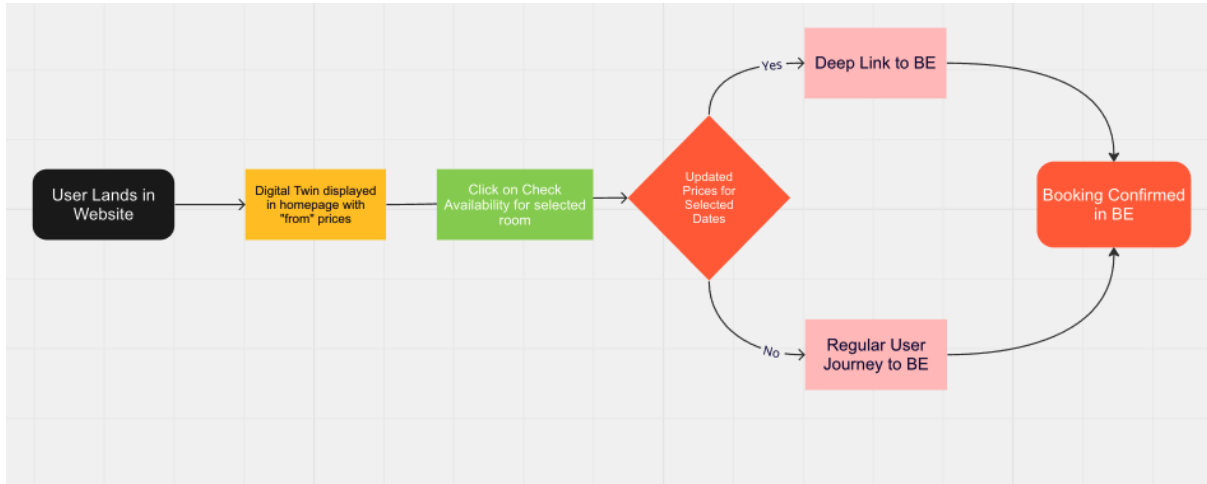# User Flow Hotelverse

Product Level 1: Digital Twin

Description: The digital twin is deployed in the homepage of the hotel website. The user can browse through the hotel's facilities and rooms. A from X price is deployed taken into account the cheapest price per room category from a 6 month period. Once he selects a room, he will be able to check the dates he wants to travel and the prices will be updated in the digital twin for those dates. The user can then either go to the Booking Engine making a regular search or he can be redirected to the Booking Engine through the digital twin with a deep link with the selected dates.

VIDEO: ▶ EN Digital Twin Intro
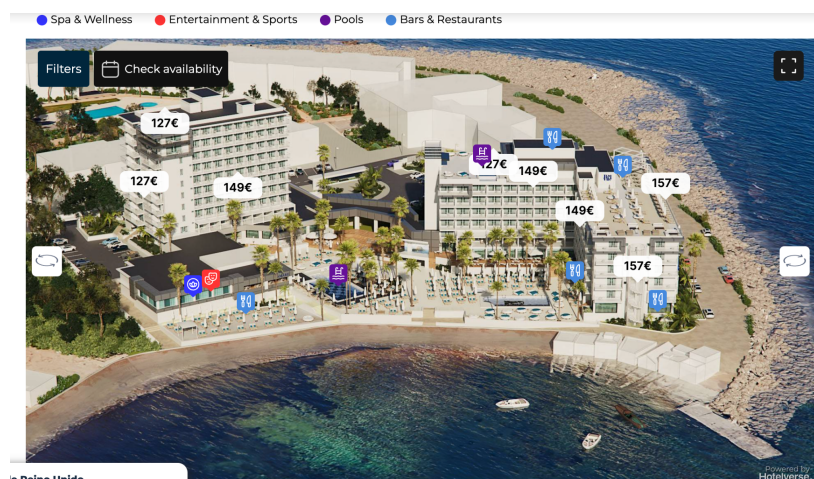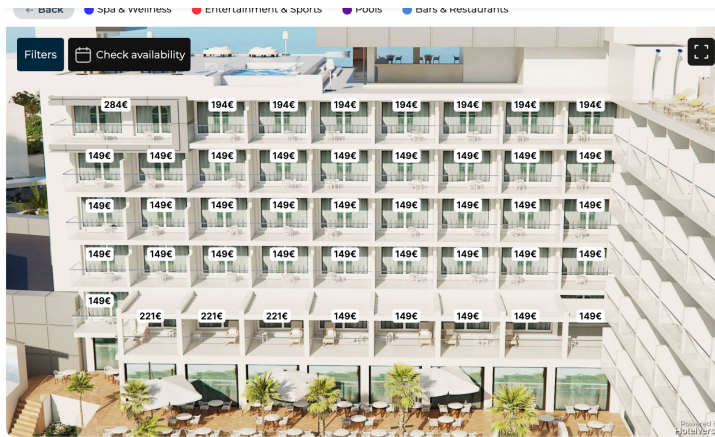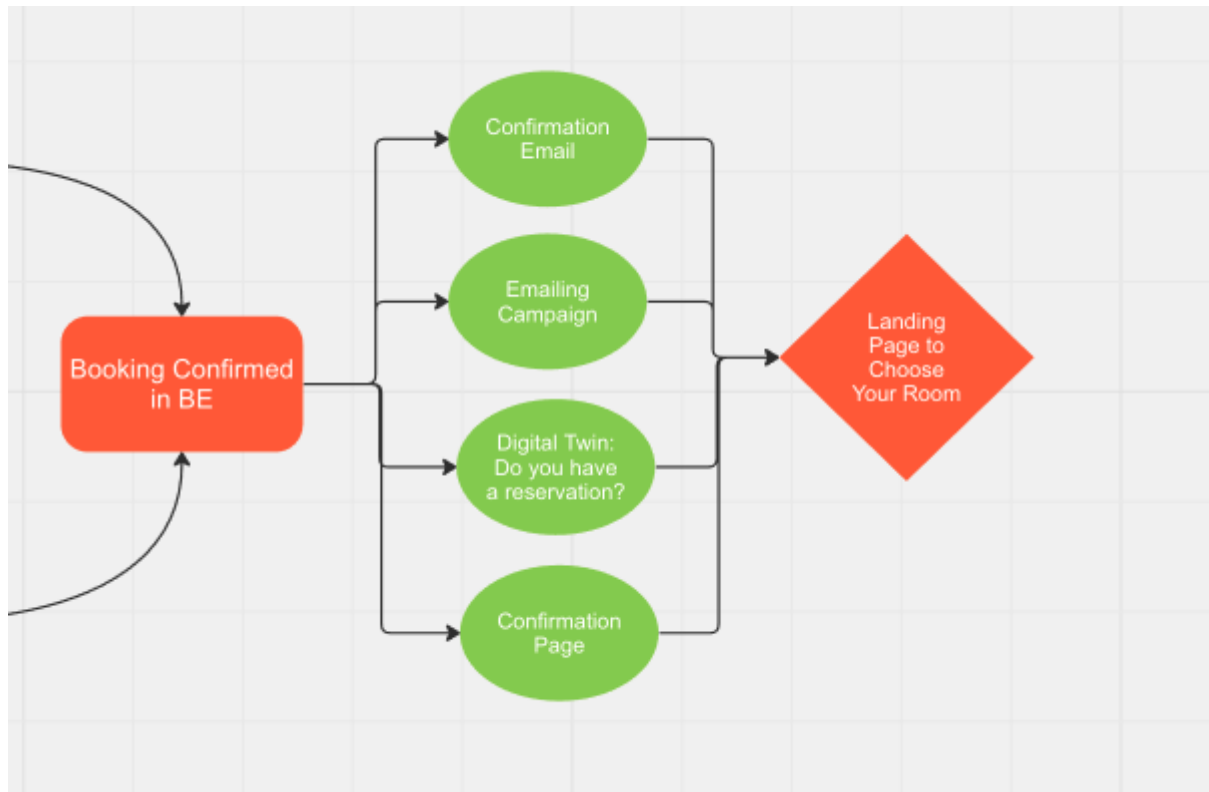
Technical Requirements:
- API certificacion for ARI
- Deep Link to redirect to BE

Product Level 2: Choose Your Room (CYR)

Description: Once a user has completed a reservation we can redirect them to a landing page in order for them to select the room they want to stay in. This redirection can be done either with a mailing campaign, confirmation email, on the Booking confirmation page or directly on the Digital Twin in the homepage. The user will identify himself with his personal data, which we have already received from the BE and will be able to Choose the Room he wants to stay on (same category or a superior one doing an upselling). He will then receive the booking confirmation on his email.
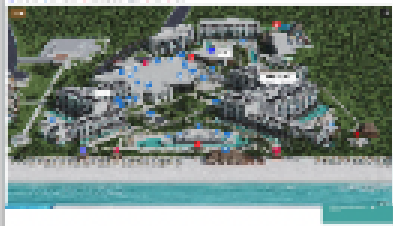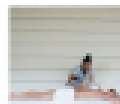
VIDEO: ▶ EN Choose Your Room Intro

Web
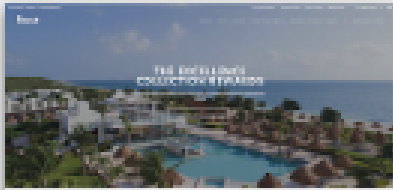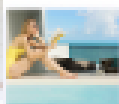
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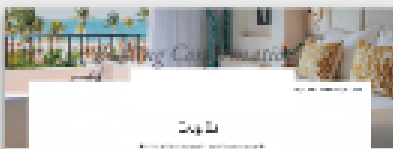
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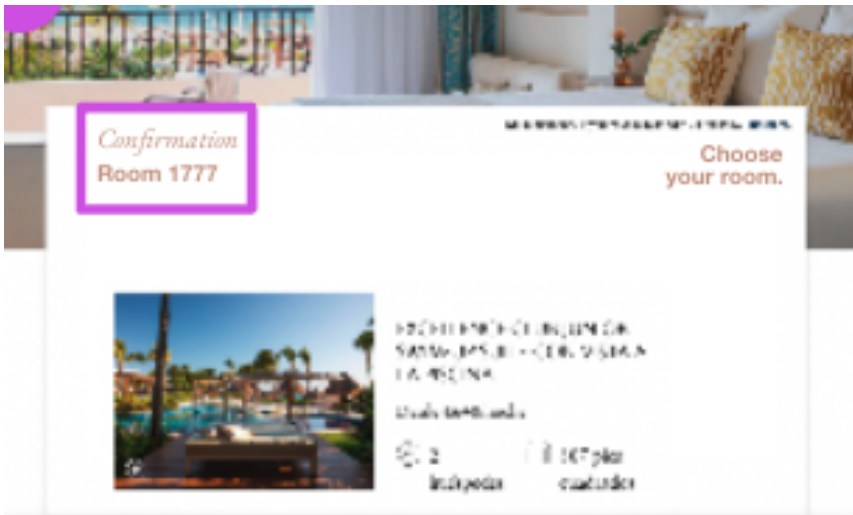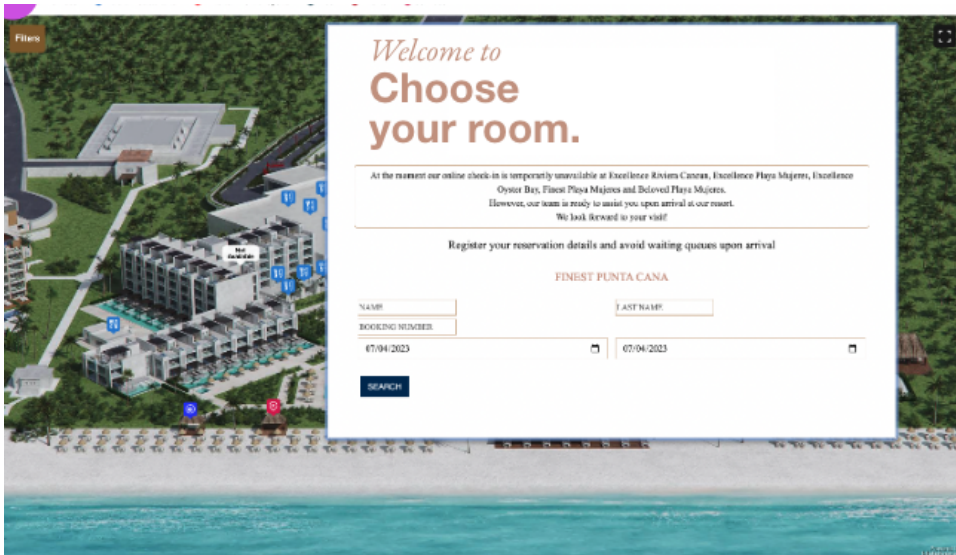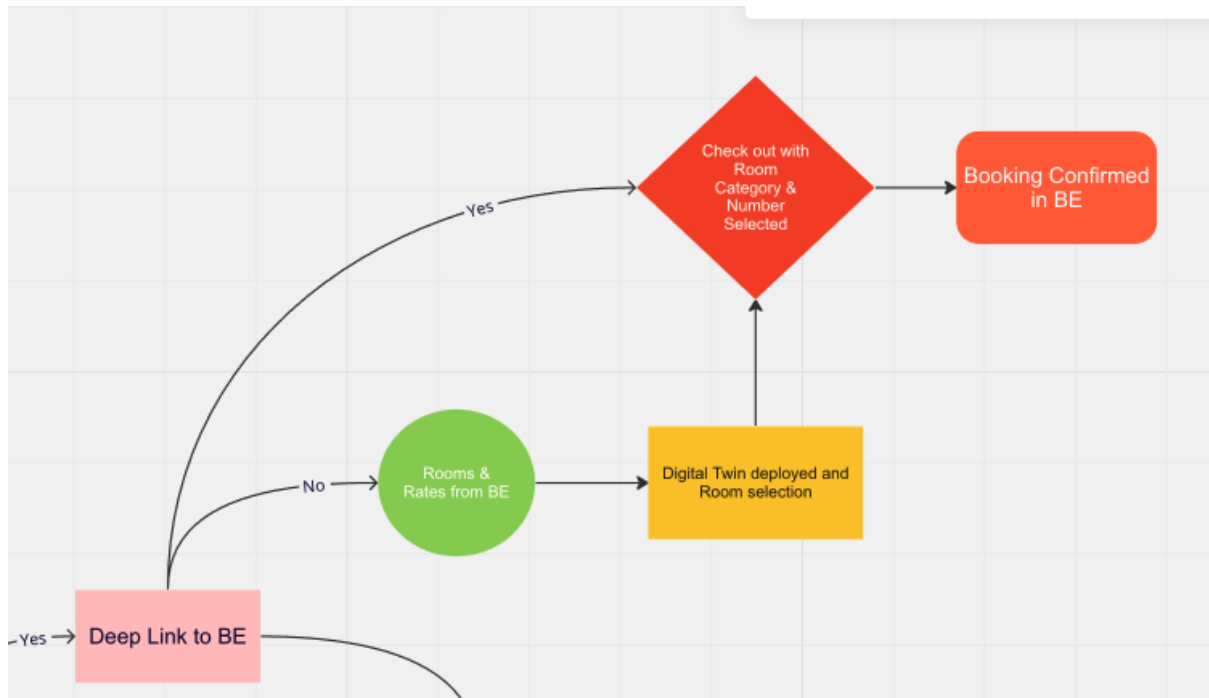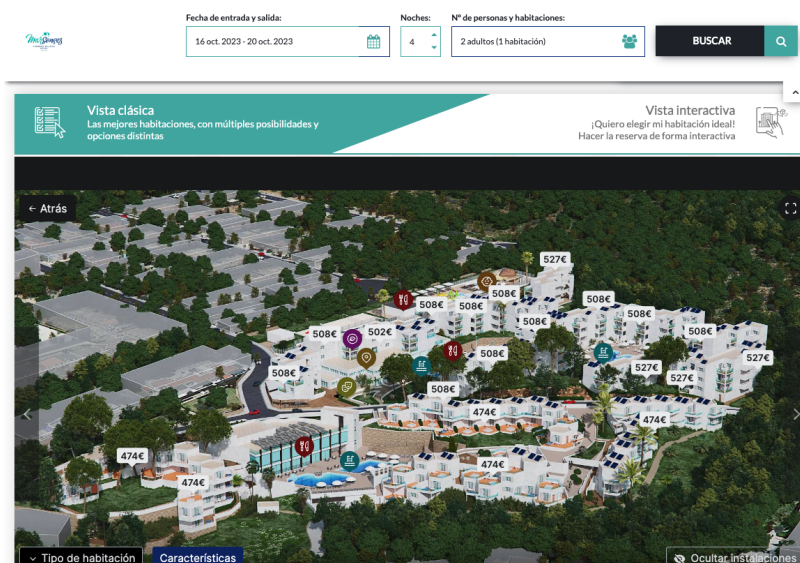
Technical Requirements:
- Booking Retrieval = API connection to receive reservation data

Product Level 3: Book Your Room (BYR)

Description: Once the user has selected the dates in the digital twin in the homepage, he will be redirected to the BE environment via the deep link. He can either be directly sent to the check out page with the room category and room number selected to just complete the reservation; or he can be redirected to the Rooms & Rates already with the selected dates. There he can browse the digital twin, select the room he wants and proceed directly to complete the reservation.

VIDEO: ▶ EN Book Your Room Intro

Technical Requirements:

- Event management between the Hotelverse iframe and the BE so we can send the selected room category, dates and rate.
- Deployment of digital twin (iframe) in BE in a container.