Booking Assistant

Hi there, how can I help?

Ask a Question   Book a Room

I'd like to book a room for the New Year's Eve

Sure thing, for an unforgettable New Year's Eve, we have curated an exclusive 2 night package.

Sounds great, tell me more!

BOOK ME BOB

Introducing Bob, AI-powered Chatbot for hotels

BOOK ME BOB

Hotels need to adopt AI to derive more value from every guest interaction

Evolution of Communication

In Hotel

Call Centre

Travel Agent

Website

Email

External sites & Reviews

Facebook Pages

Twitter

OTA's

Marketplaces

Website Chat

Messaging

Voice Enabled Devices
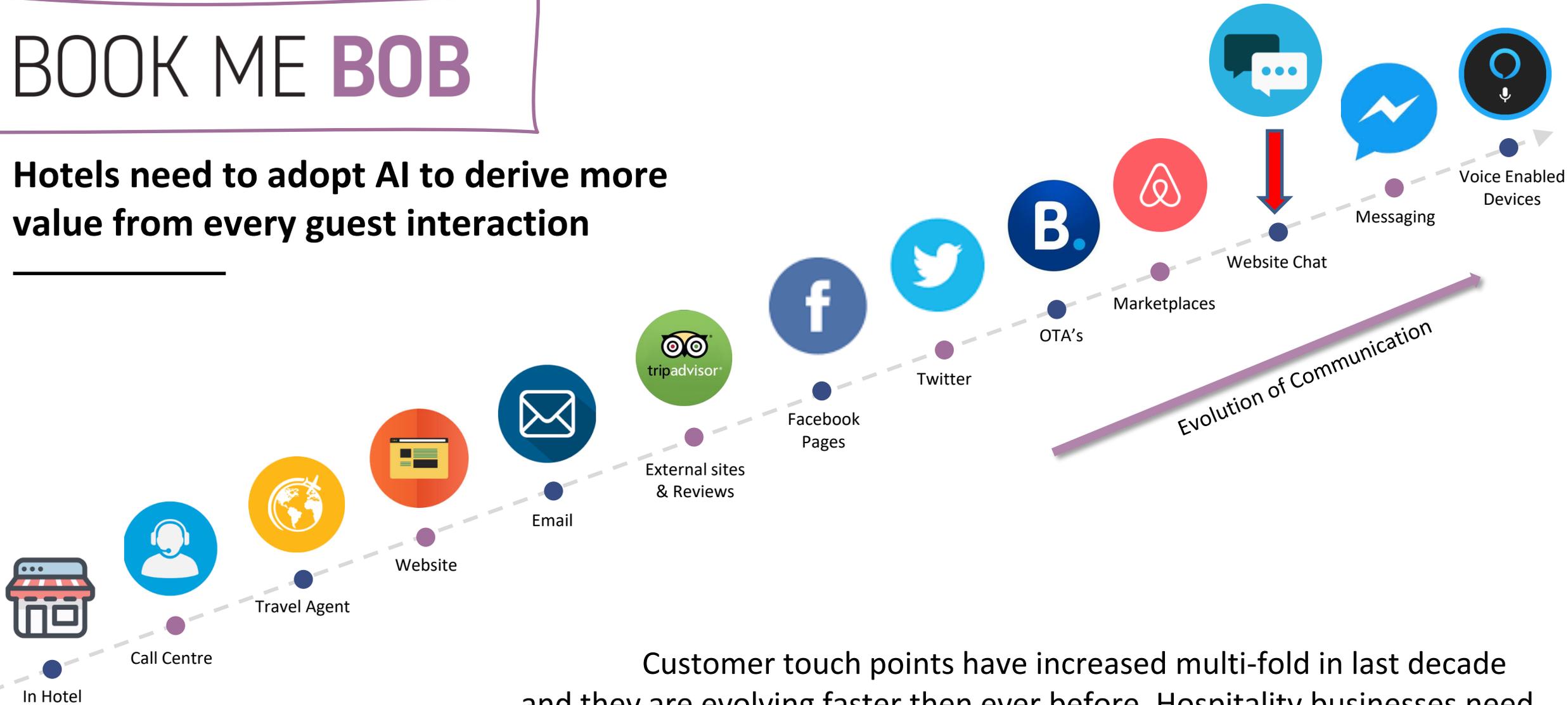
Customer touch points have increased multi-fold in last decade and they are evolving faster then ever before. Hospitality businesses need to embrace the change and be ready for how the customer wants to interact.

The Promise of AI

In the next 10 years only 15% of interactions with a business will be with a human. Gartner

...and Book Me Bob is positioned to help businesses leverage this promise

95% of consumers already expect bots to take over CS

80% of current routine requests can be handled by bots

67% of customers interacted with a bot in 2018

40% of consumers don't mind bots if they get the job done

10% improvement in lead quality, causing sales productivity increase up to **40%**

30% minimum cost reduction when using bots for customer services

70% reduction in call times for customer service

60% cost reduction when using bots alongside sales service staff

A Necessary Next Step

The cost to acquire a customer is high and the OTA channels are expensive.

75% of website visitors abandon online orders (avg)

Customer is lost on a website if not engaged with in **30 seconds**

65% abandon if the website does not quickly provide what they want

Are you ready when your customers are?

3rd party aggregators wipe out 20% of the company profits

90% of leads go cold after an hour if not engaged

Businesses need to maximise conversion from the digital channels

Most order abandonments happen between **8-9pm**

Statistics: Drift, Survey Monkey, Salesforce & Harvard business review.

8 reasons you need an AI Chatbot on your website.

1. Transform from a passive website to a more **interactive** channel

2. Chatbot will help **grow your SEO rankings** organically, as website visitors spend more time on your website which is good for ranking.

3. Chatbots helps communicate with Generation X and younger through their preferred choice of communication - **messaging**!

4. More conversations mean **more direct bookings**. A chatbot talks to customers when they are on your webpage and help them book.

5. The AI Chatbot is **available 24/7**, consistent and on brand always.

6. AI Chatbot is **1/10th the cost** of a human. You can finally put your staff to more important tasks, rather then answering the same mundane questions over and over again.

7. Should you hotel be forced to close because of **covid19**, you can still have an AI Chatbot running and communicating with customers.

8. The AI Chatbot collects **powerful data** which your management teams can use for sales/marketing strategy and better understanding your customer needs.

BOOK ME BOB

provides a pre-trained hospitality digital assistant to convert more website visitors into direct bookings
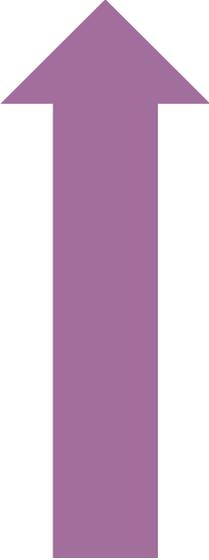
Boost Sales

DIRECT BOOKINGS 📈

SELL EXTRAS 📈
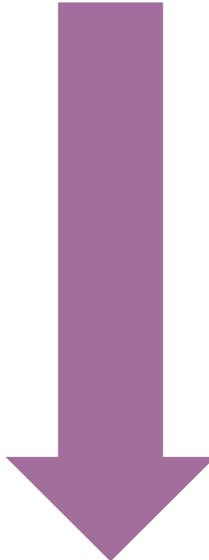
Optimise costs

COST PER CONTACT 📉

OTA COMMISSION 📉

FIRST CONTACT RESOLUTION 📈
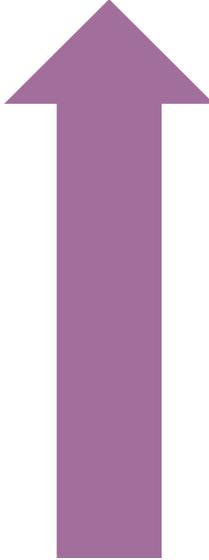
5 Star guest experience

24/7 AVAILABILITY 📈

REDUCED WAIT TIMES 📉

BOOK ME BOB

Is a high quality, low cost acquisition channel for hotels

o Answer questions, provide solutions and capture leads directly where your customer is.

o On average, less than 5% of people who visit a website actually buy something. On the customer support side, there's a similar trend. 60%-80% of callers looking for support first visited a company's website, but couldn't find the answers they needed, so they called the business, creating inefficiencies and taking more of your time and resource.

o AI powered conversational chatbots can automate everyday interactions while delivering a more satisfying user experience.
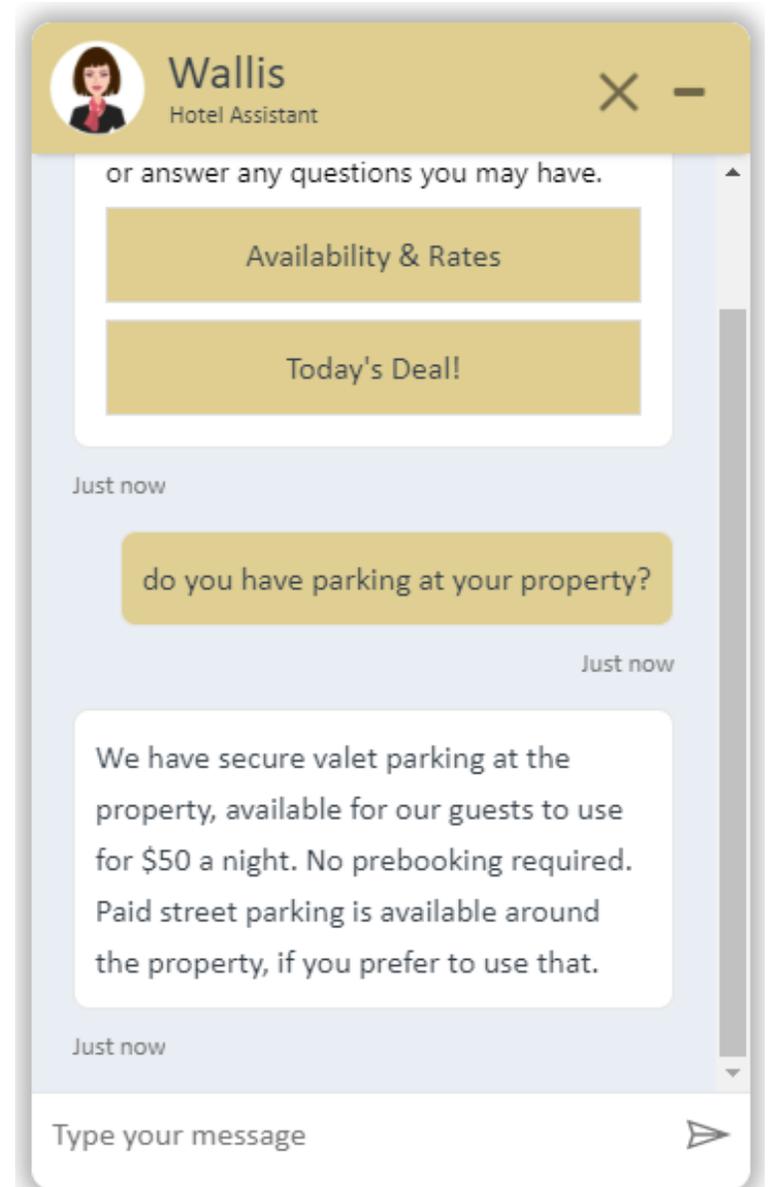
BOOK ME BOB

help property owners
automate a lot of pre-booking and pre-arrival guest interactions

PRE-QUALIFICATION & BOOKING

AFTER HOURS SUPPORT

MULTI-LINGUAL

LEADS CAPTURE

PRE BOOKING QUESTIONS

POST BOOKING QUESTIONS

WEB & FACEBOOK

Book Me Bob is uniquely positioned to help you grow.

1) AI Chatbot by Book Me Bob has been built by Hoteliers, thus we understand customer needs and hotel staff needs, we provide a customer experience that excels and is always improving.

2) We focus on speed & accuracy, so that your customers do not have to wait for an accurate response.

3) We show pictures and surroundings of your hotel at the right time.

4) Ability to understand and speak in 9 different languages (English, Chinese, French, German, Indonesian, Vietnamese, Hindi, Thai & Spanish) in process of always adding more.

5) Bob can work for an individual or a group of properties.

6) Built in Booking Engine inside the Chatbot, only chatbot at present talking bookings while talking to the customer.

7) Built in payment gateway

8) A dashboard for hotel to keep track of the Chatbot effectively

9) Access to the data and insights to understand customer behaviour instantaneously.

10) Book Me Bob chatbot is available on the website and Facebook messenger.

https://demo.bookmebob.com

Jasper Hotel, Melbourne ▾   EN ▾

BOOK ME **BOB**

Andy Dharmani

Insights

Knowledge Hub

Conversations

**Leads & Tickets**

Connect

Users & Roles

Website Visits
Unique Visitors
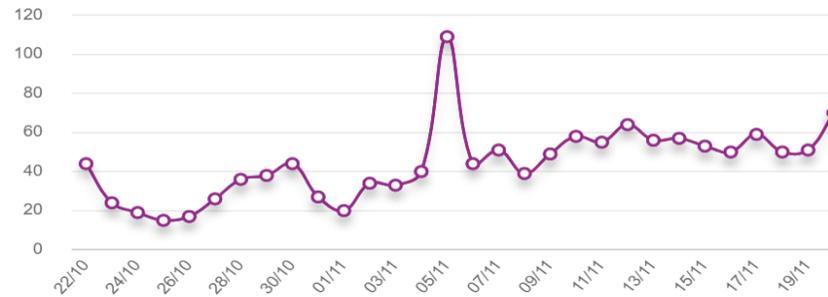
Digital Assistant Engagement
Total & Overnight Conversations
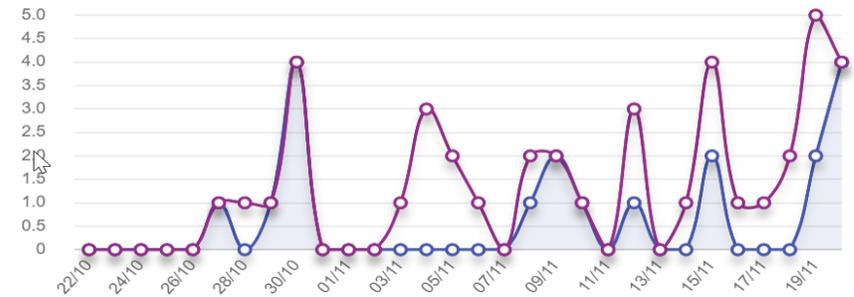
Commonly Asked Questions
Things Website Visitors Are Asking About

Topic	Conversations	Messages
Chit Chat	10	11
Cancellations	4	6
Restaurant	2	2
About	2	2
Contact Info	2	2

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Website Visit by Country
Country Of The Website Traffic

Country	Conversations	Visitors
Australia	847	1149
United States	114	402
Finland	29	40
New Zealand	22	28
India	16	19

Page 1 ▾ of 3   1 2 3 ❯   Items 5 ▾

Features for guest and the property

What Guest Sees

- ✓ Available on website & Facebook
- ✓ Unlimited guest conversations
- ✓ Ask any question about the property & basic chit-chat
- ✓ See responses with images and external links
- ✓ View rooms and exclusive promotions
- ✓ Understand and respond in 10+ languages
- ✓ Available 24/7
- ✓ Data security
- ✓ Notifications via Email
- ✓ Search for a single property or multi

What Property Sees

- ✓ Secure dashboard access
- ✓ Works with single property and a group
- ✓ Access to unlimited conversation history
- ✓ Advanced analytics
- ✓ Choose your branded avatar/ ambassador
- ✓ Set up FAQ & Hotel information
- ✓ Access to managed industry language and chatbot training by Book Me Bob
- ✓ Dedicated account manager from Book Me Bob
- ✓ Chat, email & phone support from Book Me Bob

Personal Reservations Guide

Setup
1. Property setup room types in Book Me Bob Dashboard
2. Property setup exclusive promo codes in the current booking engine
3. Property setup promos in Book Me Bob Dashboard and link to the their booking page with promo code link (e.g. https://www.mybookingpage.com?promo_code=stay4pay3)

Booking Process
1. Guest chatting with the Chatbot
2. Chatbot promote promos, with a link "View & Book"
3. Booking engine opens, with promo code pre-applied.
4. Guest search dates, make a booking & pays using the property's existing booking engine

Benefits & Considerations
✓ Quick setup
✓ No integration required for inventory, rates and bookings
✓ Promo codes are hidden and only show up at certain stage in chat
✓ Maximises use of your existing booking engine and payments setup

Personal Reservations Assistant

Setup
1. Property setup room types and rate plans in Book Me Bob Dashboard
2. Property maintains inventory & rates in Book Me Bob Dashboard without any connection to Channel Manager or PMS
3. Property setup promos in Book Me Bob Dashboard

Booking Process
1. Guest chatting with the Chatbot
2. Chatbot promote promos, with a button "View & Book"
3. Guest sees availability, rates and promos within the Book Me Bob Chat window.
4. Guest search dates and make a booking from Book Me Bob Chat window
5. Guest and Property gets an email about the booking confirmation
6. Property organises payment with the property

Benefits & Considerations
✓ Totally standalone, but needs manual maintenance of availability and rates
✓ No integration required for inventory, rates and bookings
✓ Payment arrangement and processing to be completed after booking is requested
✓ Gives you access to create promotions which might not be currently available in your booking engine

THANK YOU

Book Me Bob is the 1st true AI channel that will give Hotels the chance to communicate one on one with guests in the fast world of AI. Book Me Bob also enable hotels to book directly at 1/10th of the cost.

BOOK ME BOB

hello@bookmebob.com | www.bookmebob.com