Goldcrest
Social Housing Management

We provide you with a platform to simply handle all interactions with your residents using intuitive and flexible interfaces based on Microsoft Dynamics CRM.

We understand that you face numerous challenges when dealing with your customers, and a common issue is that you use multiple systems to log and find information, often without integration. We know this can cause you problems when you need to access resident information quickly or track down previous contacts. Our solution has been developed not only to meet these challenges, but also provide you with specific workflows to manage the vast majority of queries logged by your residents.

Our integrated financial, HR, payroll and housing management solutions can automate and simplify key processes, to reduce administrative burden. Designed specifically for housing organisations, it can help you to drive growth, save costs, get better business insight and better manage your people.

Single view of resident data

Our solution provides a single view of all resident data and therefore allows for queries, complaints and comments to be quickly logged on to the CRM system and a summary of all resident details from all other systems within the organisation to be displayed at the same time.

Automatic call routing

After an enquiry, whether it be a complaint, query or repair, the CRM system will automatically route the call to the correct individual and prompt them to ask the right questions regarding the issue. The steps to resolve this issue can then be created in CRM and passed to other individuals in the organisation.

Benefits

Automatic routing: Tenants' queries can be automatically routed to the appropriate agent, whether they contact you via phone, letter, email, web or SMS.

Data recognition: Tenants' phone numbers and email addresses are automatically recognised by the CRM system and logged against their resident record in the database.

Recorded interactions: The system will store all interactions with the resident including payments and repairs, as well as letters sent and received against their record.

Comprehensive background info: You can see all the details of a resident's background by synchronising customer data from several sources and processes.

Single screen access: Our solution acts as an interface layer so that information from different areas can be accessed from a single screen.

Confidentiality assured: Security can be configured on a record or field level to ensure tenant confidentiality.

More information

w   oneadvanced.com
t   +44(0) 8451 605 555
e   hello@oneadvanced.com

Ditton Park, Riding Court Road, Datchet, SL3 9LL