

Programme

Self-service, chatbots and AI in social housing

Friday 18 October 2019 | Manchester

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.

09:00 Registration, breakfast rolls and refreshments

09:30 Demystifying AI and Chatbots – a jargon busting, not too technical overview

09:40 Customer service chatbots in social housing – the art of the possible

09:50 Demo and discussion
Scott Summers, Fuzzlab

10:25 HACT – Data standards
Rob Wray, HACT

10:40 Refreshments and networking

11:00 Things to consider when implementing self-service and chatbots

11:15 User experience and accessibility best practice
Chris Bush and Simon Wissink, Sigma

12:00 L&Q recent innovations
Tom Way, L&Q

12:15 Close