

CUSTOMER-LED VOICE ASSISTANT FOR HOTELS

HIGHLIGHTS

50%

CALL CONTAINMENT

£5.8M

(\$7.2M) BOOKED REVENUE

90%

CSAT SCORE



Understanding every caller, regardless of accent



Accurately recording guest numbers and postcodes



Answering FAQs and initiating housekeeping requests



Integrating with PBX systems to route calls to the right department



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

