

## Notice Concerning Full-scale Operation of AI-powered Chatbot for Tenants

Leopalace21 Corporation (Headquarters: Nakano-ku, Tokyo; President and CEO: Bunya Miyao; the “Company”) announced that it began full-scale operation of KARAKURI chatbot, an AI-powered chatbot introduced in March 2023, which can respond to any category of inquiries from August 1, 2023.

Frequently Asked Questions in the website



Screen supported by Chabot



Clicking the button activates Chabot.

### ■ Effects to date of introducing the AI chatbot

Prior to the introduction, the Company customer service response rate was sometimes less than 70%. It was because the Company operators were too busy to respond to a lot of inquiries during busy times in March and April.

After the introduction, the response rate has improved to approximately 90%, because basic inquiries can be answered automatically by the chatbot, and the voicebot introduced at the same time. A total of 120,732 inquiries were handled by the chatbot between March and the end of July.

### ■ Support category expansion from 30% to all kinds

Prior to the full-scale operation, the chatbot has been able to respond to about 30% of all inquiries, such as those related to moving out of a room and problems with furniture and appliances. With the full-scale operation from August 1, the chatbot is able to respond to all categories of inquiries, including lost keys and water-related problems.

### ■ Improved FAQ website

The FAQ site is renewed in conjunction with the full-scale operation of the chatbot. The content of the FAQ website will be quickly updated to provide accurate information on the various lifestyle

issues faced by tenants by centralizing management with the AI chatbot.

### ■ Future outlook

The Company will analyze the data accumulated by the chatbot to understand trends in the content of inquiries and requests from tenants, and work to improve its services and quality. In the future, by linking with customer data, the Company aims to increase the scope of automation and efficiency, enable quick response to inquiries, and improve customer satisfaction.

### ■ About past chatbot news

Notice Concerning Introducing AI-powered Speech Dialog System and Chatbot Tool with AI (March 3, 2023)

<https://eg.leopalace21.co.jp/ir/news/2023/pdf/0303.pdf>

### Company Information

Company Name : Leopalace21 Corporation  
Established : August 17, 1973  
Head Office : 2-54-11 Honcho, Nakano-ku, Tokyo  
Representative : Bunya Miyao, President and CEO  
Website : <https://eg.leopalace21.co.jp/>

**【For all media inquiries】**

Leopalace21 Corporation PR and IR Section  
TEL. +81-3-5350-0445 (Office hours:9:00 a.m.-6:00 p.m. on Monday to Friday)  
Email: [kouhou@leopalace21.com](mailto:kouhou@leopalace21.com)

END