

Chyma Smart Operator for Hotels

The Chyma Smart Operator transforms how your hotel handles incoming calls, creating a seamless experience for guests while optimising staff resources. This AI-powered solution can act as your hotel's first point of contact, delivering consistent, accurate information to callers 24/7 while intelligently routing calls that require human expertise.

The system offers flexible deployment options:

- **Full-Time Operation:** Handle all incoming calls initially through the AI assistant
- **Overflow Management:** Deploy only when reception staff are busy with other calls
- **After-Hours Coverage:** Provide professional response when limited staff are available
- **Gradual Implementation:** Begin with overflow handling to evaluate capabilities before full deployment

The Guest Experience

When guests or potential customers call your hotel, they'll experience:

- **Natural Conversation:** Unlike traditional IVR systems, callers can speak naturally as they would with a human staff member
- **Immediate Response:** No waiting on hold or navigating complex menu trees
- **Accurate Information:** Comprehensive knowledge about your hotel's amenities, policies, and services
- **Seamless Transfers:** When needed, calls are directed to the appropriate department with context
- **Consistent Service:** Every caller receives the same high standard of information and attention

How It Works

Intelligent Call Handling

The smart operator answers all incoming calls with a professional greeting: "Thank you for calling Chyma Hotel – how can I help you today?"

From there, the system:

1. **Understands Intent:** Identifies what the caller needs through natural conversation
2. **Provides Information:** Answers questions about check-in/out times, parking, restaurants, facilities, and more
3. **Makes Smart Decisions:** Determines when to handle inquiries directly or transfer to specialised staff
4. **Routes Appropriately:** Connects callers to the right department when human assistance is needed:
 - **Guest Services:** For detailed room information and general inquiries
 - **Reservations:** For booking new stays or modifying existing reservations
 - **Events:** For conferences, weddings, and special event planning

Enhanced Call Transfers

The system intelligently transfers calls based on subject matter:

- **Guest Services** - for enquiries the agent can't address accurately eg Special requests
- **Reservations** - New bookings, reservation changes, restaurant bookings, cancellations etc
- **Events** - Wedding planning, conferences, etc

With **warm transfer capability**, the smart operator provides a brief introduction to the staff member receiving the call, explaining the caller's needs and reason for transfer.

This ensures a smooth handover and eliminates the need for guests to repeat information.

Knowledge

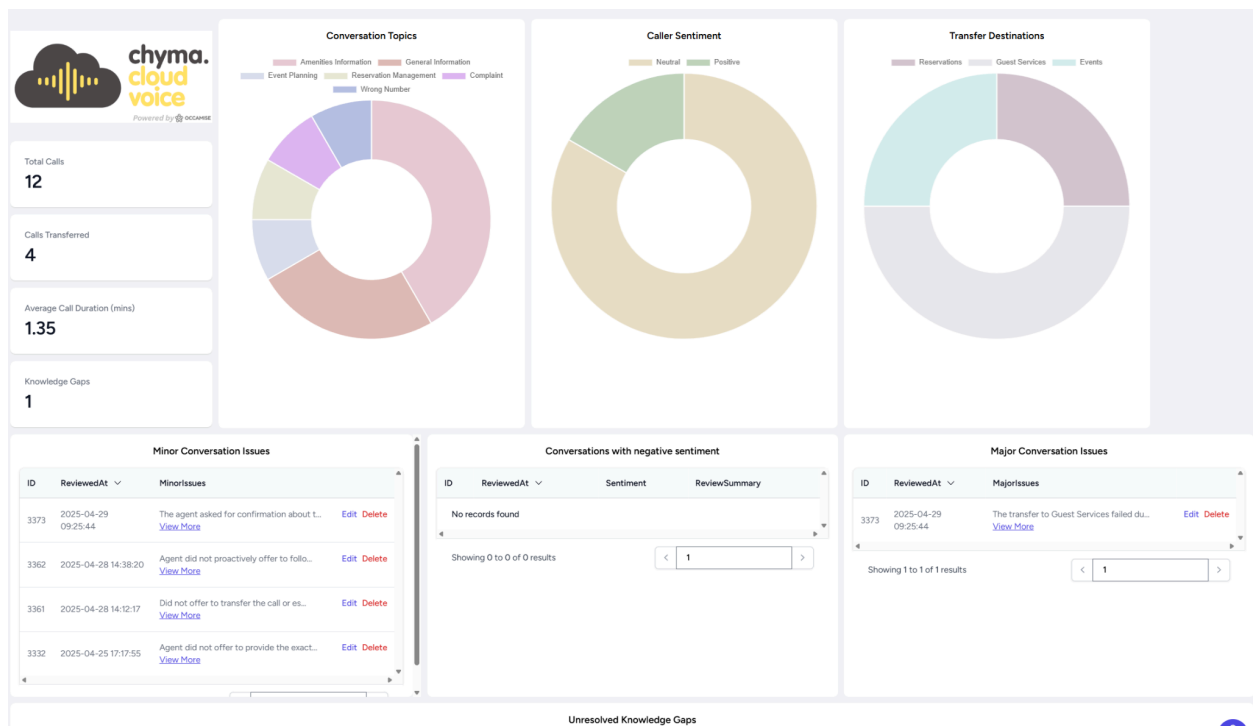
The smart operator comes pre-trained with comprehensive information about your hotel, including:

- Check-in and check-out procedures
- Parking information and policies
- Restaurant details, hours, and popular menu items
- Facility information (pool, spa, gym, business centre, etc.)
- In-room amenities and features
- Local attractions and directions
- Frequently asked questions

This knowledge base can be easily customised to reflect your hotel's unique offerings and policies.

Quality Assurance & Analytics Dashboard

The system includes a comprehensive management dashboard that provides valuable insights and ensures ongoing quality.



Performance Metrics

- **Call Volume:** Track total calls by time of day/week
- **Resolution Rate:** Percentage of calls fully handled by AI vs. transferred
- **Transfer Analysis:** Breakdown of transfers by department
- **Peak Time Visualisation:** Understand call patterns throughout the day

Quality Monitoring

- **Sentiment Analysis:** Track caller satisfaction throughout interactions
- **Knowledge Gaps:** Identify areas where information is incomplete
- **Call Handling Issues:** Flag potential problems for review

- **Query Categorisation:** Classification of common inquiry types

All calls are automatically reviewed through this system, enabling detailed reporting and continuous improvement. This data-driven approach allows for optimisation of both the AI system and overall hotel operations based on actual guest interaction patterns.

Core Benefits

- **Staff Focus:** Reception staff can prioritise in-person guests and complex inquiries
- **Consistent Information:** Every caller receives accurate, up-to-date details
- **Flexible Coverage:** Scale up during peak times or provide after-hours support
- **Data-Driven Insights:** Analytics reveal call patterns and improvement opportunities
- **Enhanced Guest Experience:** Reduced wait times and natural conversation flow
- **Warm Transfers:** Seamless handoffs to staff with context about the caller's needs

Occamise: Communication and Automation Made Simple

The Chyma Smart Operator solution is powered by Occamise. This solution is just one example of what's possible with Occamise, a comprehensive platform for building and managing AI-powered solutions for your business.

Beyond Intelligent Auto Attendants

Occamise can help you automate and enhance virtually any business process:

- **Customer Service:** AI agents that handle inquiries across channels (SMS, voice, webchat)
- **Internal Process Automation:** Streamline workflows and eliminate repetitive tasks
- **Knowledge Management:** Make your business expertise accessible and actionable
- **System Integration:** Connect existing software systems without complex development
- **Custom Reporting:** Create dashboards that answer business questions in plain language

Why Occamise?

Unlike fragmented tools or complex development projects, Occamise provides a unified platform designed with business users in mind:

- **Complete Solution:** All the tools you need to build, deploy, and manage AI solutions
- **Business-Focused:** Designed for practical outcomes and measurable ROI
- **Future-Proof:** Built to evolve alongside advancements in AI technology
- **No Coding Required:** Create custom solutions without technical expertise
- **Enterprise-Ready:** Includes security, management, and oversight features

Start Small, Think Big

Begin with our intelligent auto attendant solution to experience immediate benefits, then explore how Occamise can transform other aspects of your business operations.

Contact us today for a personalised demonstration of how this solution can work for your specific needs.

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