



# VIRTUAL

MARCH 10 - 11, 2026

# CLASS DESCRIPTIONS



# ACCOUNTING

---

## Automating Voyager Management Fees

Explore Voyager's management fee automation and its integration with pay commission functionality. Learn how to calculate and track management fees, create recurring payables, and post AR on corporate books for pending income—all with enhanced efficiency.

## Correcting Resident & Tenant Ledgers

Ensure accurate ledgers for residents and tenants. This class reviews ledger structures, demonstrates adjusting transactions, addresses common issues and shares preventative measures.

## Deposit Accounting & Unit Transfers

Understand the essentials of deposit accounting and unit transfers in Voyager. Learn how to manage deposits accurately and handle unit transfers without disrupting financial integrity.

## Introduction to Voyager Intercompany & Cross Entity Transaction

Gain a foundational understanding of Voyager's intercompany and cross-entity transaction functionality. Learn how these features support accurate accounting across multiple entities and streamline complex processes.

## Upgrading to Voyager 8: Overview

Voyager 8 brings powerful enhancements to the Voyager 7S experience. This session provides a high-level overview of Voyager 8, what's new, and what to expect during the upgrade process. Discover how Voyager 8 positions you for future growth and innovation.

## Voyager 8 Period Close Dashboard

Get hands-on with the period close dashboard in Voyager 8. Learn how to navigate its features for streamlined financial management, improved visibility and faster reporting.

## Voyager Bank Reconciliation

Make bank reconciliation effortless with Voyager! Learn the prerequisites, walk through the reconciliation process, and explore reporting tools that help ensure accuracy and efficiency. This session also covers Auto Bank Rec, a powerful feature that automates matching and reconciliation for faster, more accurate results.

## Voyager Financial Best Practices

Join this session to explore accounting best practices in Voyager. Topics include general ledger setup, month-end procedures, transaction date importance, task automation and optional financial database packages—all designed to boost efficiency and accuracy.

## Voyager Financial Reporting Overview

Discover how Voyager simplifies financial reporting. This introductory session highlights the most commonly used financial reports, their key features and tips for streamlining your reporting process.

## Voyager Month-End Tie-Outs: AR, AP & Security Deposits

Master the month-end tie-out process for accounts receivable, accounts payable and security deposits. This session covers best practices, common pitfalls and tools to ensure accurate financial close.

# REPORTING

---

## Custom Financial Analytics: Introduction

Unlock the power of custom analytics in Voyager! This introductory session covers how to build quick, customizable reports using the front-end report builder. Learn about template types, dynamic date tokens and Voyager data types. We'll also explore creating custom analytic templates and dive into prior-period comparative reporting and variance analysis—whether for a single property or an entire portfolio.

## Voyager 8 Report Builder

Learn how to create powerful, customized reports with the Voyager 8 Report Builder. This session walks through building reports from scratch, applying filters and leveraging advanced formatting options. Gain the skills to design reports that deliver actionable insights tailored to your business needs.

## Voyager 8 Reporting Capabilities

Take a first look at the enhanced reporting capabilities in Voyager 8. Discover new features like multiple saved filters, personalized visual modifications and improved search functionality. We'll also showcase new reports and layouts designed to make your reporting faster and more intuitive.

# TECHNICAL

---

## Voyager 8 Security

Enhance your security expertise in Voyager 8! This session covers role management, admin reports and advanced techniques for customizing roles and controlling access. Learn best practices to maintain a secure and compliant environment.

## Voyager Automated Tasks & Notifications

Streamline your workflows with Voyager's automated tasks and notifications. Learn how to configure email alerts and task assignments based on workflows, critical dates, or defined criteria. Automate communication with tenants, vendors, owners and employees, and track task completion directly from the dashboard.

## Yardi Document Management for SharePoint: Overview

Discover how Yardi Document Management integrates seamlessly with your Office 365 environment. Learn how to redirect from Voyager or Yardi Elevate directly into dedicated SharePoint Online site collections. This session highlights the benefits of organized structures, taxonomy, autonomous security management, intuitive navigation tools and smooth Outlook integration.

## Yardi Replicate & Yardi Data Connect for Power BI

Unlock the full potential of your data with Yardi Data Connect and Yardi Replicate. This session explores how these solutions work together to deliver powerful analytics and seamless data management.

Yardi Data Connect provides a secure, automated feed from Yardi Voyager into your Microsoft Power BI environment, enabling you to create dynamic dashboards and custom visualizations. Use your existing Microsoft Azure and Power BI setup to aggregate data from multiple Voyager databases and other sources. With a starter pack of data and dashboards, you can start gaining insights instantly—without manual connections.

Yardi Replicate simplifies data management by moving Voyager data to your cloud environment in real time. This enables integration with other data sources and supports advanced reporting and analytics, giving you flexibility and scalability for deeper insights.

Together, these tools empower you to centralize data, automate workflows and leverage industry-standard platforms for smarter business intelligence.

# ASPIRE

---

## AI-Assisted Course & Policy Authoring

Let Yardi Aspire accelerate and simplify your content creation and design workflow with AI-powered features available in Aspire Platinum. Discover how embedded AI tools help you move from idea, document, or video to branded, interactive learning in minutes, not weeks. Create policy drafts, learner communications and engaging announcements. Learn how Aspire Platinum reduces manual effort and helps teams deliver more training without adding workload. Designed for clients using or evaluating Aspire Platinum.

## Aspire Admin Essentials

New to Aspire or stepping into an admin role? This session covers the core skills every Aspire administrator needs to manage training with confidence. Discover how quickly you can add users, assign learning, manage due dates and enroll learners in live training events. Explore compliance and performance metrics, review user activity and run reports that feature next step action options for supporting learners in the moment. Learn how to automate assignments and reporting to save time and drive higher completion rates.

## Aspire: Simplifying Training, Compliance & Performance

Find out how Aspire can improve your training program by bringing together fully customizable Yardi software training with critical industry-specific topics, from fair housing compliance and safety to sexual harassment and diversity. Yardi's employee development tool combines the accountability, reporting and efficiencies of a learning management system with a complete authoring tool set, game engine, policy hosting and event and webinar management system. Yardi Aspire is integrated into the Yardi stack, delivering training at the moment of need with recommend courses embedded in Yardi software workflows and playable on the Aspire mobile app for on-the-go employees. Learn how to connect your university with HR systems to fully automate your training for all onboarding and continuing education. Deepen knowledge, save time, reduce errors and improve training efficiency with Aspire.

## Extend Live Training Impact in Aspire

Whether you are hosting in-person training, virtual training, or a hybrid session, Yardi Aspire helps you maximize learning impact from scheduling to attendance and beyond. Learn how to schedule training in minutes and automatically register users for required events. Host meetings with integrated Microsoft Teams and Zoom tools that automate event creation, registration syncing, calendaring and attendance tracking, so you can focus on the session itself and use Aspire's live polling tools and assessments to engage learners. Finish your event by uploading training recordings and slide decks straight to Aspire, helping you extend the impact of your live training long after they end.

## Introducing Aspire Policy Management

Centralize policy management in one place and eliminate the need to manage policies across multiple systems that create confusion and sit outside employees' daily workflows. Upload Word documents or PDFs, or use intuitive authoring tools to quickly draft company policies and related procedures. Tag policies and associate them with properties to ensure the right information reaches the right employees, then seamlessly add policy acknowledgement to learning plans to support accountability and compliance. Better yet, enable your published policies to support the Virtuoso Support AI chat experience, giving employees fast, consistent answers in the flow of work. Come learn what's available today, and what's arriving soon in your Aspire university.

# ENERGY

---

## Yardi Energy Solutions for Residential & Commercial

Learn the features and benefits offered by the Yardi Energy Suite. This suite of solutions automates utility management without interfaces to third-party systems. It can streamline bill payment, resident utility cost recovery and reporting on sustainability. See how the suite improves visibility to your energy data to help drive down controllable costs and increase asset value.

# MAINTENANCE

---

## Facility Manager: New Feature Spotlight

Learn about the latest features released to Facility Manager module. This class reviews some of the newer functionality within the work order, inspection and preventative maintenance areas of Facility Manager. This class is intended for current Facility Manager users.

## Fixed Asset Manager: Overview

This class details the Fixed Assets Manager module. The instructor will review setup and usage, which includes creating fixed assets and calculating, posting and reporting on depreciation. You'll also see new features and our roadmap.

## Maintenance IQ for Multifamily: Mobile App

Maintenance IQ has a multitude of tools that aim to streamline productivity in your workday. This class will be geared toward the Maintenance IQ Mobile application and its functionality for work orders and inspections.

## Maintenance IQ for Multifamily: Unit Turn

Join us as we show you how to improve productivity and reduce unit turn times, track turn costs and project milestones on the Unit Turn dashboard.

# PAYMENT PROCESSING

---

## Advanced Payment Processing

Attend this class to take a deeper dive into Payment Processing. We'll walk through how payments flow through the system and explore several advanced topics. These include month-end closing, bank reconciliations, best practices and common troubleshooting techniques.

## Resident Online Payment Experience

Attend this class to see the resident payment experience in RentCafe! Join us to see how residents initially set up their bank accounts and cards for processing one-time and recurring payments. Other exciting topics will include resident payments through the Mobile CHECKscan Application and generating a WIPS account number directly in RentCafe.

## Voyager 8: Payment Processing Introduction

Attend this class as we dive into accounts receivable in Voyager 8. We will demonstrate new features and how to manage all accounts receivable activities in one location. Learn how easy it is to navigate to reports, tenant ledgers and alerts on the dashboard.

## Voyager 8: Payment Processing Reporting

This class will show you how to find and understand the main reports used in Voyager 8 AR Manager. You'll learn about reports for cash management, checks, credit and debit cards, recurring payments and statistics. We'll cover things like the payment calendar, deposit summaries, dispute reports and transaction details. By the end of the class, you'll know how these reports help you keep payment data accurate and organized.

# PROCURE TO PAY

---

## Bill Pay: Overview

Learn how Bill Pay and Bill Pay Express can automate payments to vendors, owners, tenants and residents. Simplify payment times and the application of those payments for all types of invoices.

## Bill Pay: Payment Security Advanced Features & Best Practices

This class focuses on maximizing the effectiveness and use of Bill Pay. We'll cover best practices to help you align your organization's use of the solution with industry trends. This class provides a strong foundation for improving payment security with Bill Pay and VendorCafe. Each solution helps mitigate risk you might face in your AP processes. Attend this class to get a jump-start on securing those processes.

## Procure to Pay: Best Practices

This class examines setup and functionality best practices for the PayScan element of Yardi Procure to Pay that make the AP process seamless.

## Procure to Pay: Introduction

Get a comprehensive look at the Procure to Pay product suite, with emphasis on procurement, invoice processing, approvals and payments. See how PayScan supports consistent policies, removes paper invoices and enables electronic invoicing. Walk through the full transaction lifecycle, from PO to invoice to payment, and learn how to improve your AP operations.

## Procure to Pay: Introduction to Service Contract Manager

Learn how Service Contract Manager can help streamline your management of service contracts, upcoming expirations, documents and all associated transactions.

## Procure to Pay: New Features Update

Learn about the latest offerings in the Procure to Pay Suite. This class reviews new functionality within PayScan, Marketplace, VendorCafe and Bill Pay. This class is intended for current Procure to Pay users.

## Procure to Pay: PayScan Basics

PayScan delivers consistent AP policies, eliminates the physical movement of paper and facilitates electronic invoicing. Take this class to view the full transaction lifecycle, from converting your paper invoices into electronic invoices to approval and posting. Learn how to track, review and process your invoices using PayScan dashboards and the Procure to Pay mobile app.

## VendorShield: Introduction

Learn how VendorShield can help you reduce operational risk. VendorShield is a comprehensive, full service vendor compliance and monitoring platform built into the VendorCafe and vendor approval workflows. The system features configurable criteria, reporting and real-time, accurate compliance statuses to help you know your vendors.

# VIRTUOSO

---

## From Composition to Connection: Getting Started with Virtuoso Agents

Learn how Virtuoso Agents can streamline routine tasks and support your operations. Explore how agents are built and configured in Virtuoso Composer, how Virtuoso Central is used to manage and maintain them, and how the Virtuoso Marketplace allows you to browse and deploy pre-built AI agents. This session is ideal for beginners who want a clear understanding of the Virtuoso agent ecosystem and how its components work together.

## Meet Virtuoso Support: AI Power with a Human Touch

Discover how Virtuoso Support delivers fast, friendly answers with artificial intelligence while also keeping a real human a click away. This session explores how blending AI with human intelligence creates a smarter, more responsive experience for your users. Learn how this always-on assistant speeds up resolutions, increases satisfaction and fits right into your existing workflow, no extra setup, just extra helpful.



## Virtuoso Connectors:

### Accessing Yardi Context in LLMs

Discover how to connect your Yardi context to Large Language Models (LLMs). This session shows how users can interact with enterprise data using natural language, with no code or custom reports required. Learn what Virtuoso Connector is, how it integrates with existing Yardi systems, and explore real-world examples of prompt-driven workflows. Ideal for anyone looking to make smarter, faster decisions with AI-powered insights.

# COMMERCIAL

---

## Spotlight on Commercial

Join us for a fast-paced tour of our commercial management product suites. We'll provide overviews of our strategic product footprint and roadmap for Voyager 8 for Commercial, Elevate, WorkCafe and CommercialCafe. We'll also touch on some exciting new products including Yardi Data Connect, Floorplan Manager and Tenant Shield.

## Commercial Best Practices:

### Advanced Topics

Take your expertise further with advanced best practices for special cases. Learn strategies for mixed-use property setup, attributes, GL segments, creative lease configurations, management fees, correspondence and more.

## Commercial Best Practices:

### Introduction

Optimize your Voyager Commercial experience with best practices recommended by our Professional Services Group. Topics include commercial analytics, task and notification automation, report packets, custom tables, ad hoc reports and more.

## Commercial Recoveries

Join this class to learn how the Voyager recovery tool set helps users accurately process CAM recoveries. The instructor will review recovery reconciliations and tenant charge schedule adjustments using our intuitive tool set and straightforward reconciliation function. This class covers complex recovery scenarios such as segmented recoveries, custom denominators, cap/min, recovery-by-unit, periodic (non-annual) recoveries, gross-ups, anchor deductions and recovery accrual.

## CommercialCafe Tenant Portal:

### Advanced Features

Learn about advanced features and processes in the CommercialCafe tenant portal including passwordless tenant login, new integrations like Construction Manager and more! This class will also highlight new features and what's coming.

## CommercialCafe Tenant Portal:

### Introduction

Explore how CommercialCafe Tenant Portal delivers best-in-class tenant experiences. This session covers features such as 24/7 access to online payments, statements, documents, maintenance requests, sales data entry and other service offerings—all designed to improve convenience and engagement.

## Marketing Manager

Discover how Marketing Manager streamlines your lead generation with a single marketing platform for commercial real estate. Our powerful automation and expert outsourcing centralize the content behind your website, listings, emails and brochures. It pulls properties, spaces and key lease dates from your existing Yardi Voyager platform to produce listing information for syndication, email templates and brochures. This seamless process eliminates redundant data entry and populates custom listing pages and leading commercial listing sites automatically.

## Smart Lease:

### AI Lease Abstraction Introduction

Discover how Smart Lease uses AI to simplify lease management by automatically abstracting key terms and data from complex lease documents into Voyager. Learn how this tool reduces manual effort, improves accuracy, and enables intuitive lease searches using natural language queries for clauses, options and property-specific details.

## Voyager 8 Commercial Lease

### Administration: Advanced Topics

Dive deeper into advanced lease administration in Voyager 8. Learn how to set up leases, amendments, clauses, and options, and explore reporting for each area. We'll also cover remeasurement amendments, sublease functionality, master lease concepts and more—all designed to streamline complex lease management.

## Voyager 8 Commercial Overview

Learn how Voyager 8 for Commercial simplifies lease administration and portfolio management. This session highlights the intuitive user interface for data entry and review, tools for analyzing portfolio health, managing collections, tracking insurance compliance and generating insightful reports.

# CONSTRUCTION

---

## Construction Basics

Join us for an overview of Yardi Construction Manager, part of the Yardi Elevate platform. Learn how real-time budget tracking and construction timeline visibility can help you make more informed decisions. This session highlights core features and benefits that support stronger project oversight and financial control.

## Construction Draws & Receivables

Explore the construction draw process in Elevate Construction Manager during this focused session. We'll walk through setting up funding sources, using the Draws dashboard and creating draw worksheets and packets—helping you track receivables accurately and keep project funding on track.

## Construction Manager for Commercial: Introduction

Part of Yardi Elevate, Construction Manager provides real-time insight into budget performance and the construction timeline. This class will provide a high-level look at Construction Manager's features and benefits.

## Construction Manager: Capital Planning

Learn how the Construction Manager Capital Planning feature helps teams centrally manage capital expenditure (CAPEX) requests for maintenance, upgrades, tenant improvements and more. Capture up to 10 years of budget data, streamlining job creation and integrating with Forecast Manager to improve planning, accuracy and long-term decision-making.

## Construction Manager: Construction Management Fees

Gain a comprehensive understanding of CM fees (Construction Management fees), which represent the costs associated with the management services for construction jobs. This session will teach you how to effectively manage, track and integrate CM fees into your overall project budget for improved financial oversight.

## Construction Manager: Forecasting

Discover how simple forecasting can be with the refreshed look and enhanced functionality in Elevate Construction Manager. With brand-new options and a completely redesigned UI, this is a session you won't want to miss. Join us to see how these updates can streamline your job forecasting process.

## Construction Manager: Legal

This course provides an in-depth overview of the Legal feature in Construction Manager, a powerful set of tools designed to streamline legal document management. You'll learn how to create, store and edit legal documents with ease, leveraging integrated redlining, version control and built-in electronic signature functionality. Enhance your workflow by mastering these essential tools for efficient legal management within Construction Manager.

## Construction Manager: Project Management

As part of Yardi Elevate, Construction Manager transforms how asset, development, and project managers analyze job cost data. Join this session to learn how key features—such as milestone tracking, risk assignment and cost-per-square-foot analysis—provide deeper insight and stronger control over project performance. Discover how Construction Manager can elevate your project management process.

## Construction Manager: RFPs & Vendor Management

Learn how to simplify and streamline the bidding process with Construction Manager. This class will show you how to efficiently manage the entire workflow—from sending out an RFP and awarding contracts to processing vendor payments. Don't miss out on this opportunity to optimize your vendor management process!

# FORECASTING

---

## Forecast Manager for Commercial: New Process Management Tools

Join us to learn more about new and updated tools to help manage your commercial budget process. We'll cover updates to our workflow system that allow for tracking approvals by specific due dates, as well as the much-anticipated Pause Lease Status function, which allows for freezing commercial rent roll data in a budget during key periods of the budget cycle.

## Forecast Manager for Commercial: Recent Integration Updates

In this course, we will focus on a preview of new and updated module integrations coming in our Spring 2026 Forecast Manager release: GL Allocation, Service Contracts, Construction Manager, Debt Manager and more.

# INVESTMENT MANAGEMENT

---

## Spotlight on Investment Management

Join us for a fast-paced tour of the Investment Management Suite. See how these solutions can create a comprehensive and versatile system for managing investors and an investment portfolio. The class includes the latest features and product updates for Investment Accounting, Investment Manager, Debt Manager, Performance Manager, and will take a look at our newest product in the Investment Management Suite, Acquisition Manager.

## Debt Manager: Setting Up Loans as a Borrower

Experience transparency, automation and enhanced decision-making with Debt Manager. Our smart solution adapts to your specific needs, reduces manual errors and accelerates accounting tasks. Debt Manager for borrowers offers real-time reporting and insights, allowing users to track key performance indicators, manage loan terms and track covenants to ensure loans remain in compliance.

## Import Manager: New Product Overview

Introducing a powerful new tool built to help streamline the recurring data collection and import process from third party property managers, JV partners or fund admins. Import Manager has a built in API within the Yardi cloud, designed to simplify and accelerate data imports for Yardi-to-Yardi transfers, or an automated file collection for non-Yardi providers. By automating key processes, validating for clean and accurate data, and minimizing manual reconciliation, it significantly reduces errors and saves valuable time. This solution makes it easier than ever to extract, manage and monitor recurring financial and KPI data feeds with confidence and clarity.

## Investment Accounting: Financial Consolidations & Reporting

This class covers producing consolidated financial statements above the property level. We will review ownership structure and related components. You will learn how to create consolidation entries with eliminations for the most common consolidation methods. The class also includes review of useful reports and best practices.

## Investment Accounting: New Features & Upgrading to Voyager 8 IA

This course will focus on the new Investment Accounting (IA) features released as part of the latest Voyager 8 IA module. The course will also overview the steps and process to migrate from 7s IA to Voyager 8 IA.

# MULTIFAMILY

---

## Spotlight on Multifamily

Get an exclusive preview of where the Multifamily Suite is headed next. This spotlight session highlights what's new and what's coming for Voyager 8 Residential, the RentCafe Suite, and Virtuoso. Check out the Multifamily and RentCafe tracks for a deeper dive into additional topics.

## Budgeting Basics with Forecast IQ

Transform the way you budget for multifamily properties with Forecast IQ. Say goodbye to spreadsheets and discover powerful unit-level revenue modeling, configurable expense forecasting and end-to-end process visibility. This session features an introductory demo and an exclusive look at upcoming enhancements planned for 2026 and beyond.

## Making Smarter Decisions: Data Connect, Replicate & Asset IQ

Gain a strategic view of Yardi's Business Intelligence and Data Management capabilities. This session highlights how Data Connect and Replicate enable secure access to Voyager data for advanced reporting, while Asset IQ with Virtuoso provides AI-powered insights and recommendations to support smarter, data-driven decisions across your portfolio.

## Voyager 8 Enterprise: Multifamily

Voyager 8 has arrived, delivering powerful enhancements to the Voyager 7S experience with a modern, easy to use interface for residential operations. In this session, explore streamlined dashboards, richer prospect and resident profiles, integrated SMS and email communication, lease generation, and more, all designed to help you navigate a future full of possibilities.



## RENTCAFE

---

### AI Powered Leasing: Chat IQ and CRM IQ

Explore how AI is transforming leasing operations and what agentic workflows mean for the future of on site and centralized teams. This session looks ahead at how intelligent automation can streamline tasks, enhance decision making and reshape the leasing journey.

### REACH by RentCafe: Marketing to a Higher Level

Learn how websites, visual media and REACH marketing tools work together to drive traffic and convert prospects. This session covers optimizing your site experience, enhancing listings with LCP Media, and maximizing visibility through REACH Search Optimization, REACH PPC and RentCafe.com.

### RentCafe: A Reimagined Leasing and Resident Experience

Discover how RentCafe's next generation portals create a smarter leasing and living experience. From seamless applications to resident rewards and services, these tools elevate the resident journey.

## AFFORDABLE

---

### Spotlight on Affordable Housing

Join us for a discussion of recent and upcoming product changes. We will highlight important features that can help streamline your organization's processes and guide you to affordable housing classes at in-person YASCs that will provide more details. [All Subsidy Types]

## PHA

---

### Spotlight on PHA

Spotlight on PHA is your opportunity to participate in a high-level overview of changes, new features, products and services that impact the PHA product and clients. Learn about Yardi's response to HUD changes and our development roadmap.

## OTHER MARKETS & SERVICES

---

### ID, Screening & Income Verification: Overview & Best Practices

In an era of growing applicant fraud, join us for a look into how Yardi is mitigating this risk with ID authentication, ScreeningWorksPro and income verification solutions.

### Introduction to MH Manager for Manufactured Housing Providers

Join this sales demo to learn how MH Manager can help you grow and manage your Manufactured Housing portfolio. Take advantage of all the functionality available in this powerful set of features including home inventory management, loan servicing, violation management and resident account management. We'll give you the "view from 10,000 feet" so you can see the benefits of adding MH Manager to your Voyager stack.

### Introduction to Storage Manager

Join this sales demonstration to learn how Storage Manager can help you manage your storage facilities with powerful dashboards, a calendar, a walk-in wizard, gates integrations, delinquency schedules and more. We'll give you the "view from 10,000 feet" so that you can see the benefits of adding Storage Manager to your Voyager stack.

# SENIOR LIVING

---

## Spotlight on Senior Living

Join us as we spotlight the latest innovations in the Senior Living Suite of products and as we share exciting changes planned. We are always evolving our solutions to help you streamline operations and provide improved resident services, and this session will highlight the key new tools and features that support these goals.

## New AI Features in Senior CRM

Discover the advantages of our latest advancements of AI in Senior CRM. In this informative session we will dive into new artificial intelligence features that are available now and explore how they can supercharge your organization's success.

## Senior Living Virtuoso: AI-Powered Support

Discover how our Senior Living products use Virtuoso Support to deliver fast, friendly answers with artificial intelligence. This session explores how our AI support tool creates a smarter, more responsive experience for your users. Learn how this always-on assistant speeds up resolutions, increases satisfaction, and fits right into your existing workflow, no extra setup, just extra helpful.