



Brintia launches a Virtual Concierge Solution for the hospitality industry.

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Brintia introduces a new Virtual Concierge solution for hotels and resorts looking to deliver a new standout service to their guests. Built using the latest artificial intelligence technologies, guests can now access the hotels information and services 24/7, on different channels and devices including Google Assistant, Alexa and on their mobile phone using an APP or web browser.

Guests have come to expect exceptional service when they travel, but there is also a growing desire to be self-sufficient. The rise and popularity of Voice services and AI chatbots, together with the accessibility of new smart screen devices such as the Amazon Echo Show or Google Nest Hub, help to offer guests a unique digital channel that complements the human concierge service the hotel may offer.

Brintia's Business Development director John Gutierrez, who has over 20 years' experience in the hospitality industry has been an integral part the development.

"Staffing a Concierge service around the clock can be extremely expensive. Our Virtual Concierge solution is available 24 hours a day, seven days a week, and does not require breaks, holidays, or get tired like human employees," he explains "This means they are much better at performing repetitive and mundane tasks which leaves your human Concierge team to work smarter".

One of the key features of this solution is the seamless integration into multiple channels and devices such as web, mobile, smart watches and the new range of smart displays. For this integration Brintia have developed their own Bot connectors to allow the seamless communication between devices.

"When we looked at the typical services that a hotel can offer, we wanted to show things using images to really sell those services or amenities. Take room service as an example, with a smart display we can use say – "I am hungry" – and it will

display all the options with a simple ordering process. And if you're late getting back to your hotel, you can use your mobile device to order the food so it will be waiting for you when you arrive – very useful when you have tired, hungry children”

As well as answering simple questions and displaying information, Brintia are developing more complex machine learning capabilities to deliver a more personalised and tailored service. Using data from the hotels back-of-house systems, the Virtual Concierge can anticipate actions and offer extra services as required. This level of customised service is no less than the human concierge would give.

The Virtual Concierge can also send reminder alerts of upcoming events and appointments as well as gathering important guest feedback of their past activities, which can be analysed quickly by the hotel management using simple BI tools. It can even escalate negative responses to management for immediate action before they turn into negative online reviews.

The Virtual Concierge is a scalable solution available to all hotels and resorts who are looking to offer their guests a personalised experience using the latest AI technologies.

For more information - contact hello@brintia.com