alanna.ai

Alanna Creates a Smooth and Effortless Workflow

This eBook explains how Alanna can increase productivity while reducing stress among your title company employees.

Introduction

Title company employees are always busy, but are they productive? When you observe the type of work that consumes the most time, you may be surprised at the answer. In general, the time spent on tedious tasks exceeds the time spent on productive ones. And this is no fault of your employees.

Answering the phone, collecting documents from clients, and responding to emails can take up a significant amount of time. Alanna can step in and handle a large portion of these responsibilities so employees can spend more time being productive on other tasks. Clients get the great service they deserve and your employees feel more satisfied at work. Now that's a win-win for your title company!

Is Your Communication Method Time-Saving or Time-Consuming?

Effective communication is one of the top characteristics of a successful title company. The problem is many organizations get stuck with poor communication habits and don't know how to get out of them. The good news is virtually every title company can implement conversational AI, which can drastically improve the way you communicate with clients. It's much more than just a chatbot and can provide real-time information about a client's file. Would this save your company time? Let's explore the possibilities.

What Is Your Primary Means Of Communication?

Most title companies primarily communicate via phone and email. Some even allow clients to send documents via fax. While these methods may have worked in the past, chances are they are more time-consuming than anything else.

When you upgrade your title tech tools, you can utilize conversational AI to eliminate time-consuming communication methods. Clients can either text or web chat to get the answers they need. And the best part about it is they will rarely need assistance from a human to get their answers.

Make Note Of The Time You Spend Communicating With Clients

If you're not sure whether conversational AI is worth it or not, consider the amount of time you spend communicating with clients. In most cases, it's several hours per week, and that doesn't include the time spent making follow-up calls or sending reminder emails. All of those have to be taken into consideration when thinking about the time-consuming communication methods you might use. Implementing conversational AI is like having an assistant to handle those communications for you so you can ensure clients are taken care of without taking up more of your time than what is necessary.

Streamline Your Communication With Alanna

When you hire Alanna, you are hiring an assistant who is capable of handling a variety of client inquiries. You'll also be streamlining your communication so your entire workflow can be more efficient. Texting is one of the primary forms of communication people use today, so why not utilize it in your business operations? People almost always have their phones nearby, and are usually able to read a text even if they can't answer a phone call. So by implementing texting as your primary form of communication, chances are you'll get answers more quickly and can improve your internal processes as a result.

Reduce Busy Work and Increase Productivity with Alanna

Ask any employee in your title company how their workload is and there's a good chance they will say they are plenty busy. But what exactly does "busy" mean? There's a fine line between busy answering the phone and being busy working on meaningful projects. Without the right title tech tools, your employees could be spending more time on busy work rather than work that helps grow your clientele. Alanna can help increase productivity while reducing the amount of busy work for your staff.

Less Phone Time Can Boost Productivity

There's a sense of satisfaction when you get off the phone after helping a pleased client. But when the phone is constantly ringing, your talented staff can't maximize their abilities to their fullest potential. Alanna uses conversational AI to give your clients a different primary form of communication. So instead of clients calling your office to get answers to file-based questions, they can text or chat online with Alanna.

The best part about Alanna's conversational AI abilities is that clients can ask any specific questions they have since Alanna is tied to your title production system. So instead of your employees having to dig through files to find answers, Alanna has them ready to go when a client texts.

Increase Work Capacity Without Adding Stress

Title company managers want to prevent employee burnout at all costs. Sometimes employees can get tired of the mundane and tedious work, but if you give them additional work, then it becomes too stressful. Alanna balances this by allowing your staff to increase their work capacity without adding stress. You would be surprised at how much extra time they have to do more complicated tasks when they don't have to worry about the phone ringing or answering emails. And when you allow them to stretch their minds and have more fulfilling days at work, you'll reduce the risk of burnout.

Allow Employees to Stretch Their Skills

Every closing day is unique no matter how streamlined your processes are. When you use Alanna's title tech tools, what used to take three days might now only take a few hours. This extra time allows your employees to stretch their skills and provide more meaningful input on how your company can operate more efficiently. When your internal operations are as smooth as can be, your customer service will naturally improve.

Title Staff Deserves The Best Technology

Title company employees are some of the hardest-working people in the real estate industry. But sometimes it seems they are working hard without utilizing all of their skills. Things like answering the phone and responding to emails keep them busy, but don't necessarily showcase how valuable they are. When you have the right title technology in your organization, you can reduce tedious tasks and let your staff showcase their skills.

Answer Client Questions Without The Phone Ringing

You probably don't think about how much time your staff spends on the phone answering client questions. If the phone rings ten times a day and an average call lasts six minutes, that's an hour a day spent on the phone. That equates to 260 hours throughout the year, which is roughly six and a half weeks' worth of work, assuming a 40-hour work week. By implementing conversational AI, you can significantly reduce those phone calls, so your staff can use those 260 hours of work to handle more meaningful tasks.

Quick And Efficient Document Collection

Sending and gathering documents from clients can be difficult for various reasons. But when you upgrade your title technology, documents can be sent, signed, and returned digitally. No one likes to shuffle through paperwork nowadays. Digital documents can help your team receive them faster and reduce manual data entry, not to mention the countless reminders clients often need.

Updated Cost Estimates On Demand

A common question clients have revolves around closing costs. With conversational AI, your clients can text or web chat and get their answers immediately. Since this title technology is integrated with your title production system, the closing cost estimates are provided with real-time information. Imagine the number of phone calls you can eliminate with this simple feature.

Keep Your Staff Engaged And Maximize Their Skills

When title technology can reduce the number of tedious tasks your staff has to complete, they can be more fulfilled with complex tasks. Employee burnout is very real and typically occurs when staff doesn't feel like their skills are being utilized correctly. Adding Alanna to your team is like bringing on an assistant to handle time-consuming tasks. You can trust Alanna to take care of your clients, while your staff handles other aspects of your business.

alanna.ai

An Effortless Workflow Is Closer Than You Think With Alanna

When your team is on the same page with a smooth workflow, the opportunities for growing your title company are endless. You'll increase client satisfaction, as well as employee satisfaction. Alanna is the key component to help create both. Ready to learn how simple it is to incorporate Alanna into your workflow? Click the button below and get ready to be amazed!

GET MORE INFO