



Deliver customer service
24/7 across multiple
digital channels



Book, amend & cancel
maintenance and repair
appointments



Survey customers, track
sentiment and gather
instant feedback



Troubleshoot &
diagnose faults, report
damp, mould or ASB



Transform your customer
services with AI &
Automation

Specialist AI Assistant for Housing

Quick-start self-service automation for housing providers

Transform your customer service capabilities and reduce the pressure on your human agents, giving them more time to support vulnerable customers with a specialist, conversational **AI Assistant for Housing**.

Quick to launch with templates that save set-up time, and pre-trained using thousands of tried and tested phrases based on real-life insights from multiple housing organisations. The AI Assistant is able to **respond to around 95% of all inbound enquiries**.

An AI Assistant delivers value by responding instantly to customer enquires from your website, portal or app, and seamlessly connecting to Live-chat or your Contact Centre for easy escalation to a human agent. You can even use an AI Assistant for information gathering, for example, to run a customer survey or gather feedback.

Give customers an easy and convenient way to ask questions extending your opening hours 24/7

We've analysed and documented the questions that housing customers most often ask...



• 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

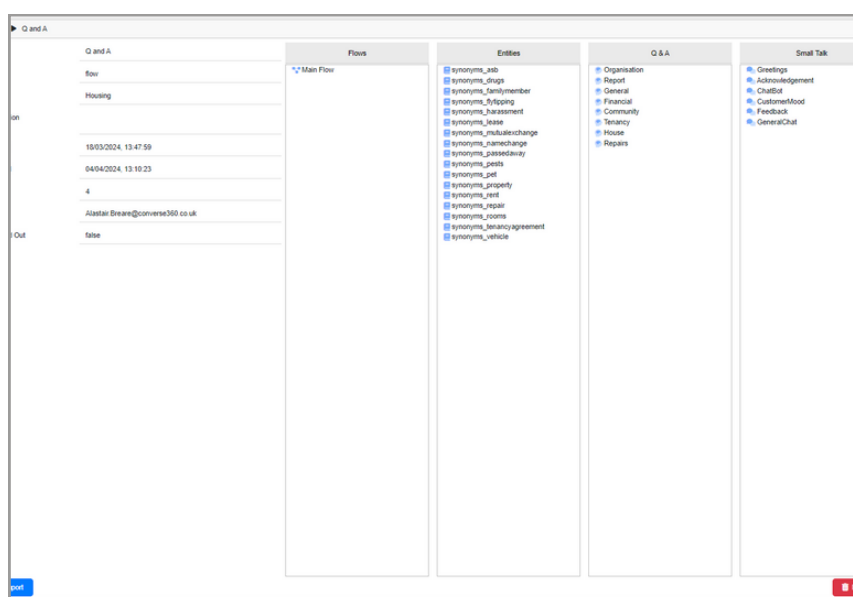
• Office address

• Building Insurance

and more....

The AI Assistant framework includes hundreds of topics, including training on the multiple variations of ways that questions might be asked. All are easy to edit to align with your organisation.

Choose your housing template for quick set-up



Features



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



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

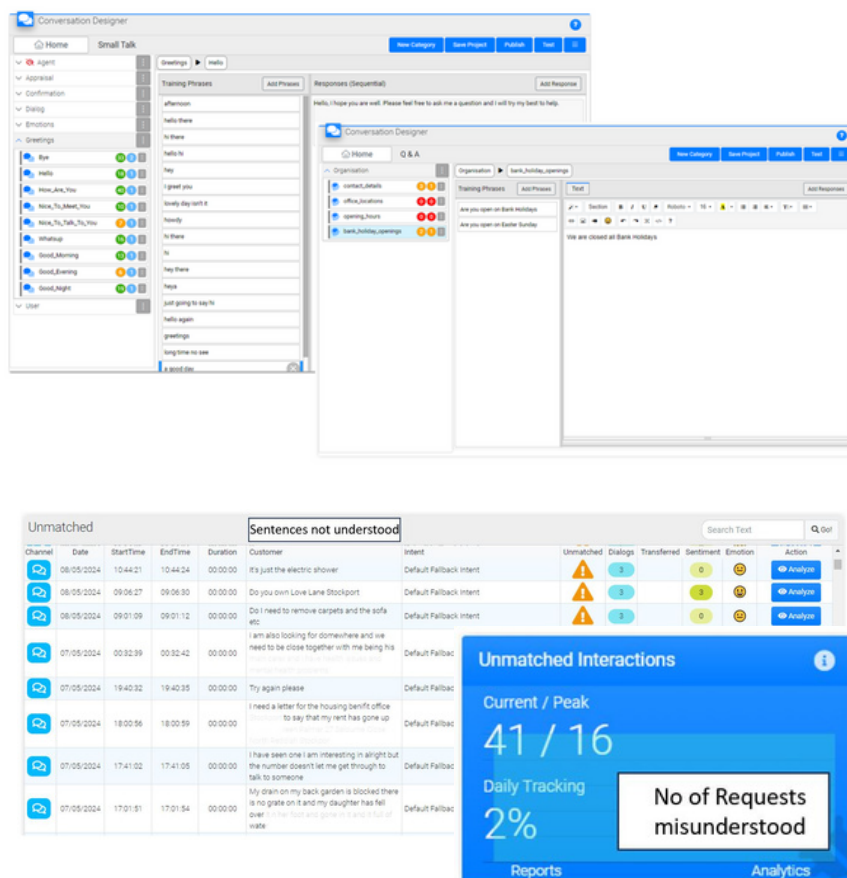


Fast tracks set-up time with hundreds of editable responses and flows

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

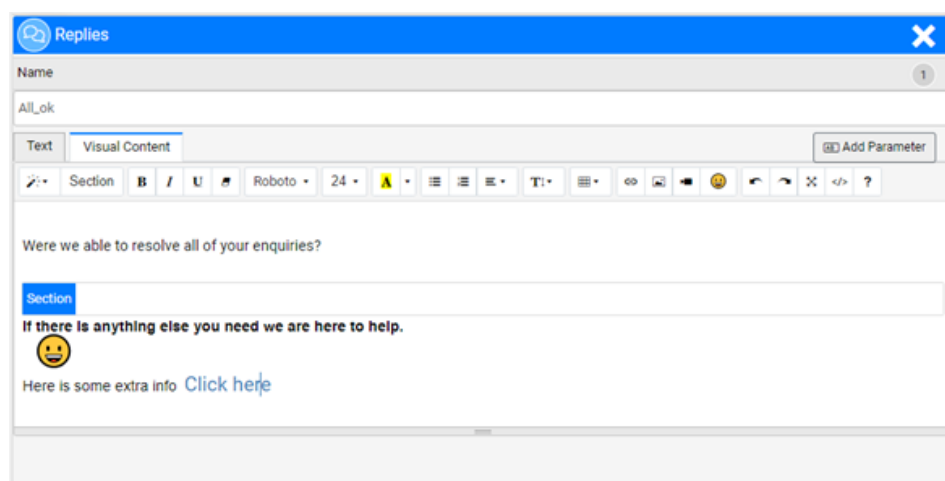
Manage, edit and update with a simple no-code interface

- 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.
- Use Generative AI to offer even better comprehension of requests.
- 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 simple 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 transform your customer service?

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!

AI Assistant for Housing, Summary

- A specialist AI Assistant for housing pre-trained to recognise and respond to **95% of enquiries**.
- Capture data, triage or escalate to human agents via Live-chat or inbuilt Contact Centre connector.
- Optional connections with CRM, Housing Management Systems and Payments.
- Messaging platform works via browser with smartphones, tablets or PCs.
- Easy to manage in-house with no prior technical knowledge.
- Packages start at **£295 pcm, plus set-up fee**.
- Minimum 6 month commitment.

[Request a personalised demo](#) discuss your specific challenges and see how an AI Assistant could help to provide customer self-service and blended with your human agents with full context and transcripts.

About converse360

converse360 helps organisations deliver digital customer engagement across any channel that is instant, effortless and personalised. Its AI & Automation Assist-Me[®] platform, intelligently blends self-service, assisted service and live service to enable businesses to serve their customers faster and easier, 24/7 at scale.

converse360 has helped multiple housing associations in the UK to adopt AI for customer service automation including; Home Group, Great Places, Taff Housing, ForHousing, Futures, Grand Union, East Midlands Housing and others...