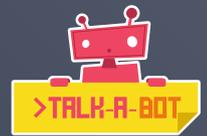


# Real estate agency chatbot



**Client:** Real estate agency



**Location:** Hungary



**Date of implementation:** 2018 August



**Platform:** Facebook Messenger

## ! PROBLEM

Our client's aim was to disencumber their contact centre and increase their conversion. They also realized that nowadays it's a must to have a digital assistant because the whole real estate and booking experience gets easier and more comfortable with a virtual chatbot. From business point of view, it also brings more lead, its engaging, so overall it saves time and money.

## ✓ SOLUTION

Chatbots have revolutionized the way we book, buy, sell or rent properties by turning long static forms into an interactive experience. With 24/7 availability, both client's chatbot make sure the customers are getting what they need, no miss out on any leads during non-business hours. Answering FAQ is a core feature, so the real agents can skip repetitive tasks and care of real business.

Csilla chatbot is available on Facebook Messenger. The virtual agent helps you choose the real estate and – if its needed - recommends loans as well. Her database is integrated with the real estate agency's website, so all of the properties are available on chat too. Bookmarking function is helpful to find the perfect property. Csilla offers contact options to a specific agent, but you can also ask her to let you know when any changes happen connected to the chosen property (price, available/not available). Csilla immediately informs you if you switch on notifications. She also can act like a real advisor based on your search history and used filters. She analyses your data and helps you find the most suitable property. The algorithm provides more relevant offers than a human person.

## NUMBERS



average correct answer rate

**81%**



search for property:

**1000**



valid loan request:

**60**

## TOP TOPICS



- credit cards/debit card
- loans
- ATM