

SENTRILOCK TECHNICAL SUPPORT UPDATE



Earlier this year, SentiLock implemented a cloud-based contact center platform for their Technical Support Team, modernizing support operations and laying the groundwork for a more responsive, efficient experience.

SentiLock has introduced a **new automated voice assistant** that greets callers with “What can I help you with today?” and can guide them through simple support needs and general knowledge base and troubleshooting questions such as:

- *Adding a lockbox to a listing*
- *Releasing a shackle*
- *Changing a lockbox battery*

Don't want to use the automated voice agent? No problem! Simply ask to speak with a live Customer Experience Specialist! If the automated voice agent is unable to assist, callers will be transferred to a live person.



TUESDAY TIP
10/07/2025

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