



ReFrame ChatBot:

Transform Customer Engagement with AI



Unlock the Power of Real
Conversations Anytime,
Anywhere!

Contact us

Hi! What can I help you with?

Alden, the ReFrame ChatBot, transforms agency-client engagement. Driven by AI and governed by engagement rules, it mirrors real-time client interactions through a chat interface, elevating client service by capturing conversation patterns. Using this ChatBot enables cost-effective “live” assistance for applicants/participants, nurturing stronger connections with PHA residents. ReFrame seamlessly integrates the ChatBot into its Back Office application as a support tool. Powered by ChatGBT technology, Alden can swiftly scan intricate agency Admin Plans, ACOPS, procedure documents, and ReFrame’s electronic resources, all accessible from the Back Office Desktop. Users can access PHA plans, procedure documents, and solution documentation through queries, as well as submit support tickets directly through the Bot.



Zero wait time

Provides 24*7 error-free automated customer support with zero wait time to achieve customer satisfaction.

Appointment scheduling

Users can effortlessly schedule appointments with PHA staff by picking a convenient time slot and receive confirmation emails.

Agile scalability

Our scalable solutions allow PHA to handle huge volumes of client queries efficiently without affecting the lead conversion rate.

Key Features

Support bot/ Completely configurable knowledge base

Enable internal users to access program guidelines and FAQs. For unresolved queries, users can submit support tickets, ensuring highly targeted customer support.

User friendly

Alden features an intuitive interface, making navigation easy for PHA participants and applicants.

Eligibility screening tool

Allow applicants to check eligibility by entering household information, providing instant income level feedback.

Key Benefits



Address a Wide Range of Resident Needs

General Program Information and FAQs

Application Assistance and Support

Eligibility Assessment

Waiting List Status

Maintenance and Issue Reporting

Contact Information and Support



Analyze Actionable Metrics

User Engagement

Response Accuracy

Completion Rate

Customer Satisfaction

First-Contact Resolution

Escalation Rate

Deflection Rate

Conversation Analytics

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