Enterprise Generative AI for Smart Property Operations

16 – 20 May 2027
Amman (Jordan)



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Introduction

This course focuses on the practical use of generative artificial intelligence in smart property operations, with direct applications for property operations, facility management automation, tenant support, smart reporting, predictive insights, and knowledge management.

The course explains how artificial intelligence can support property management teams in handling maintenance requests, tracking facility performance, summarizing recurring issues, preparing smart operational reports, and turning daily property data into insights that help predict problems before they escalate. It also addresses how artificial intelligence can improve tenant support, enhance response quality, and reduce the time spent on repetitive operational tasks.

The course is designed around real property operations scenarios, including maintenance follow-up, tenant request management, operational knowledge organization, management reporting, complaint analysis, and performance indicators that help improve service quality and operational efficiency.

Course Objectives

By the end of this course, participants will be able to:

- Understand the role of artificial intelligence in improving smart property operations.
- Use artificial intelligence to support daily property operation activities.
- Automate selected facility management, maintenance, and service tasks.
- Analyze tenant requests, classify them, and prioritize responses.
- Prepare smart operational reports based on daily data and observations.
- Extract predictive insights that help anticipate faults and recurring issues.
- Organize operational knowledge within property and facility management teams.
- Convert records, notes, and procedures into searchable knowledge resources.
- Improve communication quality with tenants and internal teams.
- Build practical workflows that accelerate request handling and follow-up.
- Use artificial intelligence to summarize meetings, technical notes, and operational reports.
- Improve productivity across property operations teams.



Course Outlines

Day 1: Artificial Intelligence in Smart Property Operations.

- Understanding the role of artificial intelligence in property operations and smart buildings.
- Identifying operational tasks that can be improved through artificial intelligence.
- Analyzing the daily workflow of property management teams.
- Distinguishing between tasks that require human judgment and tasks that can be automated.
- Using artificial intelligence to summarize daily operational data.
- Creating practical prompts to obtain clear and useful outputs.
- Reviewing a practical example of operational requests within a building or property complex.
- Preparing an initial list of opportunities to improve property operations using artificial intelligence.

Day 2: Facility Management and Maintenance Automation.

- Using artificial intelligence to organize maintenance requests.
- Classifying faults by type, priority, location, and frequency.
- Supporting facility teams in tracking open and delayed tasks.
- Analyzing the causes of recurring faults in properties.
- Preparing operational summaries for maintenance teams and management.
- Using artificial intelligence to suggest initial follow-up actions.
- Linking maintenance data with operational performance indicators.
- Practical application on converting a maintenance log into a clear follow-up report.

Day 3: Tenant Support and Service Quality Improvement.

- Using artificial intelligence to analyze tenant requests and complaints.
- Classifying requests by service type, importance level, and response time.
- Preparing structured initial responses based on the nature of each request.
- Summarizing repeated complaints and identifying possible causes.
- Improving tenant experience through faster follow-up and clearer communication.
- Preparing internal communication templates between customer service and maintenance teams.
- Analyzing tenant satisfaction data and identifying areas for improvement.
- Practical activity on processing tenant requests and converting them into a follow-up plan.

Day 4: Smart Reporting and Predictive Insights.

- Preparing smart operational reports for management.
- Converting daily observations into measurable indicators.
- Analyzing performance based on maintenance, complaints, energy, occupancy, and service quality.
- Using artificial intelligence to detect recurring patterns.
- Extracting predictive insights related to faults or service pressure.
- Preparing executive summaries from scattered operational data.
- Reviewing output accuracy and checking the logic of results.
- Practical application on preparing a brief monthly performance report for a property.



Day 5: Knowledge Management and Smart Operating Model.

- Organizing operational knowledge within property management teams.
- Converting manuals, procedures, records, and notes into searchable knowledge resources.
- Preparing prompt templates for operations, maintenance, tenant support, and reporting.
- Building an internal review process for artificial intelligence outputs before approval.
- Defining team roles in using artificial intelligence tools.
- Setting gradual implementation steps within property operations.
- Preparing a practical operating model for using artificial intelligence in property operations.
- Final presentation and discussion of future improvement opportunities.

Why Attend this Course: Wins & Losses!

- Improve understanding of artificial intelligence applications in smart property operations.
- Speed up the follow-up of maintenance and service requests.
- Improve response quality for tenant requests.
- Reduce the time required to prepare operational reports.
- Turn daily data into clear management indicators.
- Detect recurring issues before they become operational problems.
- Improve coordination between facility, maintenance, and tenant support teams.
- Organize operational knowledge instead of relying only on individual experience.
- Increase team productivity in repetitive operational tasks.
- Support decision-making through clearer reports and insights.
- Improve service quality across properties and smart buildings.
- Build a practical model that can be applied within property operations teams.

Conclusion

This course provides practical content focused on using generative artificial intelligence to improve smart property operations through selected task automation, facility management support, tenant support improvement, smart reporting, and predictive insights from daily operational data.

The program connects artificial intelligence with real tasks inside property teams, such as maintenance follow-up, complaint analysis, note summarization, management reporting, and operational knowledge organization. Artificial intelligence is not treated as a separate technical tool, but as a practical method for improving work quality, reducing repetitive effort, and supporting operational decisions.

Through practical applications, participants will learn how to convert records, requests, and observations into structured outputs that support follow-up, evaluation, and improvement. The course also highlights the importance of reviewing artificial intelligence outputs and verifying their accuracy before using them in decisions or official reports.

By the end of the course, participants will have a clear understanding of how to apply artificial intelligence in smart property operations, improve facility management, support tenants, and build an internal knowledge system that enhances operational performance and service quality.

