NEW IN GROWTHZONE AMS

Fewer calls. Happier members.

Member Concierge is an AI helper in your member portal. It answers your members' most common questions without interrupting your staff.

The problem

Members visit your portal a few times a year. Between visits, they forget where things are. So they call or email your office to ask what they owe, whether their renewal is covered, or where to find their membership card. Every call pulls someone away from the work only they can do.

What members can ask

Members ask	Your concierge
"Am I active? Is my renewal covered?"	Shows status and expiry, and checks whether a card is set to pay the next renewal
"What do I owe?"	Shows the balance and open invoices, with a button to pay
"What events are coming up?"	Lists events and registrations, with a button to register
"What CE have I completed?"	Shows the transcript and catalog, and can enroll them in a course
"Where do I find my membership card?"	Explains where it lives and takes them there

Gets it done, after a yes

- Sets a card already on file to pay their next renewal
- Enrolls them in a CE course, after confirming the fee and credits
- Hands everything else to the right portal page in one click

Built for trust

- Only serves the signed-in member
- Asks before it changes anything
- Says so when it doesn't know; never makes up a balance or date
- Never takes card numbers in chat
- If it's down, your portal keeps working

Yours to name, yours to control

Optional
It starts off. Turn it on when you're ready.

Name it anything
Pick a name that fits your brand. Skip it and it's simply "Concierge."

See what members ask
Read every question and answer, by date or keyword.

Turn it on in three steps

1. A staff member with the Setup role opens Member Concierge settings.
2. Switch it on, give it a name, and add your support link.
3. Tell your members. We have a one-pager and email ready to send.

Included with GrowthZone AMS at no extra cost.

Questions? Talk to your Client Success Manager.