

AeroCity & ORAI

The Hospitality Pathbreakers

Hospitality is experiential. Right from searching for a property online to checking out, the business is all about providing an excellent user experience through the journey. An operator constantly strives to improve the stay and travel experience of their guests.

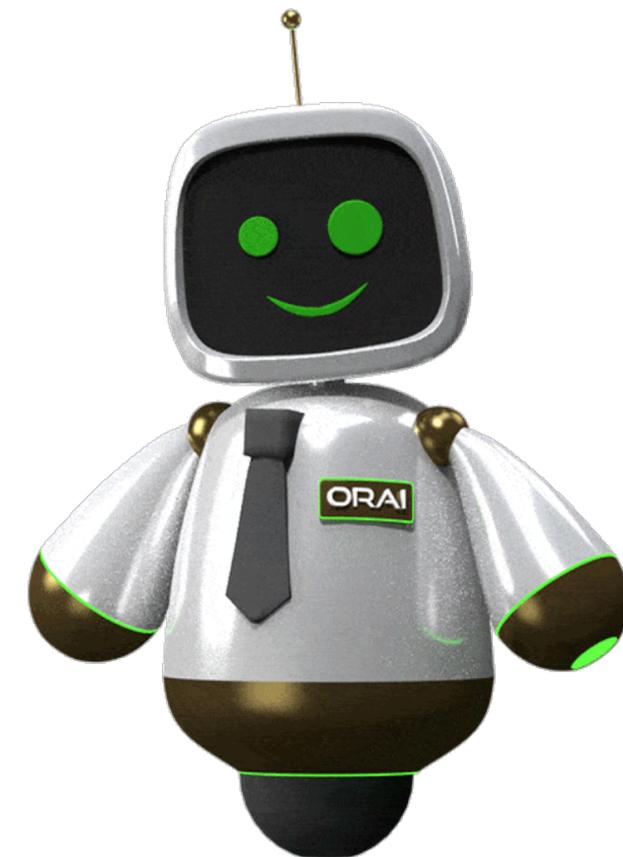
To strengthen that experience, we devised a smart gateway which enhances the guest journey like no other.

ORAI

The AI-Powered Virtual Assistant for Hospitality.

Aerocity

A reputed business centre - where one can do multiple hotel bookings, do reservations for multiple properties, and book other services for various occasions.



Challenge

The visitors who landed on the Aerocity website without any specific choice of stay found it difficult to decide from the multiple property options available. There was a large segment of the users who simply wanted to explore their options. The challenge was to guide the visitor to a property that suited their needs, thereby increasing their chances of booking.

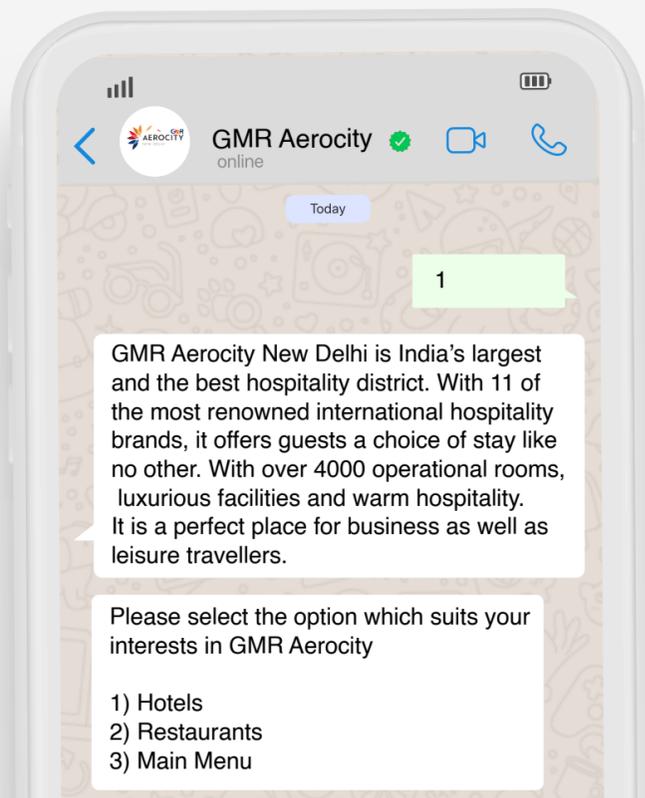
Solution

ORAI – The Virtual Assistant's – WhatsApp API was implemented. The API integrated with the AeroCity system and served the users with a series of small choices, making decision making process easier. The user could now access all the relevant information before booking any of the avenue or service.

How it works

The AI Assistant welcomes the user by sending a friendly welcome message and presents a list of options to choose from.

If the user wants to explore the available options at Aerocity, the bot provides information such as – office, coworking spaces, restaurants, and more.



Once tapped into, the bot is ready to serve the user with detailed information on preferred choice.

The Assistant serves information on range of queries such as – destinations, facilities, things to do and more.

The user is guided to a decision that is fit for them with an option to go back any of the previous steps.

The **ORAI** Experience for AeroCity

Fully Automated

Post implementation, ORAI's AI assistant is completely automated. It helps a user with a wholesome assistance without any human intervention within their WhatsApp.

Now, all queries can also be resolved simultaneously with ORAI's automated AI – Assistance. With this, we cut down the need of having their representatives resolving the same issues multiple times. ORAI helped Aerocity to reduce the cost of business.



Quick And Accurate

ORAI's highly advanced AI assistant served accurate information in real time. Once the user taps onto a preferred choice the next options are served instantaneously.

In cases of complaints or emergency situations, the assistant notifies the team immediately helping them to resolve or address the issue as and when they occur. The users are always provided with contact details for contacting the concerned department or team.



Omnichannel Integration

ORAI integrated with Aerocity's WhatsApp new channels.

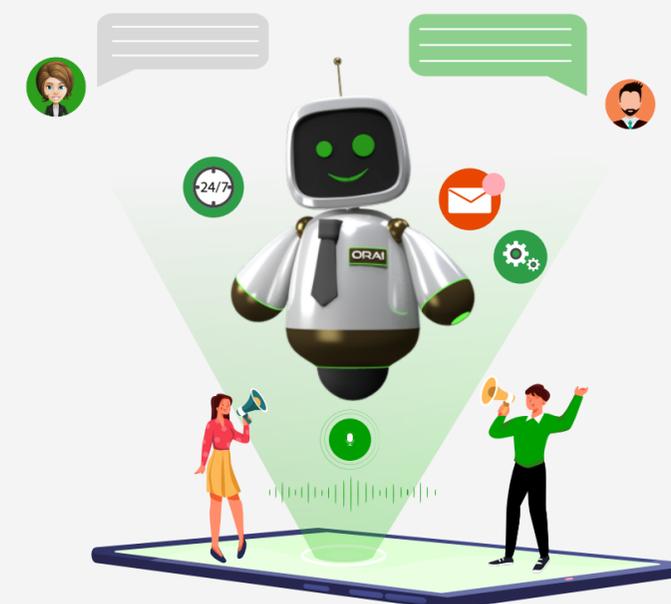
Empowered with omnichannel and autocomplete capabilities, ORAI's advanced AI technology delivered context based, most relevant information to the users across all digital touchpoints WhatsApp, Messenger, Facebook and websites. This is instrumental in increasing engagement rates and in reducing operational costs.



Assistance and Personalized Service

If a user wants to find out more about a hotel inside the Aerocity, the AI assistant provides complete information including contact details, website address and location.

The AI enabled automation has made the guest experience better for Aerocity users as per the hospitality industry standards. The scope of AI assistant is wide - from things to do, restaurants, lounge, navigation, work and more to getting help from the emergency service, help desk and other services.



Voice Enabled Interactions

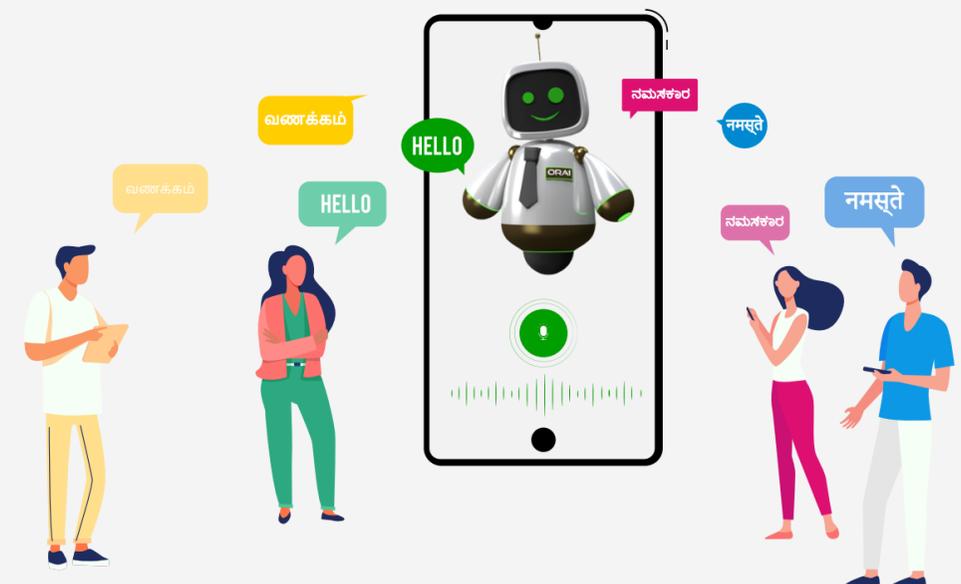
ORAI's AI – enabled voice assistant allows Aerocity users to request assistance by simply voicing their requests.

AI prioritizes and smart-routes requests to the right resources and the respectable resources are informed to act.



Multilingual Capabilities

ORAI – The AI assistant is developed to serve the extensive hospitality sector related vocabulary in more than 100 languages. The bot ensures easy and consistent interactions across Aerocity's channels and platforms.



WhatsApp Business API integrated

ORAI's AI-powered virtual assistant integrated with WhatsApp Business API establishes a branded platform for user engagement. All of Aerocity's support team can access the business API simultaneously with no restriction at all.



ORAI AI – 24x7

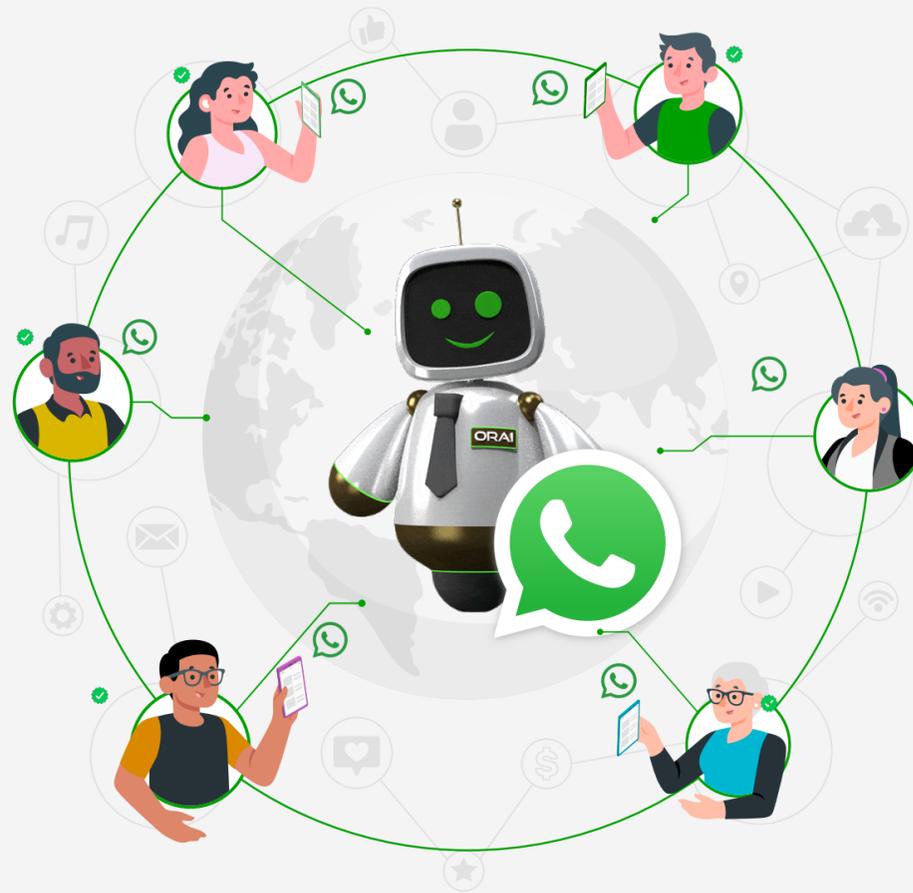
Scale up your businesses in these troubled times!

ORAI's industry-specific chatbots have made a wide range of customer communication activities simpler and result-driven for business owners in hospitality industries.



The Hospitality Pathbreakers

The Adoption of Conversational AI can increase guest engagement by 380% for Hospitality Businesses.



"77% of consumers are more likely to recommend your business to their friends after receiving a positive customer service experience."

Like Aerocity, serve your guests with a never-before experience and grow your business through the "word-of-mouth" marketing funnel.



24%
Conversions



24/7
Assistance



4.8
Average Interaction
Per User



Get in touch for a **FREE DEMO** today.



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