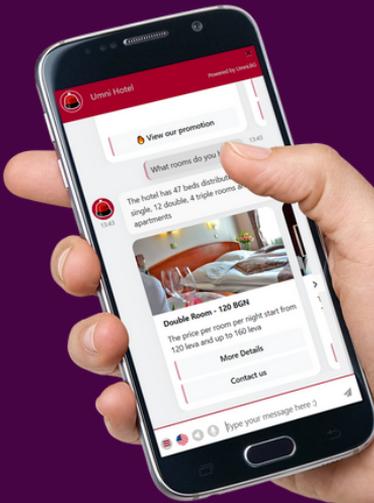


DIGITAL ALTERNATIVES OF THE HOTEL COMPENDIUM

HOTEL AI CHATBOT

Pros

- A digital Concierge on the guest phone
- Digital self-service and safe contactless tool
- Instant answer to wide variety of guests questions by the AI module means happy customers
- Eliminates customer dissatisfaction from waiting for answers
- Great for making bookings and service inquiries
- Engages with guests right away
- Multilingual instant response

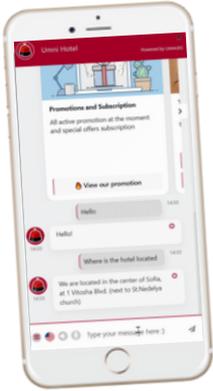


Cons

- Couldn't think of one except if there is no power for a long time or the hotel website is down, but it's 21 centuries out there, technologies run the world and the hotels have generators!



HOTEL AI CHATBOT



More Pros

- No need of download and installation, implemented on the hotel website
- If the hotel doesn't have a website, the AI chatbot comes with its own landing page
- No need of learning how to use it, no skills required – chat communication format
- 24/7 availability
- Accessible from anywhere online and offline via shared links and QR codes

- Can guide the guests from anywhere to a precise place in the AI chatbot on the website for 1-click experience
- No registration for usage
- First and zero-party data collection tool
- Forget printing materials
- Can be used by all guests at once and answer them all instantly
- All content and answers are maintained easily by the hotel staff
- Can be used for contacting the Reception Desk or other hotel departments
- Can be implemented in the Hotel app and in the in-room tablet to enhance them, give them conversational AI power and chat interface, and make them smarter
- Hotel TV can send guests to precise element or information in the hotel AI chatbot by showing a QR code with a link to it on the screen.
- The hotel AI chatbot is the cheapest and easiest to use and maintain solution among hotel chatbot, hotel app, hotel smart TV and in-room tablet

Get a **smart hotel assistant** on your website from Day 1

More happy guests, more direct reservations via **Umni hotel AI chatbot!**

HOTEL APP

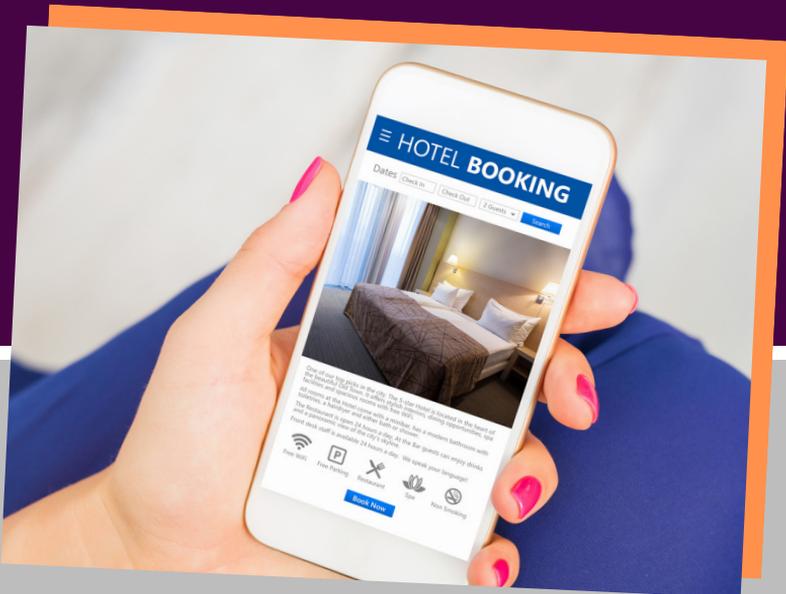
Pros

- Does not require hardware installation in the property
- Always with the guests on their phone
- Replaces printed materials
- Can be used by guests as per the settings the hotel set
- Contactless assistance
- Digital self-service tool



Cons

- Needs of download and installation of additional app on the guests' phones
- Needs of learning how to use it
- High price for creating, testing, and releasing
- Not all guests have compatible phones or want to install one more app (storage issues)
- Guests can delete it after they leave the hotel
- Would need personal data for registration



HOTEL SMART TV



Pros

- Can use the room TV
- Replaces printed materials
- Can be used by guests as per the settings the hotel set
- Digital self-service tool

Cons

- Cannot use texting and conversational AI
- Guests cannot use it while watching TV
- Doesn't work without a TV remote
- Needs additional installation if integrations are required with property software
- If it is not compatible with the hotel TV, may require TVs replacement
- Available in the guests' room and public areas only, cannot assist the guests 24/7 from any location
- Requires cleaning according to the property hygienic standards



HOTEL IN-ROOM TABLET

Pros

- Replaces printed materials
- Can be used by guests as per the settings the hotel set
- Can include integrations with property systems
- Digital self-service tool



Cons

- Cannot be taken by the guests outside of their rooms
- Need of learning how to use
- Higher price for buying a tablet for every room and replacing damaged one
- Not all guests in one room can use it simultaneously together while in the room
- Requires installation
- Requires cleaning according to the property hygienic standards





THE HOTEL AI CHATBOT - THE BEST DECISION TO MAKE!

