

## CUSTOMER-LED VOICE ASSISTANT FOR HOTELS

HIGHLIGHTS

50% CALL CONTAINMENT

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Understanding every caller, regardless of accent Accurately recording guest numbers and postcodes



£5.8M

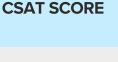
(\$7.2M) BOOKED REVENUE

Answering FAQs and initiating housekeeping requests

৩) 03330 110 400



Integrating with PBX systems to route calls to the right department



90%



Taking reservations

## CASE STUDIES

**Multinational hotel company** June 2023 - Present

Brought in to handle FAQs and correctly route internal and external calls.

- Responsible for answering over 100 FAQs
- Delivered personalised guest experiences and recognised loyal guests
- Achieved 90% CSAT scores across multiple hotel locations
- Fully contained 40% of guest calls

## Hotel and casino

October 2021 - Present

Brought in to support an understaffed contact centre by handling FAQs and call routing.

- Reduced the number of calls to the contact centre by 30%
- Reduced abandonment rates by answering 100% of calls immediately
- Responsible for answering FAQs, call routing and contextual deflection

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