

# Programme

## Self-service, chatbots and AI in social housing

Thursday 11 July | The Parcel Yard, Kings Cross Station, London

The robots are coming...so how can housing providers use them to help deliver better services?

When implemented well, chatbots and Artificial Intelligence have the potential to generate a positive user experience and huge benefits for customer teams.

But understanding how and where to use them is key, especially when accessibility for excluded and vulnerable users are key considerations.

HQN is teaming up with AI and chatbot specialist Fuzzlab and global technological solutions company Sigma for a workshop dedicated to understanding the new technology and the potential it offers, as well as the possible pitfalls.

### 9:00 Registration and refreshments

9:30 Welcome and introduction

9:35 Demystifying AI and chatbots – a jargon busting, not too technical overview

9:50 Customer service chatbots in social housing – the art of the possible

10:05 Cool demo and discussion

10:35 The HACT Data Standards

10:45 Refreshments and networking

11:05 Things to consider when implementing self-service and chatbots

11:20 Sigma – usability and accessibility research and best practice

12:05 Case study

12:20 Final Q&A

12:30 Lunch and networking

13:30 Close



**hqn**

EVENTS