

# How Enumerate Delivers Top-Notch Support With a 91% Resolution Rate, Powered by Maven AGI

7/29/25



Uri Shatten  
MANAGER OF TRAINING AND  
ENABLEMENT

“In a world oversaturated with AI support solutions, Maven is second to none. They make it easy to work faster and more efficiently while living out our customer-first values.”

INTRODUCTION

This award-winning community management software company delivers best-in-class customer support using Maven AGI’s AI-powered workflows.

## ENUMERATE::.

About

Enumerate’s suite of software solutions helps property management companies and self-managed associations streamline everything from accounting and payments to maintenance and resident engagement. Trusted by communities across the U.S., the platform has snagged several accolades, including a [Stevie® Silver award](#) for Customer Service Success, Inc’s [2025 Best Workplace award](#), and multiple [G2 High Performer awards](#).

## Challenge

### Managing a High-Volume Support Queue Without Compromising on Quality

As a leading community management solution with a reputation for next-level support, Enumerate is always on the hunt for new ways to show up for its customers. That’s why the company knew investing in an AI-powered support platform was a critical next step.

But Enumerate didn’t want to settle for the first solution that promised speed and efficiency. The support team needed a tool that could deliver on these two fronts, without sacrificing the human touch.

Historically, the team offered empathetic and comprehensive answers to every one of the 3,000 tickets that poured in each month, from inquiries about account setup to questions about completing actions in the owners’ portal. But delivering a response sometimes meant referencing multiple articles and manually pulling the right customer context from their help desk. This time drain ate into support specialists’ bandwidth for customer relationship-building.

Enumerate’s ideal solution would optimize the team’s workflows with:

- 1. On-demand, accurate research assistance for phone and email tickets:** The team needed an AI agent that could instantly surface relevant product and customer information, then spin it into on-brand responses that customer support specialists could instantly edit for higher-touch phone and email requests.
- 2. 24/7 chat support for Tier 0 requests:** Enumerate also looked for a customer-facing agent to independently handle straightforward in-app inquiries. This would enable customers to self-serve at all hours and reduce the team’s phone and email queues.

Enumerate vetted several options in the crowded AI support market, but nothing clicked until the team discovered [Maven AGI](#). From its high-quality and empathetic responses alone, they knew they’d found “the one.”

“The support space is full of impersonal chatbots that can’t answer basic questions. Maven’s agents always know how to respond with accuracy and empathy.”

## Solution

### Powering Fast, First-Class Service and Deep Product Knowledge With Maven’s AI Copilot

With Maven, Enumerate has a full-service research agent to supercharge phone and email support, plus a 24/7, in-app chat function.

The first order of business? Augmenting customer support specialists’ phone and email workflows with Maven’s trusty [AI Copilot](#). Today, the team no longer has to scour multiple data sources by hand when responding to complex customer questions.

Copilot [integrates seamlessly](#) with Enumerate’s help desk and knowledge documentation to instantly populate every ticket with relevant context and suggested responses. This includes a high-level summary of each inquiry, key customer information (like plan details and ticket history), and a one-word description of their general sentiment (ranging from “satisfied” to “frustrated”). Now it’s easy to offer premium treatment to one customer after the next without any back-and-forth.

Plus, Copilot’s responses always strike the perfect balance between informative and understanding. Each answer, whether about accounts payable, accounts receivable, or using the community management portal, condenses deep product knowledge from multiple sources into quick, digestible solutions without requiring any outside research. The team can also customize Copilot’s [tone](#) directly in Maven’s platform to uphold their personal touch. They’ve specifically trained it to act as an empathetic supporter, and so far, it’s proven to be the perfect mirror of Enumerate’s human support specialists.

Since Copilot is so well-trained, responses are customer-ready within minutes, with minimal editing required. Even better, most inquiries are resolved in just one response. And if the customer has follow-up questions, Copilot is on standby, ready to perform any quick product research from behind the scenes.

But Copilot was just the beginning. Empowered by these phone and email wins, Enumerate then deployed Agent Maven™ (internally dubbed Enumerate Assist) to autonomously tackle Tier 0 requests in the app. Agent Maven, which draws from the same documentation as Copilot, offers round-the-clock responses to self-serving customers. It can give thorough answers to all kinds of issues, saving customers the hassle of escalating to a human support specialist and buying back the team more bandwidth for those higher-touch tickets.

Put simply, Maven has optimized Enumerate’s support function in every way, giving customer support specialists the time and resources they need to nurture strong customer relationships that drive retention and loyalty.

“With Maven, our support specialists are able to give responses in much less time. They never have to hunt for answers because Maven’s Copilot puts all the product information and customer context right in front of them.”

## Results

### 91% Resolution Rate, 24/7 Knowledge Access, and Streamlined Workflows

Enumerate jumped at the opportunity to weave AI into the support team’s workflow, and it paid off tenfold. With Maven’s AI Copilot and chat agent, Enumerate was able to reduce repetitive tasks, tackle its queue faster, and roll out the red carpet for every customer.

“It’s rare to find a solution that integrates so seamlessly with your ecosystem. But Maven is just that. From their premium services to their customizations, they’re constantly exceeding every expectation we set.”