

AI-Powered Conversational Support Scales

200-Product Enterprise Operations



Client Overview

A global real estate technology enterprise managing nearly 200 enterprise software products across property management, affordable housing compliance, leasing, facilities operations, and education services required a support model capable of increasing operational capacity without proportionally increasing headcount.

Business Challenge



Diverse product portfolio with domain-specific support requirements



Fragmented systems and inconsistent operational knowledge bases



Global support operations with varying workflows and SLA models



Lack of centralized contextual intelligence across platforms



Need for seamless escalation without losing conversation history



Growing support demand without scalable staffing expansion

Solution

ThoughtFocus deployed an **AI-powered conversational support platform** designed to unify support operations efficiently across a growing global user base.

Rapid deployment of the YANA conversational AI support platform

Knowledge modeling engine for contextual conversational workflows

Enterprise integration across CRM, ticketing, and telephony systems

Implementation of intelligent escalation workflows with full context transfer

Impact



60–70% of Level 1 support queries resolved without human intervention



1 million-plus support conversations served across nearly 200 enterprise products



Full production deployment achieved within six weeks of project kick-off



Platform expansion enabled **multilingual support** and **university deployments**



Additional product onboarding achieved at a **fraction of traditional scaling costs**



AI-powered support operations scaled without proportional growth in headcount