

How iAGENT adds value to Property Agency

NOVOMIND iAGENT

A new dimension of customer contact:
novomind iAGENT is the intelligent
customer service platform for optimal
multi-channel management.

On a single dashboard screen, you can
view the communications/conversations
between you and your customers through
mail, chat and social media channels
such as WhatsApp, Telegram and
Facebook.

Contact Us

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REMEGO Pte Ltd

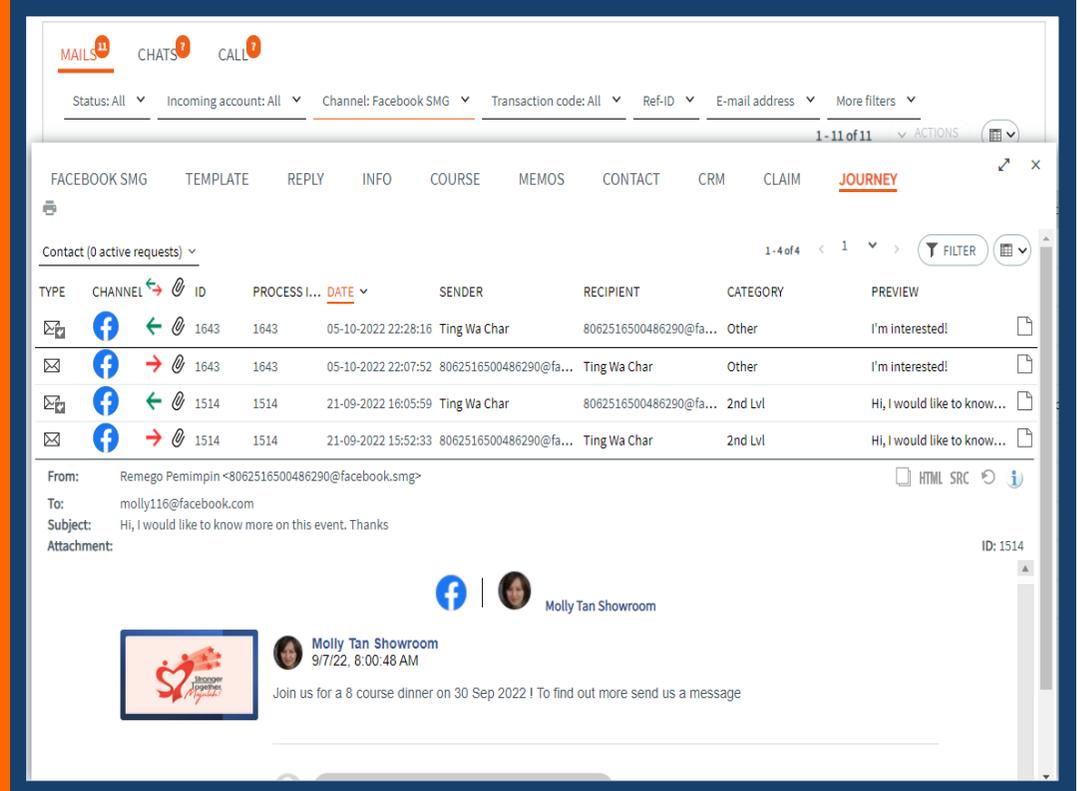
1 Pemimpin Drive
#05-01 One Pemimpin
Singapore 576151



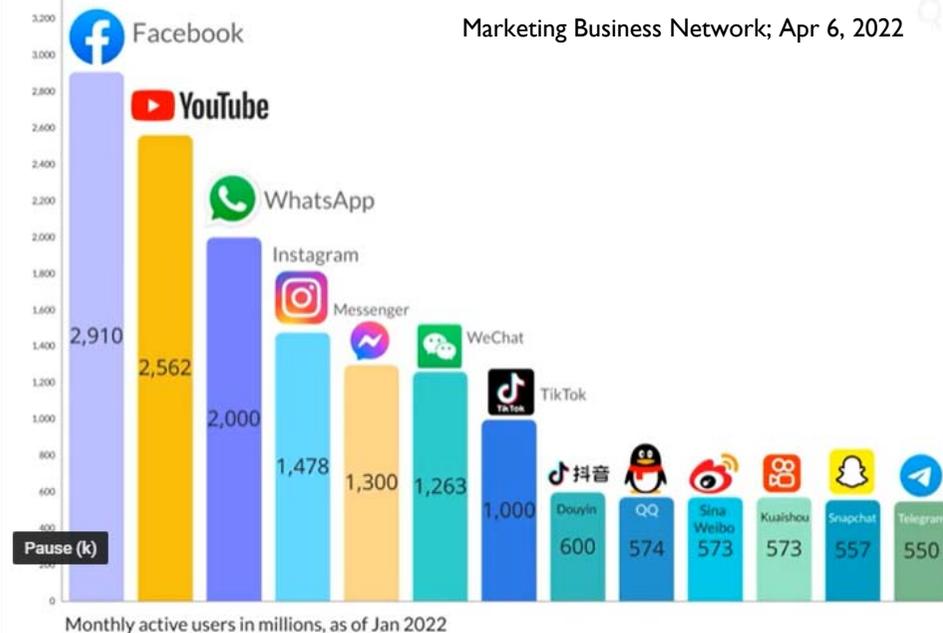
What is NOVOMIND iAGENT ?

Social media marketing is one of the fastest-growing channels that estate agencies can take advantage of. Web marketers can drive viewers to your website and/or social media. With the increase in traffic, responding quickly to the queries that flow in will be vital to capturing these leads ?

novomind iAGENT is a social media aggregator platform that allows you to interact with your customers through their preferred channels; review previous interactions with a customer; and you may even consider setting up a chatbot for a 24x7 experience to your customers.



Global social networks by number of users



How iAGENT works

A property listing in Facebook can attract potential buyers who may have their preferred chat channel to communicate with. A buyer may first communicate with a property agent through Facebook comments, Messenger and then WhatsApp.

An agent can respond to a buyer on a **single platform** for all these three channels. At the same time, iAGENT can "link" these contacts into one customer profile, giving a better **customer management**.

A chatbot can also be setup to provide 24 x 7 immediate response, providing first level engagement to a buyer. This is key to a successful **customer experience**.

Use Case – Respond to Customer queries on FaceBook Post

The image shows a multi-step process. On the left, a Facebook post for 'Just a Showroom' is displayed, with a comment 'Hey, this looks good. Is there a floorplan?' circled in red and labeled '1'. A red dashed arrow points from this comment to the iAGENT interface. In the iAGENT interface, the comment is shown as a 'Facebook SMG' with a red '2' and an arrow pointing to it. A red oval highlights the response area in iAGENT, labeled '3', which contains a canned reply: 'Dear Molly Rem, thanks for your comment. Here you can find the floorplan: https://showroom16.novomind.com/chat/other/124269-27-Floorplan.jpg. We would be happy if you contact us via PM in the chat. Here you can ask further questions and arrange viewing appointments directly. https://m.me/JustMyShowroom. Best regards, Your Social Media Team'. A red dashed arrow points from this response to the final screenshot on the right.

1. A Facebook post on a property attracts the attention of a viewer. The viewer wants to know the floor plan.
2. The comment entered in FB is forwarded to iAGENT. Based on the settings, iAGENT then sends the "ticket" to correct agent.
3. iAGENT can be programmed with a list of canned responses. Agent only needs to fill up the required information (like fill-in the blanks).
4. Agent's response is sent to FB as a reply. This exchange is stored in iAGENT and can be retrieved by the agent.

This screenshot shows the Facebook post with the agent's reply. The reply is a direct response to the comment 'Hey, this looks good. Is there a floorplan?'. The reply text is: 'Dear Molly Rem, thanks for your comment. Here you can find the floorplan: https://showroom16.novomind.com/.../124269-27-Floorplan.jpg. We would be happy if you contact us via PM in the chat. Here you can ask further questions and arrange viewing appointments directly. https://m.me/JustMyShowroom. Best regards,, Your Social Media Team'. Below the text is a link to a floor plan image. The reply is labeled '4' with a red arrow pointing to it.

iAGENT

Main capabilities

- offer 360° customer service
A centralized multi-channel contact management solution for all company sizes.
- Single desktop application
Agents can process all enquiries from all channels on a single, easy-to-use dashboard.
- Central multi-channel routing
Queries can be directed to the right expert team based on criteria such as topic, location.
- Support multi-digital channels
iAGENT is readily available to converse with customers via voice, email, chat and social media such as WhatsApp, Telegram, Facebook and Messenger.
- Customer Journey
A bird's-eye view on customer interactions with your Company. Use it to improve customer's service.



iAGENT is a powerful communication platform to manage and automate customer communication across all channels.

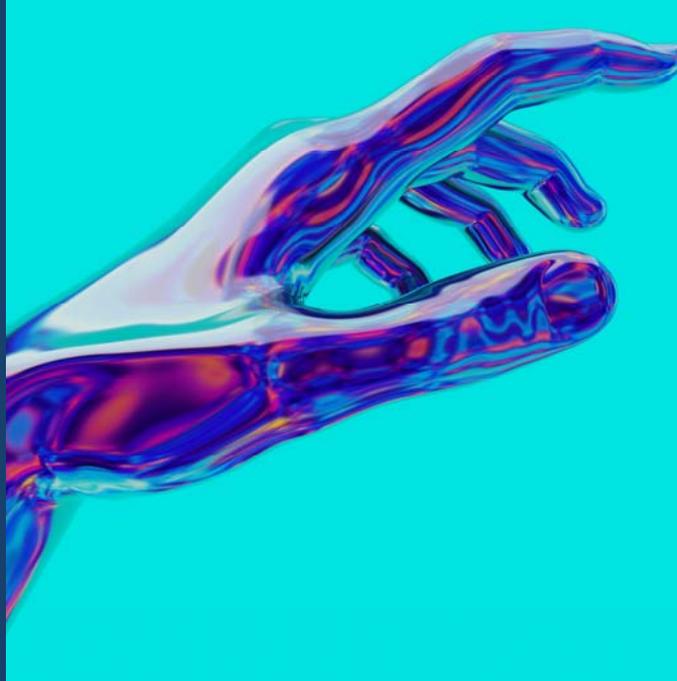
Always available – just like a friend

Benefits

iAGENT is hosted on cloud and there is no need to invest in infrastructure. No worries on end-of-life products or hardware upgrade.

Social media connectivity is available immediately for use upon signing-up.

An integrated dashboard that is intuitive, to be used by property agents.



SG Reference Site

ACES CARE Helpline (Singapore) in
June 2022

A national helpline that provides assistances to seniors in need.

Powered by novomind iAGENT - a cloud-based solution that supports voice, email, WhatsApp and Telegram channels.

Volunteers can call or chat from their home with seniors. All communication channels are recorded for follow-up or audit purposes.



Remego has a team of contact centre experts to help you develop successful strategies today for better service to your Customers.

Contact us for a demo
Sales@remego.com

