

From Overload to Autonomy:

How Agentic Automation Revolutionized Inquiry Management for a Global Property Giant



60%

Reduction in
Development Efforts



90%

Reduction in
Maintenance Efforts



40%

Time-to-automation
improvement



50%

Reduction in bot
maintenance costs

A leading property management enterprise with operations across the US and UK was overwhelmed by a relentless influx of customer inquiries from diverse channels, ranging from voicemails to missed calls. The manual effort required to extract and process these details was not only time-consuming and error-prone but also led to critical delays in tenant engagement. These inefficiencies frustrated leasing agents and jeopardized tenant acquisition, with slow follow-ups risking the loss of high-value prospects to faster-moving competitors.



Challenges

● Complex Multi-Source Data Extraction:

The client managed inquiries from six different sources, each with unique data formats and complexities. Designing an automated solution to extract data consistently across these sources was a significant challenge. It required standardization, ensuring accuracy, and avoiding delays that could impact tenant response time—all while maintaining operational efficiency under heavy, unstructured data loads.

● Workflow Fragmentation:

Each source demanded a dedicated workflow, resulting in six parallel workflows and over 100 unique activities. This approach became complex to manage, slowed deployment, and increased the scope for errors. Any modification or update had to be replicated across workflows, making agility and quick adaptation nearly impossible in a dynamic property rental landscape.

● High Maintenance Overhead:

The sheer number of activities and logic steps required continuous manual oversight and updates. Adding a new data source meant building entirely new workflows from scratch, which drained development resources. This inflexibility hampered scalability, and the constant need for technical intervention made the system expensive and cumbersome to sustain.

Solutions

→ Unified Email Parser Agent Integration:

By deploying an advanced Email Parser Agent, the company could automatically extract structured data from multiple unstructured email sources. This AI-powered agent could interpret and understand content contextually, reducing human error and ensuring faster, more accurate responses to tenant queries. The automation dramatically enhanced efficiency while improving data consistency across various communication channels.

→ Simplified Workflow Architecture:

Instead of maintaining six separate workflows with 108 activities, the entire process was reduced to a single “Run Agent” activity. This streamlined approach significantly reduced complexity, removed redundancies, and improved automation performance. It not only accelerated implementation time but also cut maintenance needs drastically, all while boosting responsiveness and reliability.

→ Scalable and Adaptable Design:

Thanks to agentic automation principles, the solution was designed to be future proof. It can now seamlessly incorporate new data sources without building new workflows. The system dynamically understands and adapts to new formats, making it more flexible and scalable, offering long-term sustainability and reduced costs as business needs evolve.

About



QualiZeal is North America's fastest-growing independent digital quality engineering services company. With a diverse portfolio of digital transformation services encompassing Quality Engineering, Digital Engineering, Advisory and Transformation, and Emerging Technology Testing, QualiZeal empowers organizations of all sizes globally to achieve quality excellence and sustainable market leadership. With a headcount of 850+ elite software quality engineers and trusted by 70+ global enterprises over 200+ projects across 12+ industries, QualiZeal is widely recognized for its pioneering innovation and industry-leading client and employee Net Promoter Scores (NPS).

QualiZeal has been acknowledged as the Fastest Growing Digital Quality Engineering Services Company in North America at the 2022 Global Choice Awards. Additionally, QualiZeal has also been named the winner of the Bronze Stevie® Award for 2024 Tech Startup of the Year (Services) category in the 22nd Annual American Business Awards®. We also have been recognized as a Major Contender in Everest Group's Specialist and Next-Generation QE Services PEAK® Matrix 2023 reports and as a notable provider in Forrester's Continuous Automation and Testing (CAT) Services Landscape Report (Q4 2023).



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