



alanna.ai

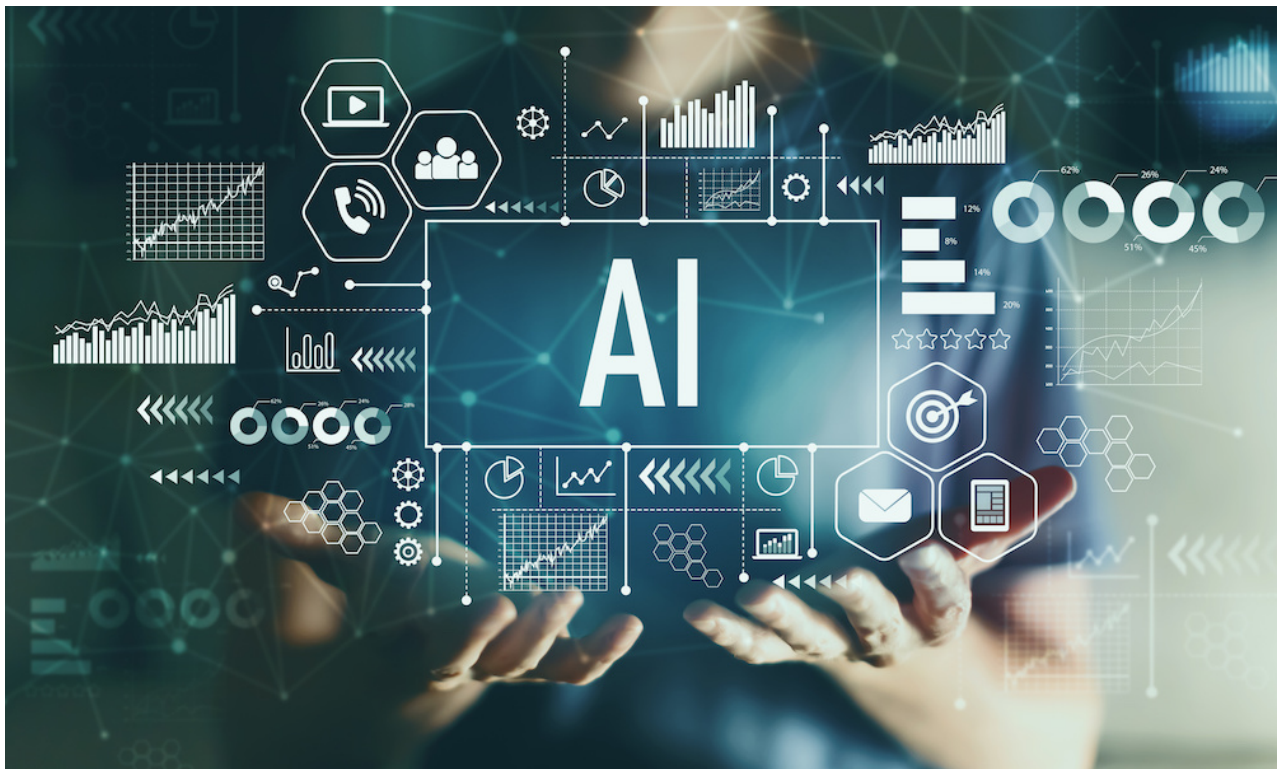
The Incomparable Skills of Alanna

This eBook explains how Alanna's abilities are hard to match.

Introduction

Does it ever feel like you could hire three additional employees and still have more work to go around? This is common for many title companies, but hiring new people usually isn't the solution. Someone has to train those new hires, which can be time-consuming and put work even more behind.

With Alanna, it's like hiring those three new employees you need, but without having to train them. Not only does Alanna reduce the number of emails and phone calls your team has to field, but she can speak multiple languages as well. Conversational AI is just the tip of the iceberg when it comes to the abilities Alanna possesses. If you feel like your title company could use help running more smoothly, then Alanna is your answer!



Multilingual Alanna is Here to Help

Real estate agents and title companies have a diverse range of clients. You want to provide the same high level of service to every client, but language barriers can create difficulties. Hiring a translator won't solve the problem in the long term because they don't speak every language. However, when you have Alanna on your team, there are no language barriers and every closing will be smooth. Here's how the multilingual abilities of Alanna can help your team.

No More Dealing With Communication Barriers

Communication issues are common among title companies. This issue escalates when a language barrier is present. With Alanna's conversational AI abilities, customers can communicate via web chat or text. Alanna can detect the particular language your client uses and respond accordingly in the same language. When the message gets relayed to your staff, it will be in English or the language they prefer. No having to check Google translate or downloading an app on your phone to translate certain words or phrases. Alanna takes care of it all.



Who Else Can Speak 54 Different Languages?

What may surprise some people is that Alanna can speak 54 different languages. These cover the most prominent languages throughout the United States, so there is a very small chance you won't be able to communicate with a foreign-language speaker. The title tech tools Alanna brings to the table make the closing process simple. And the translation ability allows your employees to type a message in English and it gets relayed to your customer in French, Spanish, or whichever primary language they speak. Communicating with a non-native speaker has never been easier, and it's one of the many benefits Alanna brings to the table for title companies.

Alanna Translation Can Keep Closing Day On Schedule

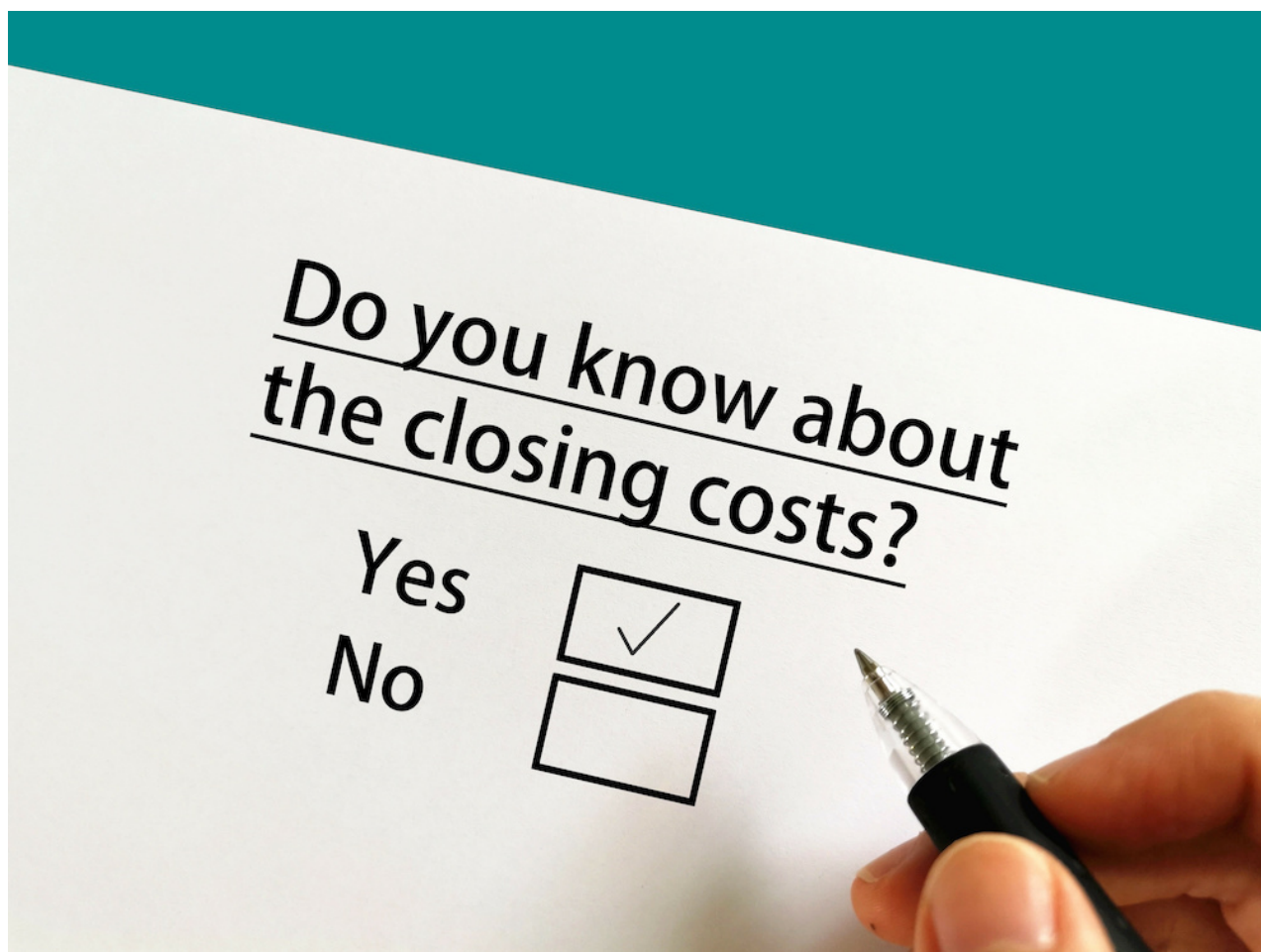
Your title company employees likely never thought they would be able to use conversational AI to talk to a foreign-language speaker seamlessly. That's the power of Alanna. Title companies shouldn't have to pass on business just because they can't communicate with a potential client. With Alanna's translation services, every client gets the same level of service and closing day can remain on schedule. And when the flow of communication is seamless, everyone can be on the same page throughout the process.

Let Conversational AI Answer Questions for You

One main part of a title company employee's job is answering client questions. The problem they can run into is they spend more time answering questions via phone calls and emails than they do working on the files themselves. This can lead to extra stress, particularly at the end of the month when trying to complete as many transactions as possible. The good news is Alanna's conversational AI can help reduce the number of phone calls and emails significantly. Your clients still get the answers they need and your employees can work on more complex tasks. It's a win-win for everyone involved!

Clients Always Know Their Closing Costs

One of the most common questions clients have is what their closing costs will be. This number can change as it gets closer to closing day, so it's understandable why repeat questions are asked. What can be frustrating is you have to stop what you are doing to answer the phone, look up a specific file, and provide the information. What might only be a ten-minute task can spiral into much longer. But when you use Alanna's conversational AI tools, clients can text or chat to get the same answer. Since Alanna is tied to your title production system, clients get real-time accurate answers immediately.



Responses To File-Based Questions 24/7

Hiring an assistant to answer questions around the clock isn't ideal for many reasons. But when you have Alanna on your team, clients can text her 24/7 and get the same responses they would get during normal business hours. So now clients don't have to wait until the next morning to ask a question. They can send a message while they are laying in bed if they want to and get a response right away.

Texting Can Significantly Reduce Emails And Phone Calls

Texting is the most preferred form of communication nowadays. And with Alanna's conversational AI, clients can text her virtually any question and expect an answer immediately. Not only will this reduce the number of emails and phone calls you receive in your office, but it's more convenient for clients as well. They can send a text message when they are in between meetings or on break if they are unable to step away to talk on the phone. This helps keep closings on schedule and allows you to continue working efficiently.



Implement Conversational AI Texting and Reduce Daily Tasks

Have you ever wondered how you can reduce daily tasks for your title company employees? It's something many companies evaluate, but they often don't have any solutions. Hiring someone isn't always an option and clients still need their questions answered. Alanna is the solution more title companies are taking advantage of. With conversational AI texting, clients get their answers quickly without needing help from your employees. Think about the possibilities!

Think About How Much Time Is Spent Answering Client Questions

When you break down how long your employees spend on the phone and answering emails, the results can be eye-opening. At the low end, one hour each day equates to five hours per week, which is 260 hours per year. That's six and a half weeks worth of answering client questions every year! This is a staggering number when you consider how much other work could be done with that time. Implementing effective title tech tools like Alanna can help recover a large portion of this time for your employees.



Stay Ahead Of Closing Day

Clients often don't have time throughout the day to call and ask questions about their closing. But if they can text questions, a convenient mode of communication becomes open to them. This helps keep the ball rolling and reduces the chances of delays that add stress. Plus, you won't have to send as many reminders to clients, which is just another daily task on your plate. Staying ahead of closing day might seem insurmountable right now, but after just a few short weeks of working with Alanna, being ahead of the game will become the norm.

Allow Title Company Employees To Maximize Their Skills

Arguably the best thing about Alanna's conversational AI is how it can allow employees to maximize their skills. Imagine how many more complex tasks employees can accomplish when they have six and a half weeks of time back throughout the year. This can lead to more fulfilling days, reduce the chances of burnout, and create a better overall client experience. These are characteristics every title company should strive for, and it's within reach when you utilize Alanna's skills and abilities.

alanna.ai

Take Advantage of Alanna's Skills to Maximize Your Staff's Skill Set

When was the last time you met someone who can speak dozens of languages and is willing to be on call 24/7? Chances are this has never happened, but it's exactly what you have with Alanna. Your skilled employees can now be more efficient at their jobs and have more satisfaction at the end of the day. And satisfied employees usually equate to productive ones. Interested in learning more? Click the button below and you'll have all the information you need.

GET A DEMO