



Assist-Me™ Accelerator for Housing

Self-service automation for up to 98% of all customer enquiries

The Assist-Me™ Accelerator pack for housing is designed to fast-track the delivery of customer self-service automation for messaging and voice.

Within the Assist-Me platform you simply select and upload the most relevant housing templates. Conversational AI provides Natural Language capabilities which enables more realistic and conversational responses than basic chatbots.

Based on insights from thousands of real-world conversations, which have also been used to train the AI. The FAQ Accelerator pack covers over 70 popular housing topics along with hundreds of training phrases to provide high levels of understanding and simple and concise answers.

Customers using the solution report that it understands and provides automated responses for up to 98% of all enquiries.

We've analysed and documented the questions most commonly asked by housing customers



• Repairs & Maintenance

- Fault diagnosis
- Suggested resolutions
- Repair processing
- Repair updates

• Property locator

• Tenancy & Household

• Reporting & Complaints

- Anti-Social Behaviour (ASB)
- Rubbish & fly tipping
- Pests

• Community & Wellbeing

• Rent & Finance

• Gas & utilities enquiries

• Housing & building

• Right to buy

• Opening times

• Telephone numbers

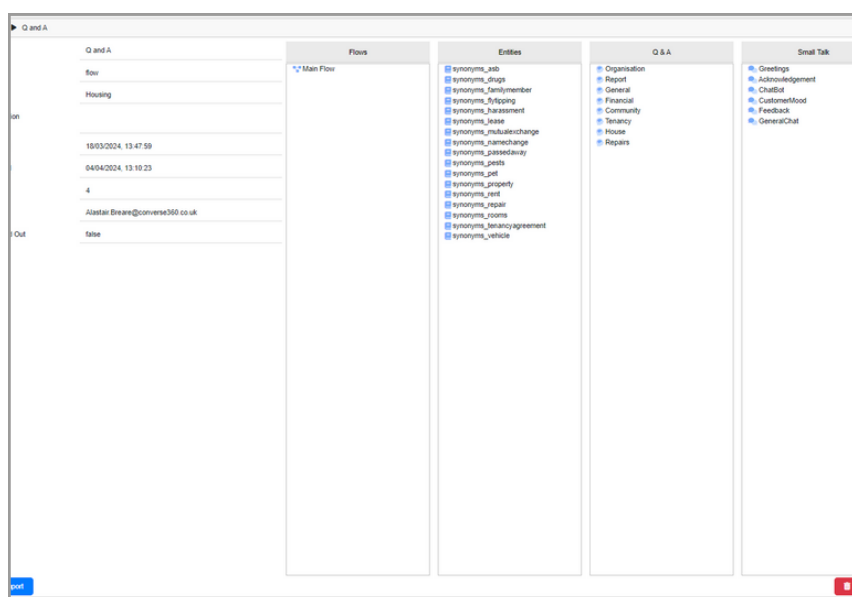
• Office address

• Building Insurance

and more....

The accelerator framework includes over 70 common customer questions and topics, including synonyms and multiple variations on the ways that questions might be asked.

Choose your housing template, start using it in seconds



Features



Most popular housing questions and use-cases are templated for easy editing



Industry specific content developed, enhanced and tested by real customers.



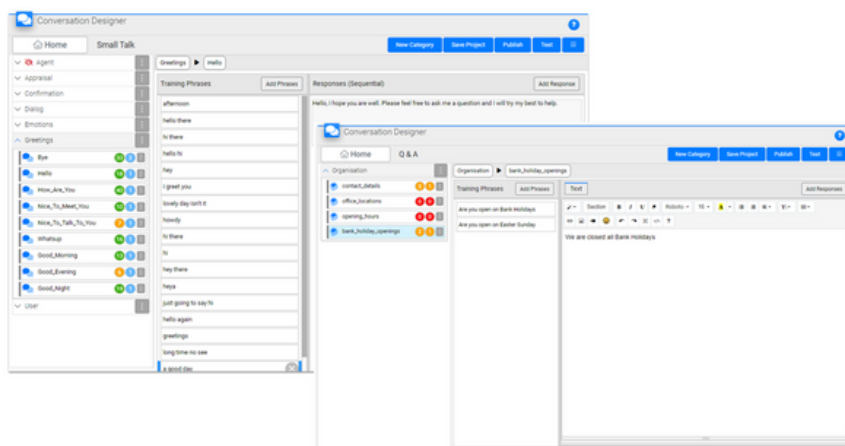
Fast tracks set-up time with hundreds of editable responses and flows

Advanced workflows can also enable you to connect to housing applications to look up information related to repairs, rent or tenancy.

Manage, edit and update with a simple no-code interface

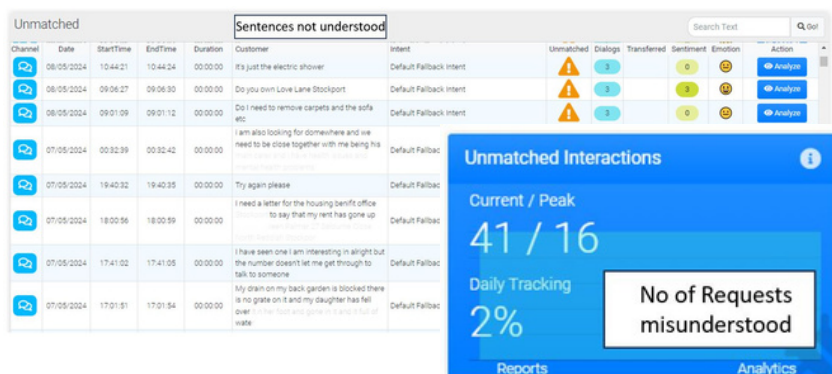
Add, manage and edit the templated FAQs with a simple to use interface.

Learn from historic interactions, re-train and test the system to improve performance.



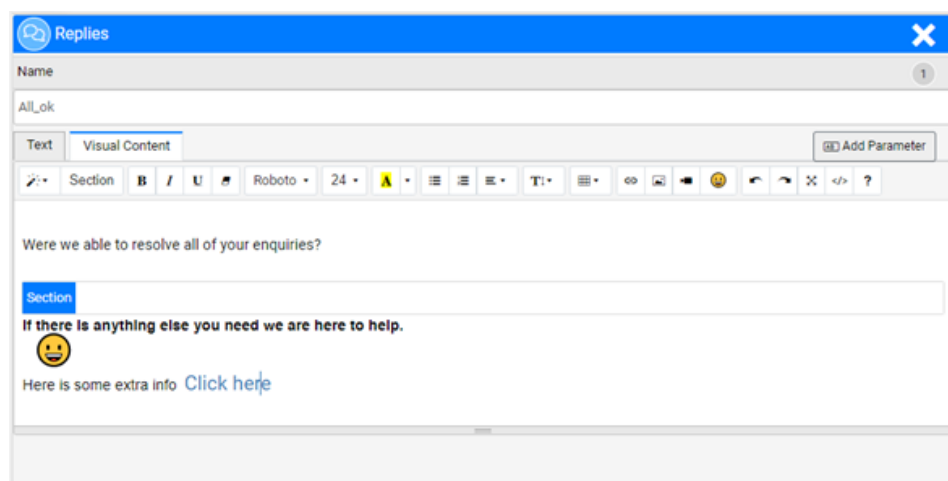
Easily track any questions which are not understood using the dashboard view.

Use the summary insights to retrain the AI, add more topics and review full transcripts for more in-depth analysis on individual customer conversations.



Go beyond text responses

A visual editor enables you to easily edit your Q&As and enhance your responses with rich text and visual media including email, images and video.



Features



Mix text, tables, bullets, and numbers in the editor to present info in many ways



Add emojis to lighten the tone



Easily add links to other webpages, websites, and phone numbers

Are you ready to accelerate your customer value?

Results from dozens of successful deployments with housing providers have given us unique insights into the benefits that customer service automation delivers.



30% increase in user engagement



40% reduction in live chat requests



1000's hours saved with automation



90 Second average time saving for live chat calls

Process 1000's of requests automatically across devices.



Improve employee efficiency and customer satisfaction



Reduction in staffing requirements



Expand system knowledge by connecting to housing applications and more...



Provide easy to use self-service 24/7 and 365 days per year!

Next steps

[Request a copy](#) of our FAQ Accelerator topic list for housing.

[See our AI Assistant in action](#) in a housing environment. Follow example FAQ's, simple and complex workflows and see how transactions can use your data to retrieve personalised information.

[Request a personalised demo](#) where we can show the most relevant features and functionalities to address your specific challenges and demonstrate how easily you can blend automated responses, with live agent hand-off including context and transcripts.

Get in touch with our team to learn how next-gen AI can grow your business.

About converse360

converse360 helps organizations deliver digital customer engagement across any channel that is instant, effortless and personalised. Its Conversational Service Automation platform intelligently blends self-service, assisted service and live service to enable businesses to serve their customers faster and easier, 24/7 at scale.