Chat IQ

4 Bot Features You Need
for multifamily communication success

1

Chat, Email, Text & Voice

Automating human-like responses across all channels helps you catch leads with less effort.

Berkshire Communities used Chat IQ automation to save time

2 hours	2.5 tours	1.5 leases
saved daily	scheduled weekly	signed weekly

2

Lead Nurturing

A bot that can automatically schedule tours, provide floor plans and follow up with prospects paves the way for better in-person service.
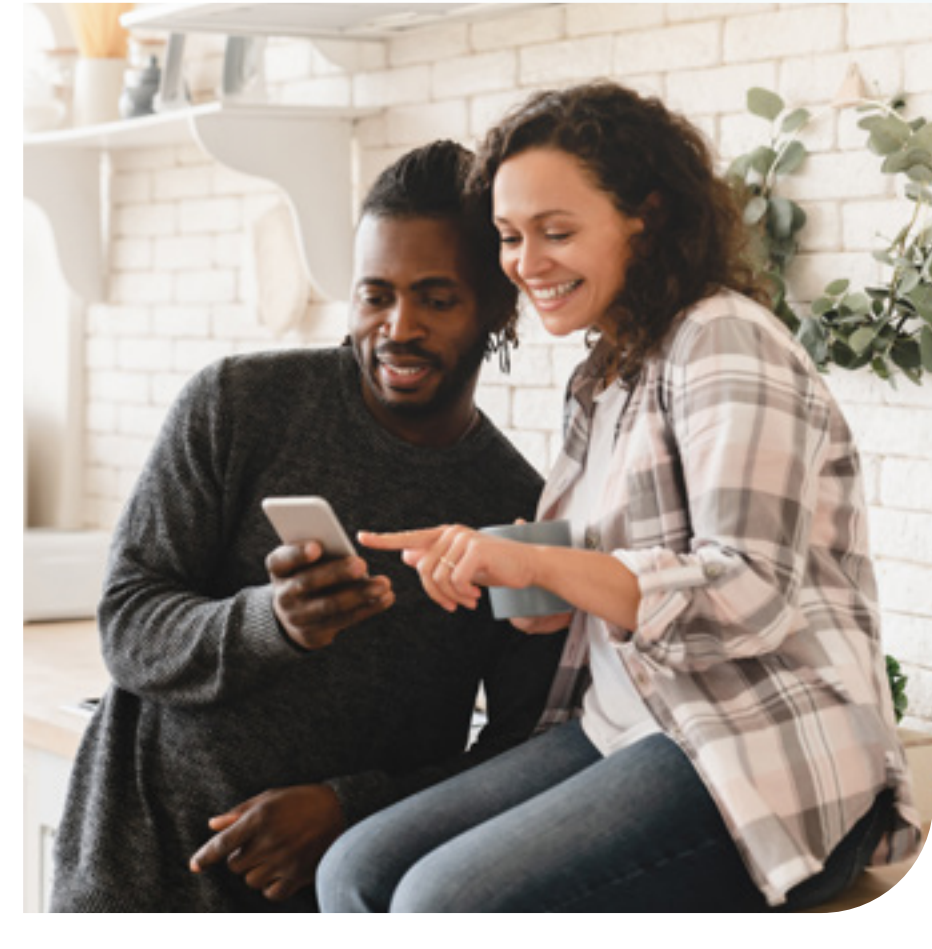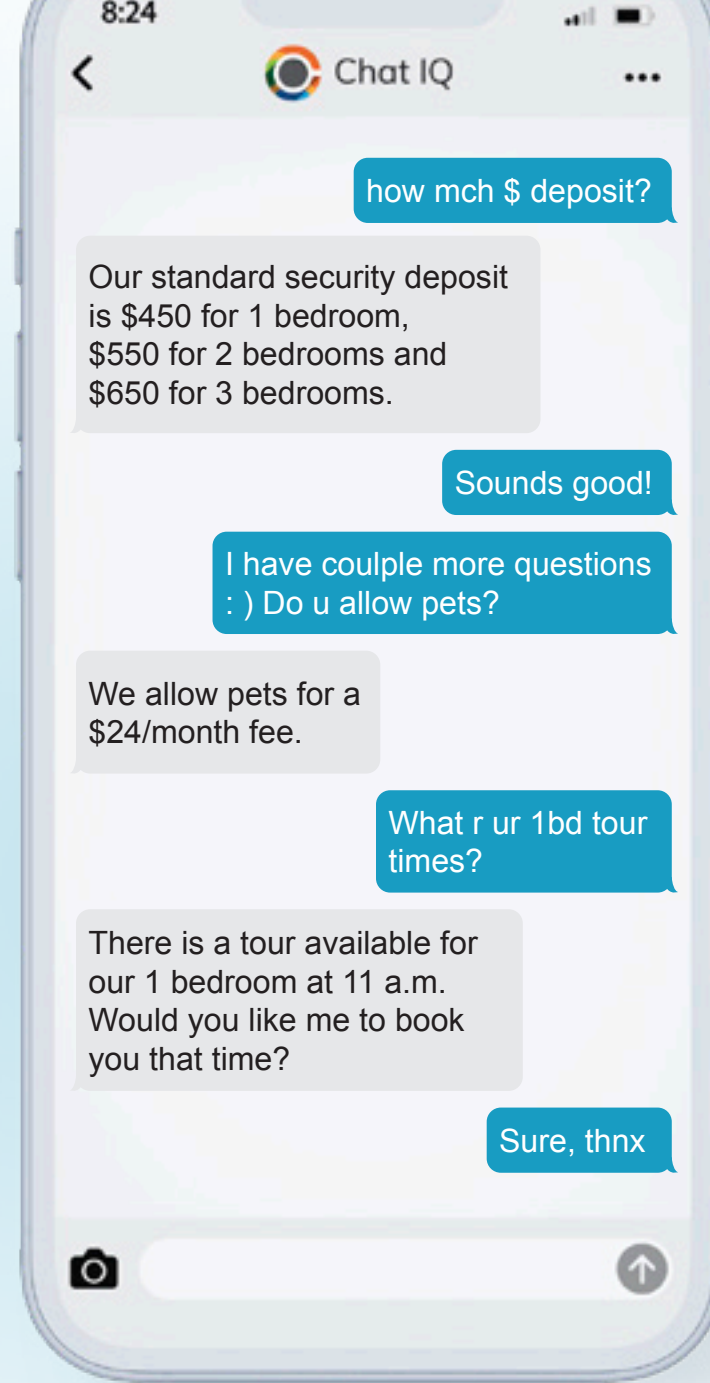
> **Chat IQ handled 70% of lead communication** within our 500-unit community. It's taken a **huge burden off our teams**, especially when short-staffed.
>
> **Eddie Ivey**
> VP of Operations | Freeman Webb

3

Natural Language Processing

Customers need more than just buttons. Chat IQ understands intent and overcomes spelling mistakes, creating space for real conversations.

8:24

Chat IQ

> how mch $ deposit?

Our standard security deposit is $450 for 1 bedroom, $550 for 2 bedrooms and $650 for 3 bedrooms.

> Sounds good!

> I have couple more questions :) Do u allow pets?

We allow pets for a $24/month fee.

> What r ur 1bd tour times?

There is a tour available for our 1 bedroom at 11 a.m. Would you like me to book you that time?

> Sure, thnx

4

Prospect & Resident Support

Speed up the leasing process and keep residents satisfied with a bot that serves all customers.

Did you know?

Chat IQ
helps residents with payments, work orders & more

36%
of typical customer questions are resident related

30-Day Chat IQ Performance

Be Available 24/7 with

Chat IQ

1 min.	95%	42%
average response time	prospect questions answered automatically	of all incoming requests handled

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