Kinetic

Keep students safe, and satisfied, all year round

Meet KxRequests: Our portal through which students can get help for all the accommodation issues they might face. Requests can be easily made through online forms, which generate reports and communications within KxStudent that your team can deal with quickly and fairly.

How it works:

Year-round availability

Students can make requests and open two-way case longs 24/7, all year round, and get all the care they expect from check-in to check-out.

Centralised, real-time system

Receive requests instantly and transfer them in real time to KxStudent for management and communication, creating a clear record of activity and removing paper forms and email requests.

Support student welfare

KxRequests can help safeguard student wellbeing by giving them the means of reporting any issues, from maintenance and guest stays to problems with neighbours

Optimise request offerings

Decide when you want certain request options to be available, such as room transfers 30 days after check-in for students who want to change.

How it helps you

Keep students safe

Maintain full oversight of who is staying in accommodation (including guests) and give students a confidential way to report any issues without confrontation.

Ease service offering and management

KxRequests can group requests for better management and processing

Improve student experiences

Assign student requests to designated operators, streamline experiences with quicker and intuitive reporting forms, and automatically update students on progress.

Explore upselling opportunities

You can include request types that generate extra sales of products and services, such as bedding packages and improved internet facilities.

KxRequests has enabled us to have tailored options that allow our students to log requests through our student hub. They can request to move room, request a renewal and report a repair. They have changed the way we work and interact with our students in a very positive way.

Lianne Henry
Head of Student Allocations, Accommodation, Catering & Events

THE UNIVERSITY of EDINBURGH

Student accommodation, wellbeing and event management software

info@kineticsoftware.com
Sales:+44 (0)1908 067000
www.kineticsoftware.com