

Prism Perspectives | Tenant Experience

Series 1



Agenda

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 - Tenant Estimates
- Reserving a Resource / Space
- Visitor Set Up
- FAQ's
- Prism Support/Training Resources
- Q&A

Meet Your Hosts!



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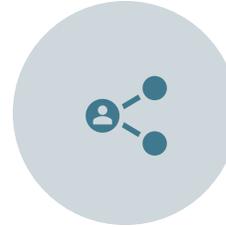
Andrew Domnauer

Sr. Customer Success Manager

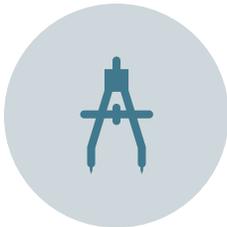
Purpose: Prism Perspectives | Tenant Experience



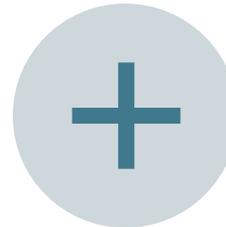
- Gain valuable insight into the tenant journey within Prism to better anticipate needs and provide proactive support.



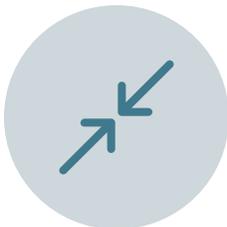
- Understand how tenants navigate critical features like work order submission, resource booking, and visitor management.



- Bridge the knowledge gap between property management perspective and actual tenant experience.



- Learn how to leverage tenant feedback to optimize Prism implementation at your properties.



- Discover opportunities to enhance tenant satisfaction and retention through improved Prism utilization.

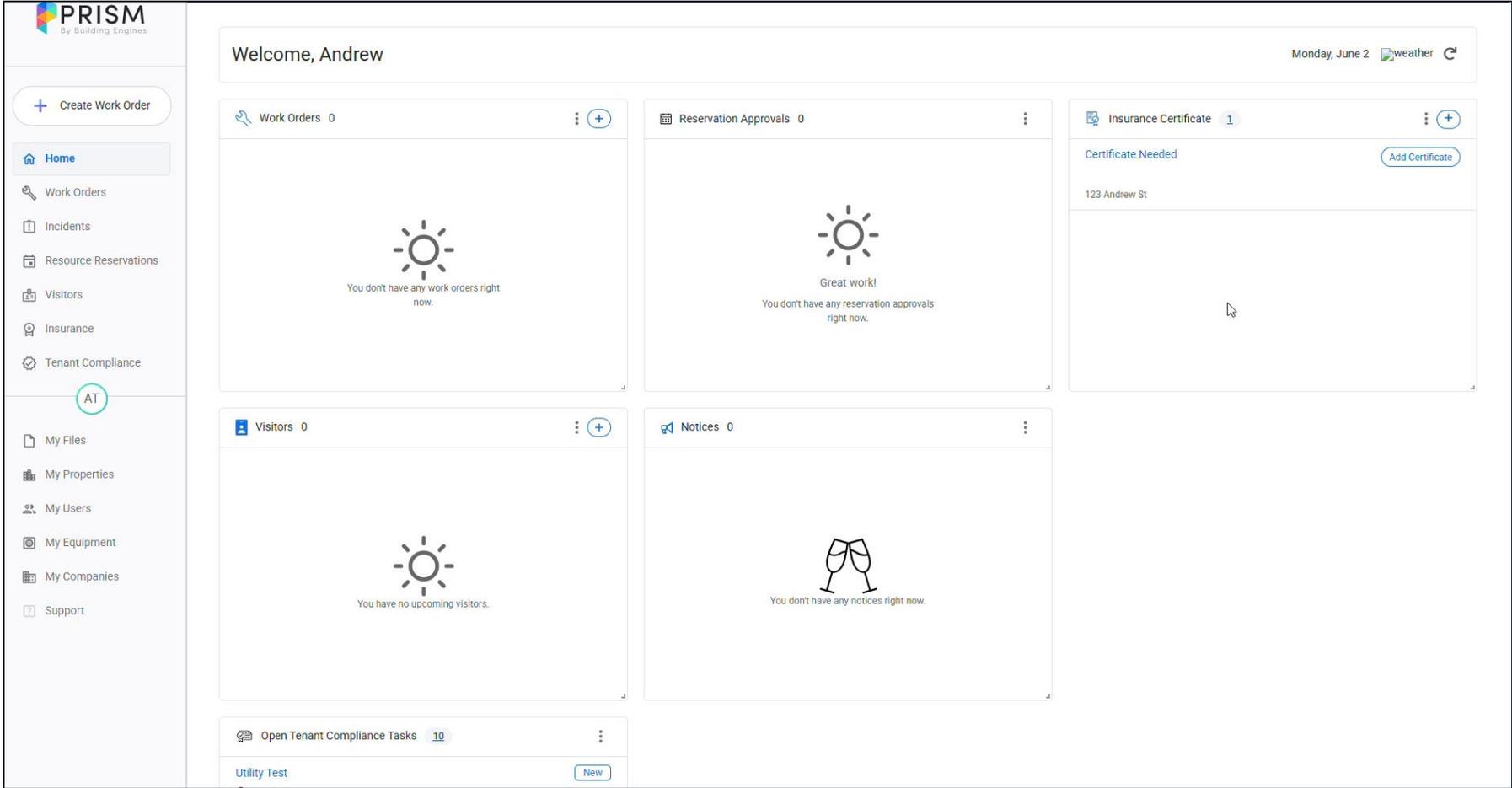


- Equip your team with strategies to guide tenants through Prism's capabilities more effectively.

Dashboard Experience

Dashboard Experience

- The Dashboard (aka Home Page) gives users quick and easy access to their top priority items.
- Tenant Users can view building communications, work orders they've submitted, Visitors, and more!
- The Dashboard is highly customizable – cards can easily be rearranged by “left clicking” on the card and dragging and dropping it to a new location to organize the dashboard based on what tenant's care about most.
- Tenants can click the “refresh” icon in the top right corner to update the cards on the home page to reflect any changes in the system.



Source: JLL, 2024

Dashboard Experience – Tenant Engagement Dashboard

- Property Managers can change the dashboard view from “Main Dashboard” to “Tenant Engagement Dashboard” to view insights on tenant usage (WO Satisfaction/Tenant Billable WO’s, etc.)

The screenshot displays the PRISM Tenant Engagement Dashboard. The interface includes a left-hand navigation menu with options like Home, Communications, Work Orders, Preventive, Readings, Inspections, Incidents, Projects, Bid Management, Contracts, Resource Reservations, Visitors, Insurance, and Tenant Compliance. The main content area is titled 'Welcome, Andrew' and features a 'Dashboard Filters' button and a 'Main Dashboard' dropdown menu. The dashboard is organized into several panels, each representing a different category of work orders or incidents. Each panel lists specific items with details such as location, status, priority, and creation date.

Category	Count	Item	Location	Status	Priority	Created
Urgent and High Priority SLA	28	Bathroom Sinks	Caroline Gadonas 12 abc	Unassigned	High	3/26/2025 12:00 AM
Overdue Preventive	710	Blue Fridge Deep Clean	Trimblestone Ln	Unassigned	New	05/31/2025 10:59 PM
Certificates Pending Review	5	CERT-000024	Testing Tenant Company Commercial Test 101	Pending	tenant	2/3/2025
Overdue Work Orders	304	Refill of Soap / Sanitizer	Ringo's Roost	Assigned	Low	12/30/2022 10:11 AM
Work Orders On-Hold	6	Signage	Gadonas Gardens	On-hold	Medium	4/1/2025 1:21 PM

Work Order Experience

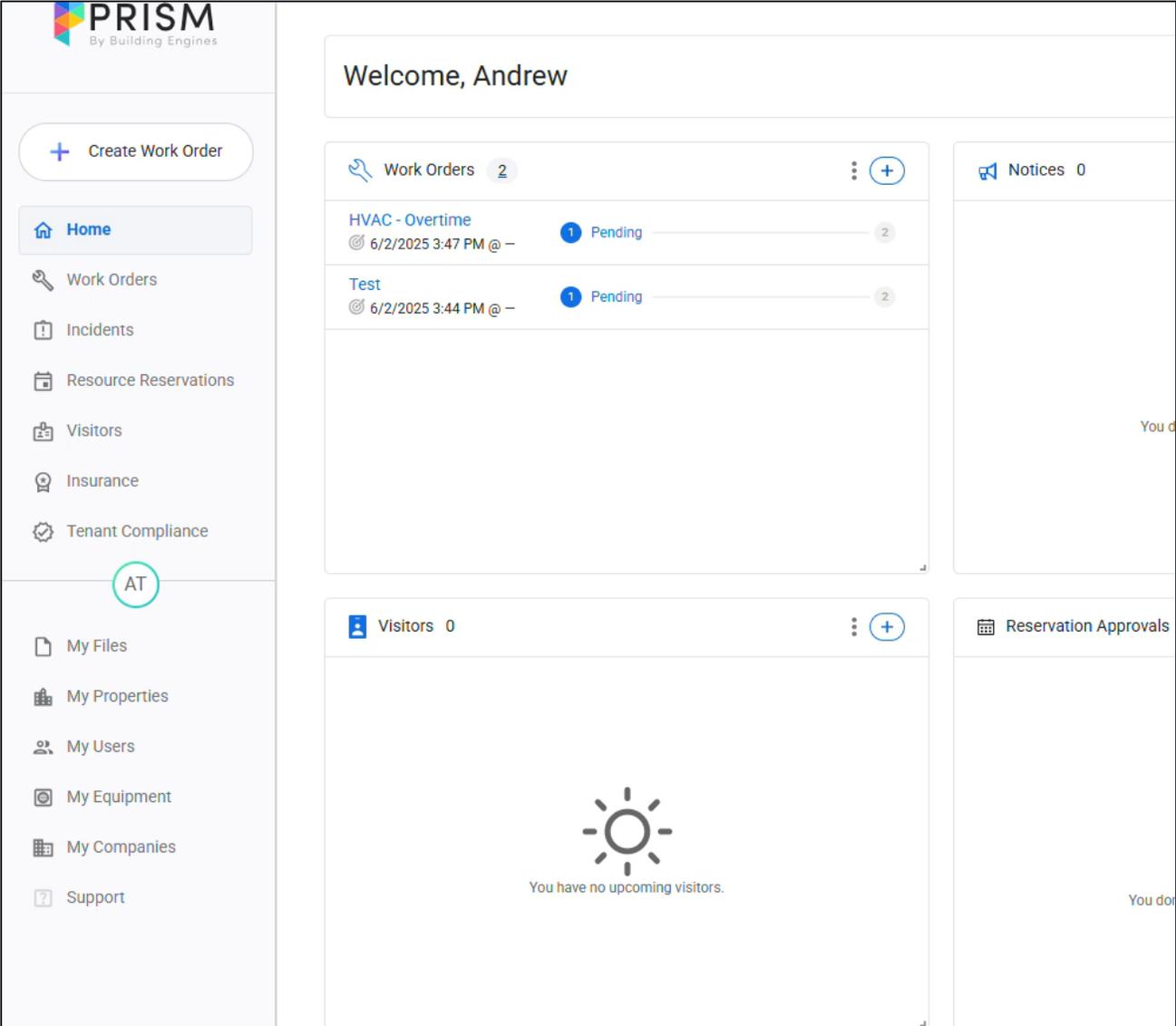
Work Order Experience - Statuses

Work Order Statuses:

- **New:** Work Order has been created but not accepted/acknowledged by Assignee (Vendor/Engineer).
- **Open:** Work Order has been started by Assignee and work is actively underway.
- **Rejected:** Work Order was not approved to be completed; often, it is not within the scope of work that is generally completed. Alternatively, this status can be used when a Vendor is unable to or uninterested in completing the work requested.
- **Cancelled:** Work Order has been determined not to be required.
- **On Hold:** Work Order that has been paused temporarily for one or a variety of reasons. Any open Work Order can be placed On Hold. (Note: The SLA deadlines are paused while a Work Order is On Hold.)
- **Completed:** Requested work has been performed; billing, approvals and other pending items may still be needed.
- **Closed:** All tasks in the Work Order have been completed, including management review, finalization of billing, etc.

Work Order Experience

- Tenants can submit work orders by either clicking the “+” on the work orders card from the Dashboard, or by clicking the “+ Create Work Order” button on the top left of the screen.



Work Order Experience

- Tenants then enter work order information (Floor/Space, Issue Type, Equipment, etc.)
- Encourage tenants to include optional information such as the Specific Location & Equipment to obtain as much information as possible.
- There is also a Details section for tenants to include detailed notes about the work order.
- Prism also allows tenants to upload a file/photo to the work order

The screenshot displays the 'Create Work Order' form in the PRISM application. The interface includes a sidebar with navigation options: Home, Work Orders (highlighted), Incidents, Resource Reservations, Visitors, Insurance, Tenant Compliance (marked with 'AT'), My Files, My Properties, My Users, My Equipment, My Companies, and Support. The main form area is titled 'Create Work Order' and contains the following sections:

- Start Form With:** A row of three buttons: 'Property' (selected), 'Company', and 'User'.
- Property:** A dropdown menu showing '123 Andrew St (123 Andrew St, Sault Ste. Marie, ON P6A 1N1, Canada)' with a 'Details' link.
- Company:** A dropdown menu showing 'Domnauer Inc.'.
- Requested For:** A dropdown menu showing 'Andrew Tenant'.
- Work Order Information:**
 - Floor / Space:** A dropdown menu with 'Choose Floor or Space'.
 - Issue Type:** A dropdown menu with 'Choose Type'.
 - Equipment (Optional):** A dropdown menu with 'Choose Equipment'.
 - Specific Location (Optional):** A text input field with the placeholder 'Where does the work need to be done?'.
- Details:** A text input field with the placeholder 'Enter Text'.

At the bottom right of the form, there are two buttons: 'Cancel' and 'Submit'.

Work Order Experience - Related Work Orders

- There is also a feature that allows tenants to enter related work orders by toggling on the “Related to Other Work Orders?” section.
- From there, tenants can: select which work order it is related to, specify the relation type, and add photos/files to the work order.

The screenshot displays the 'Create Work Order' form in the PRISM system. The interface includes a sidebar with navigation options: Home, Work Orders (highlighted), Incidents, Resource Reservations, Visitors, Insurance, Tenant Compliance (with an 'AT' badge), My Files, My Properties, My Users, My Equipment, My Companies, and Support. The main form area is titled 'Create Work Order' and contains several sections: 'Start Form With' with radio buttons for Property, Company, and User; 'Property' dropdown (123 Andrew St (123 Andrew St, Sault Ste. Marie, ON P6A 1N1, Canada)); 'Company' dropdown (Domnauer Inc.); 'Requested For' dropdown (Andrew Tenant); 'Work Order Information' section with 'Floor / Space' and 'Specific Location (Optional)' dropdowns; 'Issue Type' dropdown; 'Equipment (Optional)' dropdown; and a 'Details' section with an 'Enter Text' input field. At the bottom right, there are 'Cancel' and 'Submit' buttons.

Work Order Experience – Tenant Satisfaction

- Tenants can leave work order feedback by either responding to the feedback request email they receive, or by opening the Work Order and clicking “Rate this Work Order.”

The screenshot displays a work order interface for a 'Test' work order (ID: W-139772-000009). The status is 'Closed', priority is 'Medium', and it is assigned to 'Engineer Andrew'. The interface includes sections for 'Details' (description: 'Test work order for Demo'), 'Photos' (with a 'Drop photos to attach, or browse' prompt), and a 'Location & Contact' section. The location is 'Domnauer Inc.' at '123 Andrew St, Penthouse, 80th Floor, Sault Ste. Marie, ON P6A 1N1'. The contact is 'Andrew Tenant, Office Manager'. A right-hand sidebar shows a 'Rate this Work Order' button, a 'History' section with a 'View Detailed History' link, and a list of activity logs from 'Prism Admin' dated 6/3/2025, including status changes and arrival notifications.



Work Order Experience – Tenant Estimates

- Tenants can approve or decline work order estimates by opening the work order, reviewing the estimate, and clicking on “Approve” if they agree with the estimate.
- Tenants will receive a notification that an estimate has been submitted via email or push notification.

The screenshot displays the Prism Work Order interface for a work order titled "HVAC - Overtime" (ID: W-139772-000010). The interface is divided into several sections:

- Header:** Shows the work order title, ID, and creation date (Yesterday, 3:47 PM). It includes a "Change" link and an "Actions" menu.
- Approval Status:** A prominent message states, "This work order requires approval of the estimated amount before work can be done." The estimated amount is CA\$1,000.00. There are "Decline" and "Approve" buttons.
- Work Order Status:** Includes buttons for "Acknowledged" and "Arrived".
- Details Section:** Shows the current status as "On Hold", priority as "Medium", and assignee as "Engineer Andrew".
- Work Order Description:** Details include "Nightly HVAC" and a "Specific Location" field with a placeholder "Enter location details".
- Photos:** A dashed box indicates where to drop photos to attach, with a "browse" link.
- Navigation Tabs:** Includes "Location & Contact", "Labor & Materials", "Equipment", "Readings", "Files", "Forms", "Related Work", and "Vendor Invoices".
- History Panel:** Shows a log of events, including a comment from "Prism Admin" on 6/3/2025 at 1:23 PM regarding a change in the estimate from US\$0.00 to CA\$1,000.00 and a status change from "Open" to "On Hold".

Reserving a Resource/Space

Reserving a Resource / Space

- To reserve a resource/space, tenants can click “Create Reservation” within the Resource Reservation Module.
- Next, enter the date, times, and review available resources.
- Then select the desired time on the right-hand side of the page.
- Scrolling down - tenants can enter a Reservation Name, enter details, add invitees, and confirm the cost.
- Once the desired information is entered, select “Add Reservation.”

The screenshot displays the PRISM Resource Reservations interface. On the left is a navigation sidebar with options like Home, Work Orders, Incidents, Resource Reservations (highlighted), Visitors, Insurance, Tenant Compliance, My Files, My Properties, My Users, My Equipment, My Companies, and Support. The main area is titled 'Resource Reservations' and includes tabs for Reservations, Approvals, and Resources. Below these are search and filter options for keyword, saved layouts, properties, and resources. A calendar for June 2025 is shown, with the 3rd of the month highlighted in yellow. A 'Create Reservation' button is visible in the top right corner.

Reserving a Resource / Space - Settings

- Resource/Space settings can be updated from the Resource Reservations Module by selecting “Resources” then choosing a resource to update.
- Ensure “Tenant Visible” is toggled on (if applicable), Add/Remove files, add optional info. (Capacity, Booking Visibility, Reservation Approval, Availability, Booking Rules, Amenities, Floor Setup, etc.)
- To ensure a smooth reservation experience for tenants; property management teams should review Resource/Space settings.

The screenshot displays the PRISM Resource Reservations interface. On the left is a navigation sidebar with categories like Communications, Work Orders, Preventive, Readings, Inspections, Incidents, Projects, Bid Management, Contracts, Resource Reservations (highlighted), Visitors, Insurance, Tenant Compliance, Admin, and Reporting. The main content area is titled 'Resource Reservations' and includes tabs for Reservations, Approvals, and Resources. A search bar and filter options for Saved Layouts, Properties, and Resource are present. A warning message states: 'During Impersonation, Grid Saved Layouts and Exports may work differently than expected.' Below this is a calendar for June 2025 showing 2 reservations: 'Test Reservation' on Monday, June 2nd, and 'Party!' on Wednesday, June 4th. The calendar view is currently set to 'Month'.

Visitor Set Up

Visitor Set Up Experience

- Tenants can add visitors by opening the “Visitors” module & selecting “Create Visitor”
- Next tenants can select the entry type (single or multiple visitors), Duration, Email notifications, Visitor type (guest or vendor), Parking/Vehicle information, and more!

The screenshot displays the PRISM By Building Engines user interface. The top left corner features the PRISM logo and the text "By Building Engines". Below the logo is a navigation sidebar with a "Create Work Order" button and a list of menu items: Home, Work Orders, Incidents, Resource Reservations, Visitors, Insurance, and Tenant Compliance. A circular badge with "AT" is positioned above the "My Files" item. The main content area is titled "Welcome, Andrew" and includes a weather widget for "Monday, June 9". The dashboard is divided into four panels: "Work Orders" (3 items), "Notices" (0 notices), "Visitors" (0 upcoming visitors), and "Reservation Approvals" (0 approvals). The "Work Orders" panel lists three items: "Test" (6/2/2025 5:05 PM @ -) with a "1 Pending" status, another "Test" (6/2/2025 5:02 PM @ -) with a "1 Pending" status, and "HVAC - Overtime" (6/2/2025 4:47 PM @ -) with a "2 Open" status. The "Visitors" panel shows a sun icon and the text "You have no upcoming visitors." The "Notices" panel shows a pair of glasses icon and the text "You don't have any notices right now." The "Reservation Approvals" panel shows a sun icon and the text "Great work! You don't have any reservation approvals right now."

Visitor Set Up – Watch List

- Tenants can add unauthorized individuals to the Watchlist to restrict their access to the property by clicking on “Watch List” within the “Visitors” module then selecting “+ Create Watch List”
- Add Name, Contact information, Reason, Attach Photo(s), Contact on Arrival Instructions, etc.
- Ensure building management & security are trained on established protocols for handling this situation to safeguard tenant safety & wellbeing.

The screenshot displays the PRISM By Building Engines interface for the 'Visitors' module. The left sidebar contains navigation options: Home, Work Orders, Incidents, Resource Reservations, **Visitors** (selected), Insurance, and Tenant Compliance. Below these are 'My Files', 'My Properties', 'My Users', 'My Equipment', 'My Companies', and 'Support'. The main content area is titled 'Visitors' and includes tabs for 'Visitors', 'Returning', and 'Watch List'. A search bar is present with the placeholder 'Search by keyword, phrase, etc...'. There are also dropdown menus for 'Saved Layouts' and 'Property', and a 'Show Filters' button. A 'Visit Date Range (1)' filter is active, and a 'Reset All Filters' button is available. A warning message states: 'During Impersonation, Grid Saved Layouts and Exports may work differently than expected.' The table below has columns: Visitor Name, Property Status, Visitor Type, Status, Created At, Date, Time, and Upcoming Visits. The table is currently empty, displaying 'No Rows To Show'. A '+ Create Visitor' button is located in the top right corner.

FAQ's

- Q: What is the difference between the “Complete” and “Closed” Work order Status?
 - *A: “Complete” means the work has been completed, but there still may be outstanding approvals or billing needed. Closed means all tasks in the WO have been completed, including management review and billing finalization.*
- Q: Why isn't the information on my Dashboard cards up to date?
 - *A: The dashboard likely needs to be refreshed by selecting the refresh button on the top right corner of the home page.*
- Q: I am trying to reserve a resource for this afternoon, and I know for a fact it is available today, but the earliest Prism is allowing me to make the reservation is 24 hours from now! Why is this happening?
 - *A: The booking rules likely require 1-day advanced bookings. Contact your property management office to see if they can override or update the booking rules to allow for same day bookings.*

Prism Resources

Questions?

Contact our Prism Support Team!

Visit our [Support Center](#)

or

Submit a Ticket at

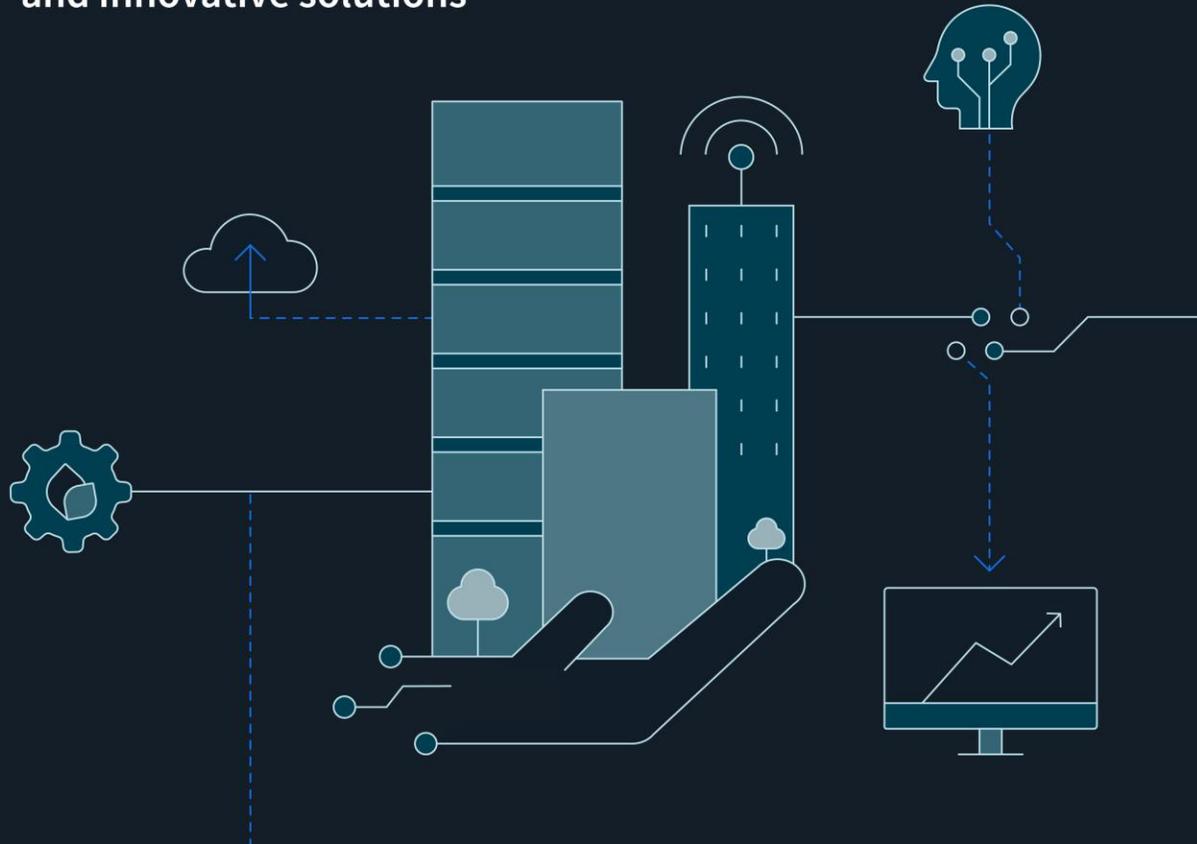
prismsupport@buildingengines.com

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in-depth training!

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Building Engines Connect 2025

Shaping CRE with intelligent, efficient,
and innovative solutions



Tuesday, July 29th, 2025 | Virtual Event

Don't miss our annual property management technology user conference! **Building Engines Connect 2025** brings together industry leaders, Building Engines customers and users for an interactive day of learning, networking, and innovation.

Featured Session:

Empowering Excellence: Your Prism Success Toolkit

2:00 PM-2:30 PM ET

Join our Customer Experience (CX) team as they walk you through essential Prism resources designed to elevate your property management capabilities. Discover Prism University, explore support channels, and learn proven strategies for training and adoption that drive measurable results.

Save your spot today!

<https://beconnect.cventevents.com/event/beconnect2025/>

Q&A

Thank you!



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