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# Alanna's Conversational AI Goes Above and Beyond



This eBook explains how Alanna's conversational artificial intelligence abilities will benefit your company and exceed your expectations.

# Introduction

Even the most efficient title companies have some limitations. From language barriers to the bandwidth available to answer questions immediately, overlooking these limitations can hurt your business in the long run. Sometimes it might seem like there's nothing more you can do. That is...until you meet Alanna.

Alanna's conversational AI can help you bridge the gap between your company's efficiency and your team's limitations. From speaking multiple languages to providing instant answers to simple questions for your clients, Alanna can do it all. She goes above and beyond on behalf of your company and clients, and most of the time you won't have to lift a finger for it to happen.



# Which of Alanna's Abilities Would Your Title Company Benefit From the Most?

Every title company could benefit from having an extra assistant or two helping answer phone calls, emails, and entering data. The problem is, hiring a new person might not fit within your budget. Or, your employees may not have enough time to train others without putting them more behind on their work.

What if a solution was available to give you an assistant that's available 24/7 and the training process was minimal? It might sound too good to be true, but it's not. Alanna is the answer and here are some of her top abilities that could benefit your title company.

# Receive And Respond To Text Messages 24/7

Texting is one of the most preferred methods of communication for clients, REALTORS, and lenders today. And as any title company employee knows, it can sometimes be challenging to get anyone to respond to an email or return a phone call. Alanna utilizes conversational AI to answer text messages in a matter of seconds. She can answer general questions or specific file-based questions around the clock for your clients. This can eliminate a lot of phone calls and emails and save your employees time along the way.

## Cost Estimates Delivered In Seconds

Clients want to stay updated on closing cost estimates, so it's one of the top questions they ask. Alanna has the great ability to pull this information from your title production system and send the information back to the client within seconds. It's delivered directly to your customer via text message and they can view the cost estimates in a clean, shareable PDF file. No more having to answer multiple phone calls or manually calculate the closing costs. Alanna does it for you.



# Manual Data Entry Is A Thing Of The Past



Manually entering pages of data is one of the most time-consuming jobs for title company employees. But having title technology that automates certain processes can make every workday more efficient. When you digitize and automate the process, the chances for errors go down significantly, and the time available to handle other projects goes up drastically. It's one of the top abilities Alanna has and can easily give your title company several hours of your work week back.

# **That's Right...Alanna Can Speak 54 Languages!**

Title companies and real estate agents have to be prepared for anything that comes their way. That includes being able to communicate with someone who doesn't speak English. When you have Alanna on your side, you can communicate effortlessly with people who speak a different language than you. Here are several reasons this is an important title tech tool to have in your company.

# Eliminate The Communication Barrier

One of the biggest complaints of title companies revolves around poor communication. This is highlighted even more when a language barrier is in place. Alanna can detect the language your customer uses in a web chat or text message and respond using the same language from the original message. And the best part? When your title company employees read the exchange, they will see it in English or their own language of choice, with the option to view the translation if they wish.

## Meet Customers Where They're At



Title companies have to be able to communicate in the native language of their customers. Alanna bridges any gap in understanding so you can meet your customers where they are and have a seamless communication exchange. For example, no worrying about working with an Asian customer when you don't have someone fluent in Cantonese on your staff! Alanna speaks 54 languages!

# Translate For All Abilities

Yes, that's right! Alanna can speak 54 different languages, which covers the most common languages in the United States and most other countries. The great thing about Alanna's conversational AI abilities is she remembers when a particular customer spoke a different language in a previous interaction. So when you send a future text message about their file, or even a future campaign or mass marketing event via Alanna, you'll type it in English, but the customer will see it in their language.

# Help With Staff Shortages

Title companies across the country are struggling with staff shortages. And when you need to find a multilingual staff member, it's even more difficult. One aspect that's often overlooked is if you find someone qualified who is fluent in a specific foreign language, they may not speak English. When you have Alanna, you can feel confident hiring them since Alanna will translate their language into English when working with English-speaking customers.

# Impact of Alanna Translation

The ultimate goal is to have a smooth closing day, but it can be very bumpy if a language barrier is in the way. Alanna can impact every aspect of the closing process for title companies, clients, and real estate agents. Language barriers are removed and title companies can truly serve every client that comes to them when they have Alanna on their side.





# Alanna Helps Closers Focus on What's Important by Answering the Easy Questions

Clients often have a lot of questions about their upcoming closing. The good news is most of the questions asked have simple answers. The problem is your employees have to stop what they are doing to answer the phone, find the file, and provide the right answers. Even if this only takes ten minutes to do, six phone calls throughout the day equate to spending a full hour looking up client files. That's five hours per week that could be spent on plenty of other important tasks. Alanna can solve this problem with her conversational AI abilities and still give your clients the answers they need.

# Simply Text Alanna For Quick Answers

Your clients can text Alanna any time they have a question. Since Alanna is integrated into your title production system, the answer will be accurate. She can provide answers to some of the most common questions clients ask such as what time their closing is, the location of their closing, how much money they should bring to closing, and many others. You can save your employees and your customers a lot of time by having Alanna answer these questions quickly and accurately via text message.

## Accurate Cost Estimates Delivered In Seconds

Clients also tend to check and double-check the cost estimates all the way up to closing day. They can do this easily when they text Alanna. The information will be taken from your title production system and put together in a clean PDF file that's sent back to your client almost instantaneously. No more having to use pen and paper and a calculator to deliver accurate closing costs to your clients.



# Answer Any File-Based Questions 24/7



Wouldn't it be nice to have an assistant to answer client questions 24/7? That's exactly what Alanna does for title companies. Many times, clients will come up with questions in the evening and have to wait until the next business day to get the answer. This can delay the closing process by at least a full day if they need to wait on a response before filling out a form. But when they can text Alanna in the wee hours of the night and get a response, then they can proceed with their part and your employees will be ready to move forward the next day.

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## Go Above And Beyond For Your Team And Clients

Your employees work hard every day to be as efficient as possible. Alanna isn't here to stop that efficiency. She wants to help them be even better at their jobs. Try hiring someone who will speak 54 different languages. You simply won't find them.

Alanna is waiting to help you elevate your title company to the next level and stand out in the eyes of your clients. Learn more about Alanna's full capabilities and how they will benefit your company by clicking the button below.

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