



## FREQUENTLY ASKED QUESTIONS

### **What is ClikFIX?**

ClikFIX is Bentall Kennedy's proprietary tenant services platform, designed specifically to enhance the tenant service experience at our managed properties. Using our proprietary ServCtr system, ClikFIX technology allows us to custom-configure the service level requirements of the properties we manage, ensuring that the needs of our tenants are effectively met. ClikFIX is also a vital tracking tool, allowing us to closely monitor our progress in responding to each service request we receive.

### **How does ClikFIX work?**

A tenant, or other user, contacts our service centre by telephone, web, email or fax. Each request for information or services is processed by a Building Service Representative (BSR).

If a user has requested routine information, the BSR simply answers the question and logs the transaction for future tracking. If a service request is placed, the BSR executes the request and a work order is generated. The work order is immediately routed electronically to the appropriate building operations personnel or approved contractor.

Users who are designated as key contacts can choose to be automatically notified of key events around a service – a particularly useful feature for larger tenants with multiple requests outstanding at any given point in time. When the work is completed, the job status is updated to "Resolved". Prior to closing the work order, the assigned technician will add final comments and cost information, if applicable.

### **What hours does ClikFIX operate?**

The ClikFIX service centre is staffed 24 hours per day, 7 days per week. Tenants have the option of submitting service requests by phone, web, email or fax 24 hours a day. Outside of your building's core business hours, non-urgent service requests will be addressed the next business day.

### **How do I contact ClikFIX?**

There are multiple ways of contacting us, and you can choose the one most convenient for you:

- By phone at 1-866-ClikFIX (254-5349)
- Via the web, from your building's website (if applicable), or directly at [www.ClikFIX.com](http://www.ClikFIX.com)
- By email at [service@ClikFIX.com](mailto:service@ClikFIX.com)
- By fax at 604-661-5004

### **What if my service request is urgent?**

When a service requirement is urgent, you should always contact us by phone at 1-866-ClikFIX (254-5349). In the event of an emergency or life-threatening issue, please call 911 before contacting the service centre.

### **What if I want to call the property manager or site manager directly?**

You are welcome to discuss your service needs directly with building staff or your property manager. They will either input your service request into the ClikFIX system or provide the details of your requirements to the service centre.

### **How do I learn more about ClikFIX?**

Visit [www.ClikFIX.com](http://www.ClikFIX.com) and click on "Learn More About ClikFIX". You can view an online demo or download our User Guide. Or please feel free to call 1-866-ClikFIX (254-5349) or email [service@ClikFIX.com](mailto:service@ClikFIX.com). We'd be happy to answer any questions you may have.



Our foundation is  
**service**