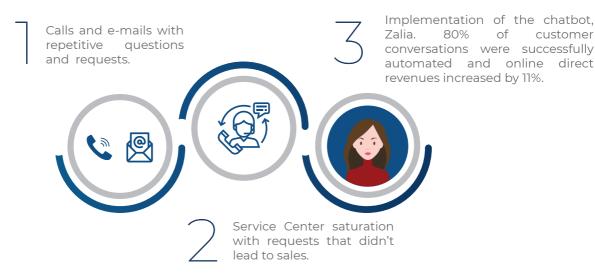




direct

IMPLEMENTATION OF QUICKTEXT CHATBOT AT ZAFIRO HOTELS

ZAFIRO BEFORE QUICKTEXT



ZALIA IMPLEMENTATION PROCESS

HOTEL BOOKING

MUITI-PROPERTY CHATBOT LAUNCH ON **CORPORATE WEBSITE**

INTEGRATION OF THE **CHATBOT TO OTHER** MESSAGING PLATFORMS AND ZAFIRO'S CRM

Analysis of users interaction, FAQ... The Chatbot's ability to help customers to book directly.

The know-how acquired from the pilot hotels made it easier to easily deploy the chatbot in the other properties.

Chatbot can answer customers requests about all properties.

Integration of the chatbot to other platforms such as Facebook Messenger.

RESULTS AFTER 5 MONTHS



CONVERSATIONS



CONVERSATIONS SOLVED WITHOUT THE NEED OF HUMAN SUPPORT



INCREASE OF DIRECT SALES



SERVICE CENTER PERFORMANCE **OPTIMIZATION**

QUICKTEXT SERVICE

Customization of the chatbot's answers.

Support and quality monitoring.

Technical integrations: booking engine,CRM etc...

GUEST BENEFITS

Personalized customer experience.

Reservation support.

Instant response 24/7, in 16+ languages.

HOTEL BENEFITS

Increase direct sales.

Increase lead generation.

Operational efficiency in customer relationship management.