



# CONCIERGE LITE - INTELLIGENT CHAT ASSISTANT BASED ON ARTIFICIAL INTELLIGENCE

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**GOOD MORNING! I AM  
CONCIERGE LITE. WHAT  
CAN I HELP YOU WITH?**

# WHO IS CONCIERGE LITE?

- ▶ CONCIERGE LITE, is not just a digital assistant - it is a personal guide for Your Hotel Guests, always ready to help, based on the latest artificial intelligence technologies. It is like an invisible companion, always present, always ready to answer questions.
- ▶ Using advanced technology, CONCIERGE LITE combines information about the amenities available at the hotel with the power of artificial intelligence. This unique combination allows it to give precise and quick answers to guests' questions - such as the opening hours of the restaurant, fitness area, or other attractions available in and around the hotel.
- ▶ CONCIERGE LITE replaces the reception desk - it is available 24 hours a day, 7 days a week. The introduction of the Virtual Assistant in the rooms increases the prestige of the hotel - it shows that the hotel is up to date with trends and meets the expectations of the customer.



# WHY IMPLEMENT CONCIERGE LITE?

- ▶ **24/7 Availability:** CONCIERGE LITE can be available at any time of the day or night, which means Hotel Guests can get answers to their questions at any time of the day or night, regardless of the hour.
- ▶ **Immediate response:** Hotel Guests do not have to wait for a human to respond. CONCIERGE LITE can provide answers immediately, improving the Guest experience.
- ▶ **Reducing staff workload:** By automating routine Hotel Guest service tasks, CONCIERGE LITE can reduce the burden on hotel staff, allowing them to focus on more complex tasks.
- ▶ **Always up-to-date data:** CONCIERGE LITE always relies on up-to-date information obtained from the hotel's website or social media, so the customer always has access to current knowledge. When making changes, the hotel no longer has to remember dozens/hundreds of sheets of paper to update in each hotel room. This minimizes the risk of misleading the customer.

# WHY IMPLEMENT CONCIERGE LITE?

- ▶ **Understanding and analyzing customer data:** CONCIERGE LITE can collect and analyze data about hotel guests regarding their questions and preferences. This information can then be used to create targeted and personalized marketing campaigns.
- ▶ **Increasing engagement:** CONCIERGE LITE can engage in conversations with Guests, suggest products and services, and send notifications about special offers or events, clearly increasing Hotel Guest engagement.
- ▶ **Improving Customer Service:** AI chatbots can significantly improve the quality of service for the Hotel Guest by resolving issues immediately. This translates into customer satisfaction and thus a positive image of Your Hotel.
- ▶ **Accessible from the hotel room level:** CONCIERGE LITE is available at your fingertips. Simply scan the QR code located on the table/desk of your Hotel room, Lobby to access answers to all your questions. Thanks to the AI Assistant, the Hotel Guest will not miss information and attractions offered by the hotel, such as in the spa area, restaurant or bar.

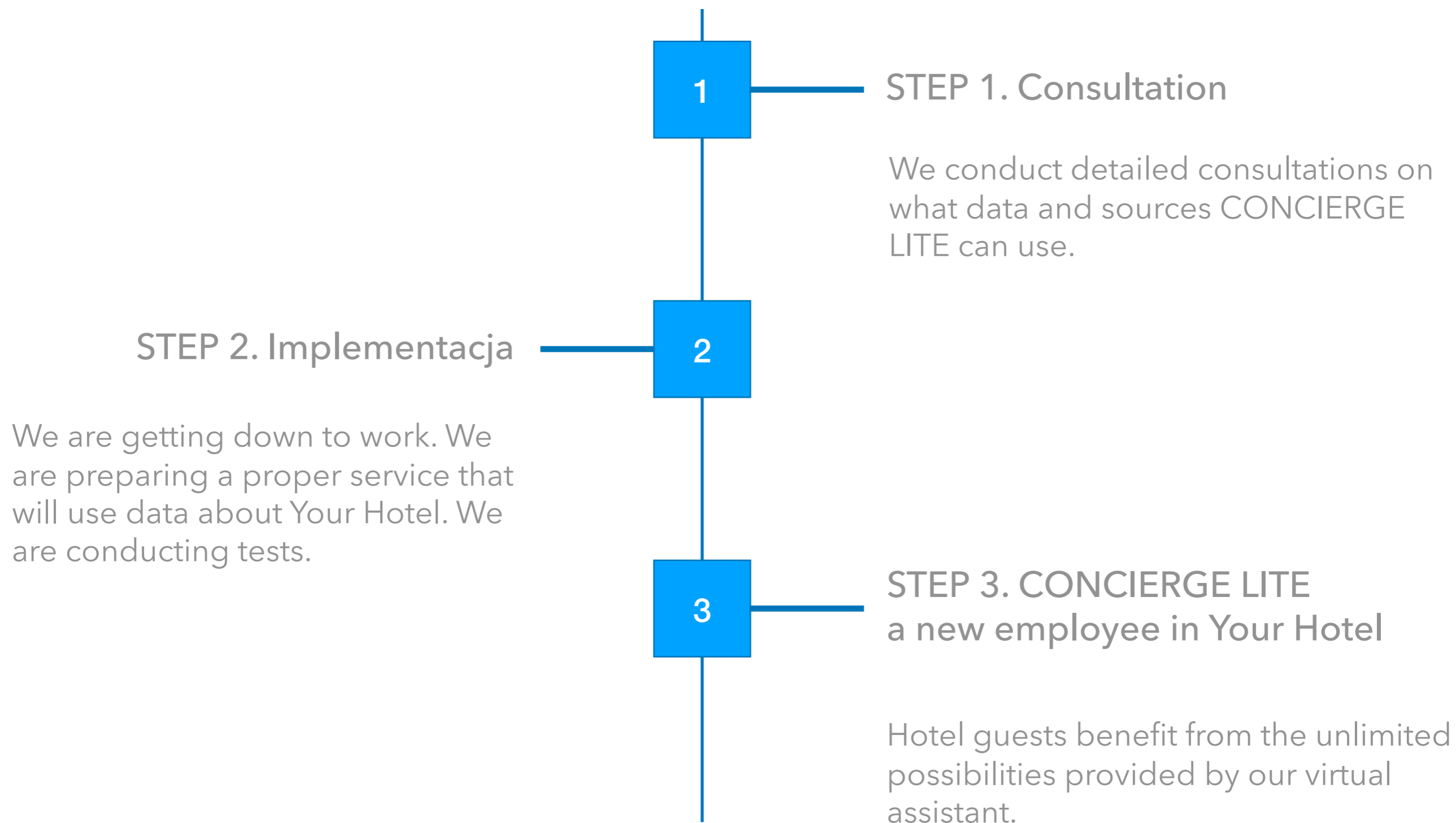
# WHY IMPLEMENT CONCIERGE LITE?

- ▶ **Anonymity for Hotel Guests** - CONCIERGE LITE ensures complete anonymity and discretion for hotel guests.
- ▶ **Multilinguality** - CONCIERGE LITE works in all languages, so Guests from any part of the world get precise answers to their questions in their native language. This avoids understatements and significantly enhances the Guest experience.
- ▶ **Reduced face-to-face interaction** - Chat Assistant makes it possible to get precise answers without contact with another human being, which is an advantage, especially for the younger generation.
- ▶ **Customizable** - CONCIERGE LITE enables personalization according to the Hotel's guidelines. It is possible to implement the tool in the entire Hotel or selected Hotels.

# CONCIERGE LITE IN THE YOUR HOTEL- 3 STEPS TO IMPLEMENTATION

# CONCIERGE LITE - INTELIGENTY CHAT ASSISTANT. KROKI WDROŻENIOWE

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**CONCIERGE LITE AT  
YOUR HOTEL**

## INFORMATION ABOUT CHAT ASSISTANT AT THE YOUR HOTEL

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In a designated area of your hotel room (on a desk, table) or lobby, restaurant, you will find information about CONCIERGE LITE. **Scanning the QR Code**, opens a chat room in the web browser where hotel guests can ask questions.

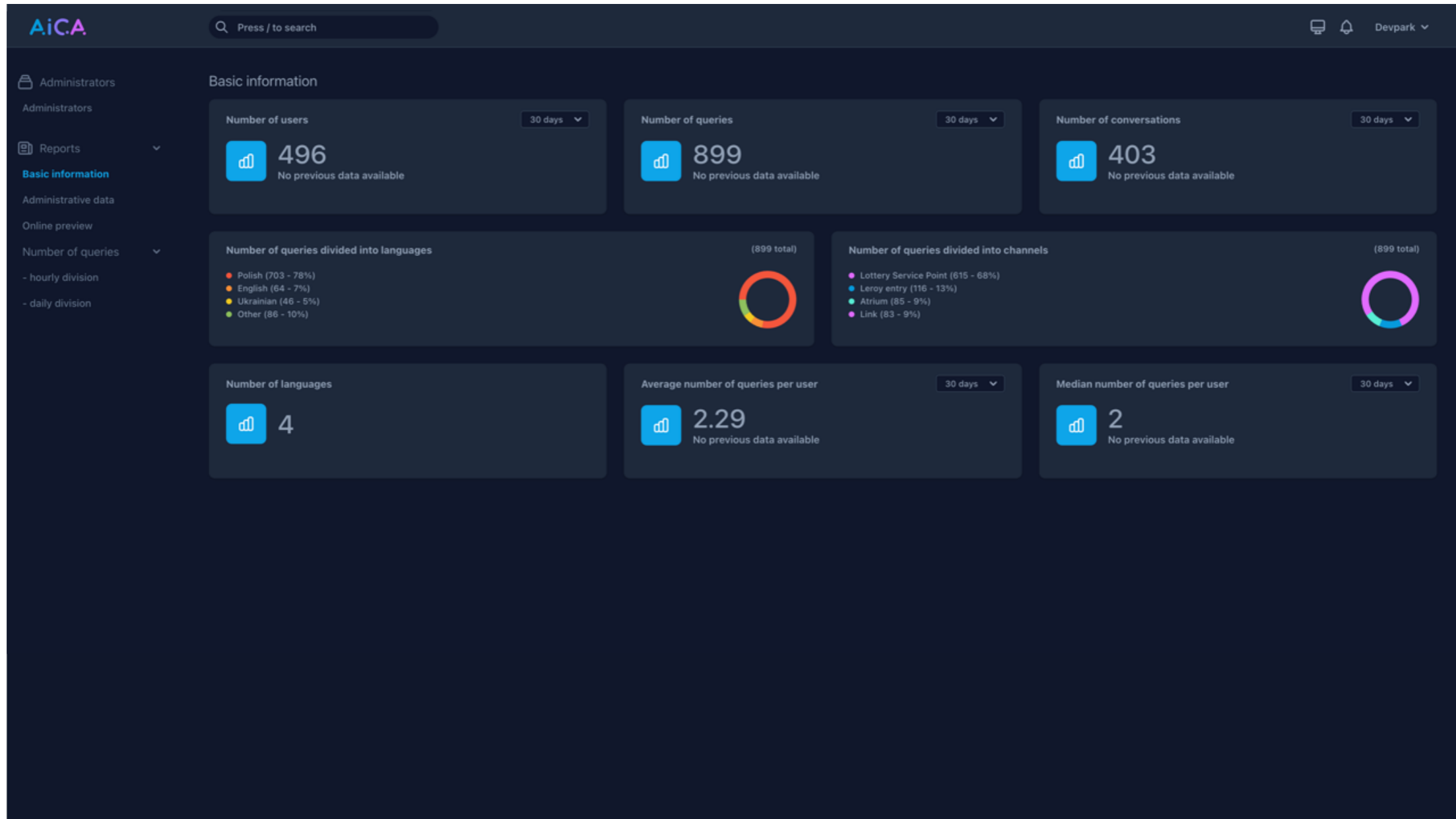
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# DASHBOARD APPS



CONCIERGE LITE - the virtual assistant also has a dedicated Dashboard that collects information about the tool's users. This allows you to take full advantage of specific information about your target audience and better specify their needs.



**MORE QUESTIONS? FEEL FREE TO  
CONTACT US**

DOMINIK ŚLEBIODA  
[HUMAN@AICA.SI](mailto:HUMAN@AICA.SI)