



Hotel Indigo Melbourne Little Collins | Holiday Inn Melbourne Bourke Street Mall

Chyma Cloud Voice + Smart
Operator + HubOS streamline
guest service for dual-branded
hotel

Background

Hotel Indigo Melbourne Little Collins | Holiday Inn Melbourne Bourke Street Mall opened with a shared back-of-house team supporting two distinct IHG brands.

With no legacy telephony system in place, the hotel needed a modern communications setup from day one, one that could handle high call volumes, support dual-brand messaging and keep front-office staff focused on guests in person.

Challenges

- Limited check-in desks and high lobby traffic
- Staff juggling walk-ins, check-ins and ringing phones
- Frequent questions about parking, transport and amenities
- Need for brand-specific responses for Holiday Inn and Hotel Indigo
- Reduced overnight staffing
- Desire to avoid a traditional operator desk

“When the team is busy at the desk, they have to choose who gets attention, the guest in front of them or the one calling. Smart Operator removes that compromise.”
- Hobin Lee, Hotel Manager

Solutions

Chyma delivered a modern, automated communications stack combining Chyma Cloud Voice, Smart Operator (powered by Occamise) directly integrated into HubOS service optimisation to support both properties from day one.

The solution included:

- **Cloud Voice telephony** with dual-brand call routing
- **Brand-specific Smart Operator agents** for Holiday Inn and Hotel Indigo
- **Automated responses** for common guest enquiries
- **Direct HubOS job creation** for housekeeping and engineering immediate response
- **Shared operations workflow** enabling one team to support both hotels

This created a reliable, automated foundation for all guest communications.

Action

Chyma worked with the hotel during pre-opening to configure the system, refine content and align workflows.

Key steps:

- Set up Cloud Voice routing and brand-specific call flows
- Built the Smart Operator knowledge base with hotel inputs
- Mapped HubOS job types to housekeeping and engineering
- Trained front office and back-of-house teams
- Completed early refinements during the opening week

The stack bedded in quickly, providing stable, efficient performance from opening day.



Automated Guest Service



Dual-Brand Accuracy



Operational Efficiency

Results

Operational Impact

- ~60% of internal calls resolved without staff
- 35%+ converted directly into HubOS task management
- 20–24% answered with automated information
- Less than 35% reaching front office
- No need for a traditional operator station

Guest Outcomes

- Faster answers to parking, directions and amenity enquiries
- Consistent, brand-correct information
- Reliable day-and-night coverage with minimal delays
- Very low complaint rate despite high call volume

Team Efficiency

- Front office freed to focus on in-person guest service
- Housekeeping and engineering receive clear, instant job dispatch
- Overnight teams supported via dashboard monitoring

Chyma Cloud Voice, Smart Operator and HubOS give hotels a scalable and proven way to automate requests, streamline operations and deliver consistently faster guest service without increasing headcount.

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