



ENHANCING
CUSTOMER EXPERIENCE
**REALTORS &
REAL ESTATE**



Handling high-value calls is one of the key strengths of a cloud Contact Center – and in the real estate business, virtually every call meets that standard.

In this extremely competitive space, missing a call can equate to missing a sale, and for a successful realtor that can mean literally tens of thousands of dollars or more. For brokerages with multiple agents, the challenge is manifested at scale.

UNIVERGE BLUE ENGAGE Contact Center enables realtors and real estate firms to make sure every call counts, and with powerful tools available for appointment scheduling and reminders, there will be no cracks for anything to slip through.

REALTORS & REAL ESTATE CHALLENGES:

- › Help schedule appointments for viewings and open houses
- › Reach real estate agents anywhere, on any device
- › Make sure listings agents get their specific calls
- › Field calls for agents that may work from other offices (but same brokerage)
- › Prioritize calls based on value
- › Elegantly handle missed calls
- › Stay in touch with past clients and continue to nurture prospective ones

UNIVERGE BLUE® ENGAGE

ENHANCING PATIENT EXPERIENCE



UNIVERGE BLUE ENGAGE CONTACT CENTER OFFERS:

- IVR accepts an appointment request, looks up agent availability, sends to agent for review, creates a Dynamic Notifications reminder object for both customer and agent
- Present the caller with an IVR that prompts for listing number; automatically connect to the listing agent based on database lookup
- Set up IVRs with dial-by-name options (telagent/"retail IVR" setup) or, if live Contact Center agents are answering, leverage built-in agent phone books for quick transfers
- Contact Center staff can transfer not only to direct agents but also to office-specific IVRs
- For existing clients, perform a CRM lookup and assign to a "high-value" queue; for new calls, look up organization-defined value-based criteria
- Present callback options and/or have voicemail routed to the listing agent
- Pulse out regular agent newsletters, lifestyle ideas, home décor tips, etc. with Dynamic Notifications

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