[UC-MAIN]: Dreamhouse Agent Use Cases

[UC-INT] Internal User (Dreamhouse Employees) - Slack Agent

[UC-INT-001]: Property Management and Information

- [UC-INT-001-01]: Comprehensive Property Lifecycle Management
  - Retrieve and manage new listings
  - Track price changes
  - Manage property summaries
  - Monitor and schedule open houses
- [UC-INT-001-02]: Access and Interpret Listing Guidelines
  - Retrieve listing requirements using Data Cloud RAG
  - Ensure compliance with internal rules and regulations

[UC-INT-002]: Client Relationship Management

- [UC-INT-002-01]: Holistic Client Information Tracking
  - Retrieve and consolidate client inquiries
  - Manage contact details
  - Track offer statuses
  - Automate personalized follow-up reminders
- [UC-INT-002-02]: Client Financial and Preference Analysis
  - Retrieve and analyze client requirements
  - Assess financial information
  - Generate client interaction insights

[UC-INT-003]: Salesforce Data Intelligence

- [UC-INT-003-01]: Comprehensive Salesforce Data Integration
  - Cross-object query capabilities
  - Retrieve and correlate data from opportunities, contacts, tasks, cases
  - Advanced property and broker information retrieval
- [UC-INT-003-02]: Advanced Reporting and Analytics
  - Generate property permit and tax reports
  - Create detailed broker performance insights

[UC-INT-004]: Intelligent Notifications and Communication

- [UC-INT-004-01]: Proactive Communication System
  - Send contextual meeting reminders
  - Generate and distribute offer notifications
  - Provide daily and weekly listing summaries
- [UC-INT-004-02]: Advanced Client Interaction Monitoring

- - Track and analyze client interaction sentiment
  - Generate performance analytics for management
  - Develop machine learning-driven communication strategies

[UC-INT-005]: Data Governance and Compliance

- [UC-INT-005-01]: Data Privacy and Security Management
  - Implement data masking
  - Ensure regulatory compliance (GDPR, CCPA)
  - Manage audit logging and access controls

[UC-EXT] External User (Dreamhouse Customers) - Chat/Portal Agent

[UC-EXT-001]: Intelligent Property Discovery

- [UC-EXT-001-01]: Advanced Property Search and Matching
  - Multi-criteria property search (price, location, features)
  - AI-powered personalized property recommendations
  - Retrieve comprehensive property details and history
- [UC-EXT-001-02]: Contextual Property Insights
  - Retrieve neighborhood information
  - Access commute and location analytics
  - Provide walkability and amenity scores

[UC-EXT-002]: Seamless Tour and Interaction Management

- [UC-EXT-002-01]: Intelligent Tour Scheduling
  - Flexible tour booking and rescheduling
  - Real-time availability tracking
  - Adaptive scheduling based on user preferences
- [UC-EXT-002-02]: Interactive Property Exploration
  - Virtual tour capabilities
  - Integrated communication with agents
  - Personalized property recommendation follow-ups

[UC-EXT-003]: Comprehensive Document Management

- [UC-EXT-003-01]: Secure Document Access and Verification
  - Access and download contracts, lease agreements
  - Verify document authenticity
  - Provide clarification and interpretation support
- [UC-EXT-003-02]: Transparent Transaction Documentation
  - Track and manage closing documents

- Facilitate seamless document upload and verification

[UC-EXT-004]: Financial and Transaction Tracking

- [UC-EXT-004-01]: End-to-End Transaction Monitoring
  - Real-time offer and closing status tracking
  - Mortgage and loan status updates
  - Integrated financial eligibility assessments

[UC-EXT-005]: Comprehensive Neighborhood and Financial Intelligence

- [UC-EXT-005-01]: Neighborhood and Lifestyle Analytics
  - Retrieve detailed school and community ratings
  - Compare neighborhood amenities
  - Provide contextual location insights
- [UC-EXT-005-02]: Financial Planning Support
  - Mortgage rate and eligibility calculations
  - Predictive financial modeling
  - Address validation and preliminary assessment