

INDUSTRY | CONSTRUCTION

Property management & construction company



This company provides property management services.

Challenge

The client was launching a new experience site to assist tenants by providing real-time answers to common questions and enabling them to raise issues directly through the platform. The challenge was ensuring the site offered seamless support for tenants to quickly find relevant information and escalate any unresolved problems.

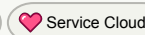
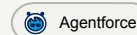
- Ensuring tenants had immediate access to relevant answers in real-time without waiting for manual intervention.
- Providing a clear and user-friendly way for tenants to submit issues or concerns.
- Integrating real-time support into the new experience site while maintaining efficiency and reducing response time.
- Creating an automated system to manage and escalate unresolved issues effectively.

Solution

To address their challenges, we implemented the following solutions:

- **Simplified Property Management Interactions** - The Agentforce Agent assists tenants by answering general and specific property-related questions, streamlining the tenant experience.
- **Self-Service Support** - Tenants can quickly find answers to FAQs, reducing the need for direct support and improving efficiency.
- **Intelligent Case Management** - The agent handles more complex issues by utilizing the tenant's logged-in session to pre-fill case management fields, ensuring faster resolution.
- **Knowledge-Based Support** - FAQs are sourced directly from a library of PDF documents, providing reliable, on-demand information for tenants.
- **Efficient Issue Escalation** - For unresolved issues, the system ensures cases are properly managed and escalated for faster resolution.

PRODUCTS USED



Outcome

By the end of the project, our client could:

- Provide tenants with immediate answers to general property management questions through self-service options.
- Streamline the case creation and management process, with pre-filled fields based on logged-in session data for quicker resolution.
- Minimize the need for direct customer support by empowering tenants to find the information they need in real time.
- Improve operational efficiency with automated case handling and seamless escalation for complex issues.
- Reduce tenant frustration by providing a more intuitive and responsive platform for addressing concerns and inquiries.

