



PROPERTY AGENTIC AI

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Benefits of a Property AI Agent



Handle multiple of
interactions 24 hours a
day, 7 days a week

(Scalable)



Generate personalized
adaptive responses
during conversations

(Dynamic and
customizable)



Save time and money with
reduced human staff and
human-error

(Efficiency)

Interesting Stats



US companies lose \$75 billion yearly due to poor customer service



40% of the companies are planning to invest in chatbots for their call centers.



A human agent leaving costs \$10,000 - \$20,000 to replace.

Interesting Stats



60% of customers will hang up after 60 seconds on hold.



A typical call center employee can handle between 20 - 50 calls / day.

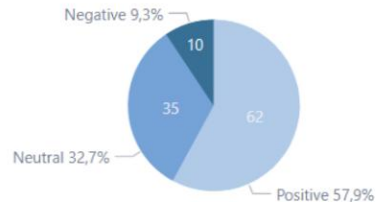


An agent at a call center can handle between 2 - 3 calls / hour.

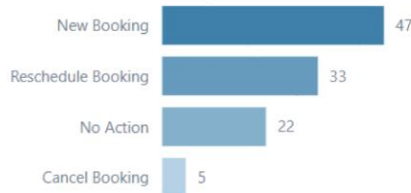
The Problem

- Today's prospective homeowners and tenants often dial in after hours or during peak times, only to hit voicemail, be punted to generic menus, or wait unbearably long to speak to someone.
- Frustration mounts, and by the time an agent calls back, the lead has cooled. That gap is where opportunity slips away.
- On the flip side, real-estate firms invest heavily in staffing call centers (overtime, rotating shifts, training) and yet still lose up to 40% of inbound calls to manual errors or dropped messages.
- Meanwhile, the wealth of data locked in call recordings remains largely **untapped**.
- What if you could surface patterns in prospect sentiment, identify friction points, or predict lease vs. purchase intent autonomously?

What is the overall client sentiment?



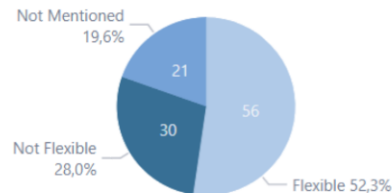
What is the typical call outcome?



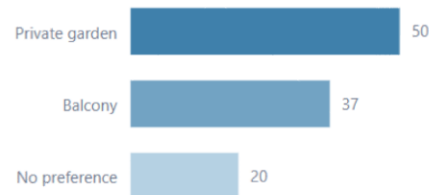
Our Solution

- This is why we built an always-on, multilingual concierge for property inquiries.
- The agent answers every incoming call in seconds, greeting prospects in their preferred language and tone.
- This agent is grounded in your proprietary databases: MLS listings, brochures, past transcripts, even neighborhood guides.
- Ask about floor plans or school districts, and it delivers precise, up-to-date answers (just like your top salesperson would!)
- Best of all, it does more than chat. It asks qualifying questions, books or reschedules viewings directly in Zoho or your CRM of choice, and transfers to a human agent when needed.
- 1 AI agent can handle up to **50 concurrent calls** in a single instance!

How flexible are clients on budget?



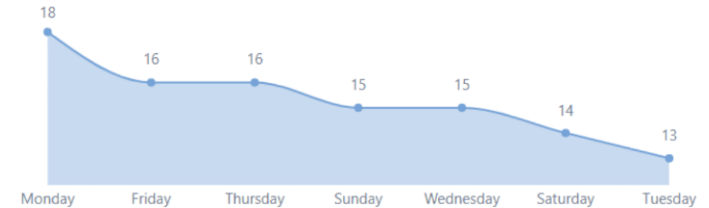
What outdoor spaces are in demand?



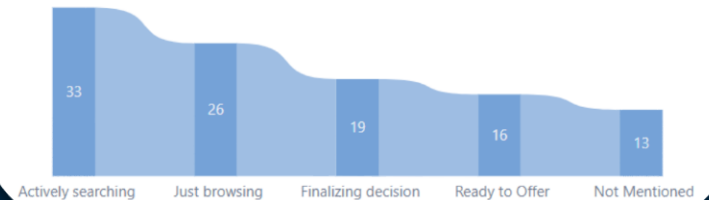
Product Demo Flow

- Imagine Mohamed, a weekend warrior, calling at 8 PM on Saturday.
- Instantly, he hears a friendly voice: "Hi Mohamed, I'm Jessica from XYZ Realty. How can I help you?" No hold music - just a smooth conversation.
- Mohamed asks about the two-bedroom penthouse in downtown Dubai, and Jessica pulls from the latest MLS data to confirm availability and pricing.
- Then Jessica asks, "When would you like to tour?" Mohamed names a time, and within seconds the agent books it.
- It stores the client in Zoho and emails confirmation to both Mohamed and his human agent. All within minutes.

How do client calls vary by day?



At what stage are clients in their property search journey?



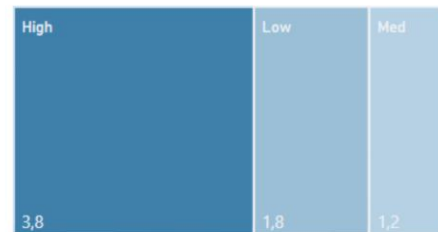
Technology Integration

- At the heart of the system is our custom integration of machine learning and Generative AI models.
- We train it on your brand, so the agent sounds like one of your team. And if you prefer, we can even clone the voice of a top agent to maintain that personal touch.
- Under the hood, we run fine-tuned transformer models in **30+ languages** and dialects, ensuring local nuances and accents feel natural.

What does the call activity timeline look like?



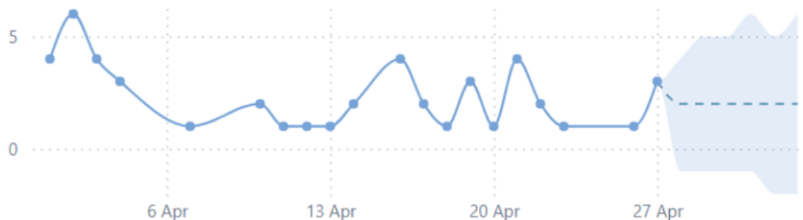
How does call length vary by intent?



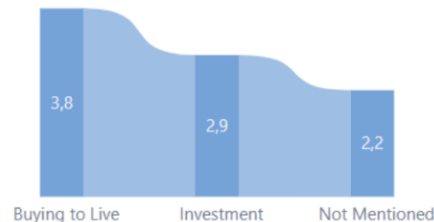
Technology Integration

- These models fetch facts from your data lake, apply retrieval-augmented generation to craft coherent responses, and stream audio with sub-second latency (no awkward pauses).
- On the data side, every interaction feeds into an Azure SQL-backed warehouse.
- Databricks pipelines enrich recordings with **NLP analytics**, tone detection, interest scoring, churn signals while Power BI dashboards visualize these insights.

What's the trend of booking conversions over time?



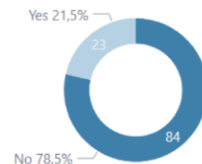
How long do calls last by purpose?



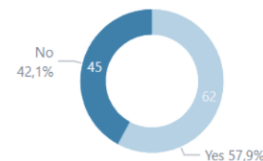
Technology Integration

- Custom ML Models Time Series (XGBoost / LightGBM / Exponential Smoothing)
- Custom ML Models Classification (CatBoost / Support Vector Machines / K-Nearest Neighbors / CNN)
- Gemini Model
- GPT o4-mini-high
- Microsoft Azure (A host of technologies like SQL, Azure DataBricks, etc.)
- Microsoft Power BI
- Custom Python Scripts
- LangChain and embedding techniques
- Custom Voice Model with Vonage Communications API
- Custom Webhooks
- Cal.com calendar scheduling API
- Microsoft Copilot Integration for Reporting Suite (alongside semantic model)

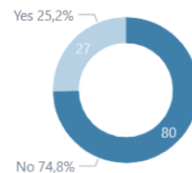
Did any client act impolitely?



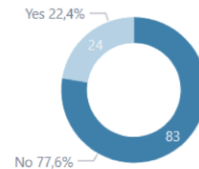
Did clients express gratitude?



Did clients sound frustrated?



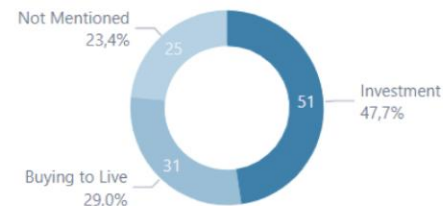
Did clients raise a complaint?



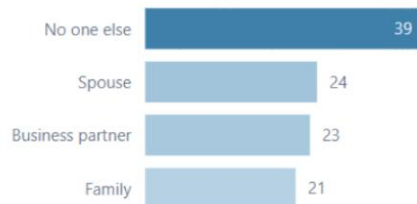
Market Opportunity

- Real-estate firms worldwide spend over \$300 billion annually on customer engagement and call-center operations. Yet 40% of leads slip through the cracks due to slow response or manual error.
- Within that, the AI-driven contact-center segment alone is projected to hit \$20 billion by 2027, growing at a 25% CAGR.
- The SaaS model for voice-AI platforms is still in its infancy, but early adopters are already reporting dramatic ROI – around 30% faster responses, 20% more qualified leads.
- Our initial focus: is mid-sized brokerages in **United Arab Emirates**, where multilingual support is a must.
- From there, we'll expand into America, tapping into property managers, title companies, and prop-tech platforms hungry for next-gen engagement.

What motivates clients to reach out?



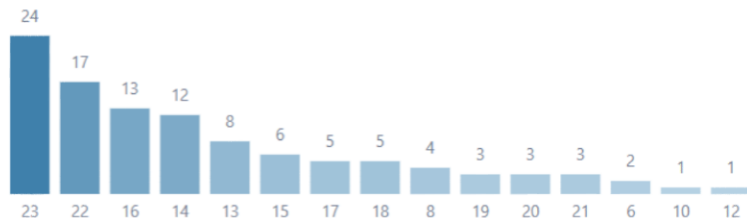
Who's part of the buying process?



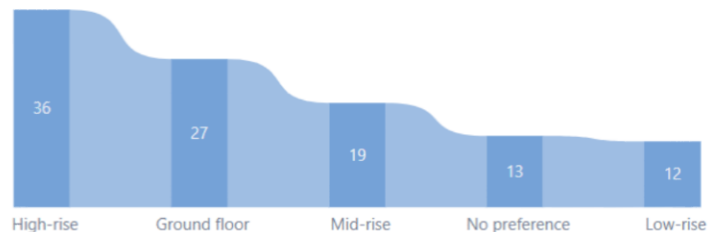
Go-to-Market Strategy

- Phase 1 (Months 1–3) centers on pilot programs with a few mid-sized Dubai based brokerages.
- We'll refine voice-model accuracy, CRM connectors, and analytics dashboards based on real feedback, ensuring a polished launch.
- Phase 2 (Months 4–8) expanding to larger companies, leveraging local partners for language support and compliance. Simultaneously, we'll build integrations for Salesforce, HubSpot and any desired CRM tool.

Which hours are busiest for client calls?



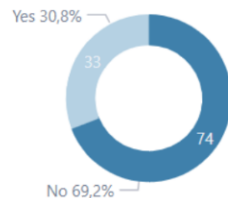
Which floor types are most requested?



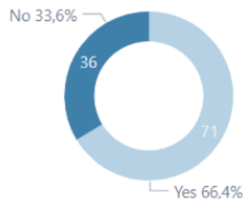
Competitive Landscape & Advantages

- Generic IVR systems trap callers in endless menus. Human call centers are costly and inflexible.
- Meanwhile, other PropTech AI tools rarely combine phone, voice-cloning, and deep analytics in one.
- Our solution stands apart with its phone-first approach, authentic voice clones, and CRM-agnostic design.
- Every minute of every call translates into structured lead data and predictive insights, unlike legacy systems that simply record audio files.
- Our defensibility comes from proprietary analytics IP, a semantic lead graph that learns prospect preferences over time, and advanced pipelines that turn conversations into strategic assets.
- The best part is that it is fully customizable and scalable as per business needs.

Was human support needed?

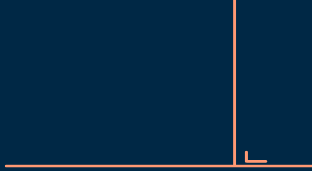


Did clients request for pricing?



Demo

- Please refer to video file



THANKS

