A home is so much more than a place to sleep. Tenants want to live their lives and raise families safely and securely. Social landlords offer a wide range of people affordable housing and the service to support their communities.

The top three tenant requests may be reporting a repair, paying rent or finding a home. However, housing associations have a broad set of activities to deliver and control. Doing this all well, and cost-effectively, is an ongoing challenge. We are here to support you to improve your end-to-end tenant and team experience.

Whatever your housing association needs from customer contact, workflow, case-processing, to authorisations and resolutions, Netcall can deliver an end-to-end solution. We assist with reducing costs and resources. The processes integrate with legacy systems. Our solutions assist to motivate residents and provide creative ways to move to digital channels.

Fast, smooth and consistent

Many Customer Service Teams remain wrapped in silo systems, spreadsheets and manual work arounds. When customers call, it’s a scramble for the team to know how to respond.

Integrating systems and making useful steps to digital transformation is essential. Our solutions provide an integrated end-to-end solution.

Self-service for fast resolution

When it’s user-friendly and intuitive, residents prefer self-service at a time that suits them. Automating processes, such as, reporting a repair, frees staff time and costs less.

Constructive conversations

Residents expect high levels of service. When every contact is answered and routed to the right person or department, service levels increase. Giving advisors fast, single-view access to relevant past customer contact, puts them in control. Any concerns can be queried and resolved there and then.

Contact centres you can manage

Liberty Converse, our omnichannel contact centre solution, offers skills-based routing, work from anywhere, IVR for self-service, and even voicemail. Plus, the tech is available on both on-premise and cloud.

Offering choice, always united

Respecting diversity and accessibility mean offering tenants their choice of channel. Yet, you don’t want the hassle of managing endless social media interactions. Liberty Connect manages all that. You’ll gain self-service chatbots and a web assistant, that will guide your tenants on their web journey.

Smooth operations for mobile and remote workers too!

To be successful in their tasks, remote workers need to have the right information at the right time. This may include the exact task and a bill of materials, or the expected outcomes and any concerns about a resident that they need to aware of. Our solutions enable this for mobile or remote workers.
Working together for better outcomes

**Working example - pressure to streamline processes**

Many housing associations manage the property of others, or result from mergers. Legacy solutions can be expensive, cumbersome and have little integration. As you transform processes, you’ll look to streamline your solutions and plug gaps across your business. Liberty Create, our low-code solution, delivers solutions fast. So, you’ll be up and running with a flexible front-end tenant portal and streamlined processes quickly.

Low-code bridges skills gaps, so you can train both IT and Business Analysts. They’ll be able to change processes and flexibly make updates at no additional cost.

**See how this repairs process app works**

Step 1 Tenant uses self-service at any time e.g. for repairs or maintenance work
Step 2 Schedulers get a clear, big-picture view of demand in one place, not ad hoc on the phone
Step 3 Maintenance colleagues have a clear view of their day, know where they are going and can see it on the app

**Benefits for all**

1. **Increased productivity** and efficiency as space is easily found for any emergency repairs
2. Maintenance workers routes are optimised and zigzagging avoided
3. Customers know when someone will arrive and if they have been delayed - the best possible experience for everyone

**Watch the video**: Adur & Worthing social housing repairs

**Liberty Converse**

An omnichannel contact centre solution built with the caller in mind.

- Front line IVR and speech recognition redirects calls
- ContactPortal™ speechbot operator directs inbound calls
- Agents see everything from one screen saving time
- Calls route to the right person with the right skills
- Ready-made responses for consistency across all media
- Agents touch a button for supervisor support
- In-built quality management supports agent training needs
- Design your own shifts and rotas and manage adherence
- QueueBuster® call back service manages call peaks

**Liberty Connect**

Our omnichannel messaging solution lets you connect your favourite business tools to almost any communications platform WhatsApp, Facebook Messenger, Twitter DM and more.

- Seamless interface connecting all the media tools you use
- Web Assistant allowing in the moment response with ready-made responses
- Chatbots to automate conversations and interactions
- Customer interactions in a single thread
- Updates and new platforms managed for you
- Go with the flow and adapt as you build
- Chat 2.0 lets customers drop in and out of conversation

**Liberty Create**

Accelerate your app development with our low-code software for business users and developers. Innovators have one system to improve processes and build better customer experiences.

- Covers the entire app life-cycle from design to sign off and tracking
- Empower your teams, as anyone can use the drag and drop build studio
- Information governance and security where you need them
- Update and make process changes as needed at no cost
- Test studio for teams to test and safely roll out changes
- Devs can access more complex applications
- Blistering speed - allowing 10 times faster build
- Create real-time dashboards and extensive reports
How we can help

Our Liberty Platform empowers you to do all this and more

- Remove data silos and integrate with legacy systems for a seamless process flow in every area
- Automate processes and flexibly include alerts, task routing authorisations, SLA updates and customer updates and feedback
- Rapidly create new applications such as ‘Welfare Check’ for COVID-19 status with our low-code
- Support tenants on the channels they prefer with our omnichannel contact centre
- Securely and consistently use SMS, chat and messaging to pro-actively update tenants
- Provide anytime accessible self-service using either speech driven IVR or user-friendly web pages
- Never miss a call with call back from your website or call centre queue
- You’ll provide secure data access and have the highest levels of information governance too

End-to-end tenant support

If you want to deliver an end-to-end tenant journey, we have a solution for you. With Liberty you're in control and can make cost effective flexible changes, fast.

Book a demo and let us show you how.

Talk to us.

Contact us today for a demo visit netcall.com
Or call us on 0330 333 6100 and say “Transforming Engagement”