirm CRM and portal requirements with their providers before changing the surrounding network or devices.

BEYOND HANDOVER

Keep checking the things that matter.

Agree what to review against your starting position and service scope. Useful measures should reflect the work your team is trying to do.

- Calling exceptions and unanswered-call follow-up ownership
- Staff access and device handover completion
- Branch issues that repeatedly interrupt work
- Display updates and outdated listing content

Review findings can inform the next change, a supplier conversation or a decision to leave a working system alone.

BEFORE YOU DECIDE

A few useful answers.

Can we keep our existing CRM?

We can plan the surrounding devices and network with your current CRM in mind. Any integration needs to be checked against the product, licence and vendor support available.

Can office calls reach staff on the move?

Compatible business calling services can support this. The right arrangement depends on your existing numbers, devices and how you want calls answered and handed over.

YOUR NEXT STEP

Give the next office a better starting point.

Whether you are fixing daily frustrations or planning a new branch, tell us how your agency works and where the hand-offs get difficult.

Bring these details to the conversation

- Your locations, people and current technology providers.
- The interruptions or changes that prompted the review.
- Any planned openings, renewals or deadlines.

Talk to C9 GROUP | 1800 000 299

Sales@c9group.com.au

c9group.com.au/industries/real-estate