UMH: **Optimized Tenant Communication** through the Use of a Chatbot

How We Successfully Implemented a Custom Chatbot for U. M. Hanseatische Haus- & Grundstücksverwaltung GmbH (UMH) Using Microsoft Virtual Agents to Enhance Service Quality

UMH a leading company in the property management sector, manages a broad portfolio of residential properties and has been a longstanding client of DATAGROUP Bremen.

To further maximize their service quality and reduce internal administrative effort, UMH turned to innovative technologies. In collaboration with us, UMH implemented an intelligent chatbot based on Microsoft Virtual Agents. This has allowed for more efficient communication with tenants and interested parties, significantly boosting customer satisfaction in the process.

+ The Key Facts at a Glance:

- Successful Implementation of a Chatbot with Microsoft Virtual Agents
- Seamless Integration into Existing Communication Channels
- Significant Relief for Customer Service and Increased Service Efficiency

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+ The Challenge

Like many companies in the real estate industry, UMH faces the daily challenge of handling a large number of recurring inquiries—from general information about rental properties to specific questions regarding contracts or maintenance work. The challenge was to manage these inquiries efficiently while maintaining a high level of service quality. The solution was the development of a chatbot that answers frequent questions upfront, significantly relieving the burden on customer service.

+ The Almato Solution

We developed a chatbot based on Microsoft Virtual Agents that efficiently answers the most common queries from tenants and interested parties. The implementation of the chatbot followed a structured process:

1. Analysis of Frequent Inquiries

We first analyzed the most common and time-consuming inquiries. This analysis served as the foundation for developing the chatbot dialogues.

2. Creation and Customization of Dialogues

Using Microsoft Virtual Agents, we developed a tailored chatbot that responds precisely to questions about rental agreements, maintenance requests, availability of rental properties, and other frequent concerns.

3. Integration into Existing Systems

We seamlessly integrated the chatbot into the existing company website, ensuring that inquiries previously handled via phone or email were automatically managed through the chatbot.

4. Training and Adaptation

After implementation, we trained the UMH team to manage the chatbot and continuously adapt and optimize it to user needs.

+ The Success

The introduction of the chatbot led to a significant reduction in the workload of UMH's customer service team. Within just a few weeks, the chatbot independently handled a large number of incoming inquiries, which led to a noticeable decrease in email and phone traffic.

As a result, employees could focus on more complex and individualized inquiries, while routine questions were efficiently and quickly addressed by the chatbot. This led to increased customer satisfaction and an optimization of internal processes.

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UMH

Customer Statement

»Thanks to the implementation of Almato's chatbot, we were able to significantly reduce the burden on our customer service and increase the satisfaction of our tenants and prospects. The collaboration was extremely productive, and we are more than satisfied with the results.«

Ulrike Uplegger
CEO , UMH

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