



New Feature Announcement

HomeStart – Chat/AI

*** FOR IMMEDIATE RELEASE ***

Released: February 18, 2025

Creek Bluff Digital Media Services is excited to announce the release of their newest product for use by HomeStart! HomeStart – Chat/AI

Our design and development teams seem like they never sleep and are constantly working to find new ways to engage homeowners more through their community websites, mainly because we feel a well-connected and knowledgeable homeowner is a happy homeowner. To this end, we are pleased to announce that our latest development, which focuses on offering an AI-integrated dynamic online chat is now ready to be released and used in support of all communities.

Like everything else we build, our engineers listen to homeowners, residents, boards, advisory committees, and managers to figure out what tools are highest priority to build and release, which keep membership engaged in their association. We believe, that based on the current status of communications, Online Chat which is connected to your community documents via AI, which also embraces all of the advancements in AI, represents the next generation of effective forms of homeowner and resident communication with their association.

If you can answer yes to one or more of these questions, this new feature is a good fit for your community:

- Would you like an easy-to-use and intuitive technology, which connects people directly to answers found in their Governing Documents?
- Would you like to use the latest in technology to minimize the need to hire more support folks, retain client contracts, but more importantly better serve your membership?
- Would you like to minimize the number of phone calls and emails that your Property Managers have to return?
- Would you think it's possible to ever offer a self-help tool that provides relevant and helpful answers 24/7 each and every day?
- Would you like to make the homeowner membership significantly more satisfied with the service you provide them?

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- Would you upgrade your technology stack and abandoned those tired and worn out “portals”, if it meant better service to your communities and reduced burden on your staff?

One final question...would you answer yes if this new technology was something you didn't need to get financially approved and added to an association budget? That's right...there is no license fee that the association has to pay for, in order to use this new product.

HomeStart – Chat/AI is a stand-alone product that can be installed on your community website and is highly configurable to match the flexibility your business stakes its reputation on.

Features

- Automated responses to top Homeowner questions
- Customizable to fit management needs
- Agent Dashboard allows for handling multiple conversations at once
- Increase Homeowner satisfaction, decrease management hours

Imagine this: It's a Friday at 3:00pm and you're ready for the weekend. But you have been fielding phone calls, emails, and texts from homeowners for the better part of the day. One at a time, often the same issue over and over; "Where do I pay my dues", "When is the pool open", "How do I submit an ACC request". You haven't even gotten to preparing for the Board Meeting next Monday! What if all those questions could be answered for you without you even talking to a homeowner? "Not possible!" says you. "Watch this!" says us!

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Available Plans

Feature	Entry	Pro	Premium	Enterprise
Real Time Chat	X	X	X	X
Multi-Lingual	AI Only	X	AI and Agent Chat Translations	X
Gamification	X	X	X	X
Agent can have multiple chats	X	X	X	X
Chat Interface	Pre-Defined	Enhanced	White Labeled	X
Chats On Hold	–	X	X	X
Department Escalation	–	X	X	X
Transfer Chats	–	X	X	X
Email Escalation	X	X	X	X
Toggle Agent Status	X	X	X	X
Inactivity Timeout	X	X	X	X
Chat Transcripts	X	X	X	X
Chat Ended	Pre-Defined	X	Configurable	X
Chat Assignment	First available agent	First available agent + Round Robin Chat™	First available agent + Round Robin Chat™ + First Click™	X
Avatars	Pre-Defined	Custom Avatars	X	X
Agent Aliases	–	X	X	X
Thread Limits	X	X	X	X
Thread Goals	–	X	X	X
Big Board™	–	Limited	Enhanced	X
Reporting	Standard Reports	Enhanced Reports	Custom Reports	X
Set Hours of Operations		Configurable Holiday Hours	X	X
Chat History	30 Day Retention	90 Day Retention	7 Year Retention	X
Quick Responses	X	X	X	X
Quick Links	X	X	X	X
Quiet Supervisor™ and Chat Takeover	–	–	X	X
Quiet Trainee™	–	–	X	X
File Sharing	–	Upload from Chatter Only	Upload from Chatter and Agent	X
Block Abusive Users	X	Set Block Period	X	X

Contact us today and let's get this new feature added to your community website today!

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Prerequisites

1. Your community website must be modern. If you're unsure about this, contact us and we can let you know in minutes.
2. Your community website must be using HTTPS as this new feature asks for information that needs to be secure. If you're unsure about whether the website is using HTTPS, contact us and we can let you know in minutes.

Cost

Plans are based on Agent or Community use and start at \$30/agent, with unlimited communities, or \$20/month per community if you want AI only without Agents.

Discover More

You can discover more by going to <https://homestartchat.com>

Once you've had the chance to look at the new product, we know you'll be as excited as we are to get this upgraded on your community websites.

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