



Empowerment starts here.

Tourism, Hospitality & Experiences





Customer preferences are evolving

Chatbots have revolutionized the way businesses interact with their customers. With the rapid advancements in ChatGPT, chatbots have become more advanced and sophisticated.

**1 Billion
ChatGPT
users**

**90%
ChatGPT
Customer
Satisfaction**

- “47% of people say strong customer service is what they value most on social channels.” Source: Sprout Social
- “90% of customers rate an “immediate” response as important or very important. Source: HubSpot
- “It's predicted that by the end of 2023, messaging will be the number one B2C communication channel, making up 61% of total interactions with a brand.



Why your property needs AI Chatbot now!

Early adopters become market leaders in the digital experience. Not only do early adopters stand to establish themselves as innovators in the industry but also stand to raise the bar in guest experience and expectations.

GIVE TIME BACK TO STAFF

Take the pressure off your reservations and front office staff allowing them the time to do what they do best – look after your guests.

BE ON BRAND, EVERYTIME

Imagine if you could ensure your team gives a consistent, branded answer to that question repeatedly. Well, now it can!

INCREASE CONVERSION

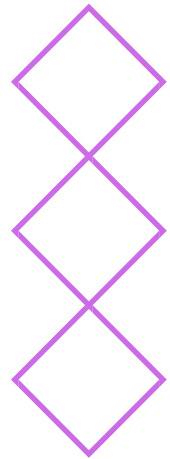
How much do you spend on driving potential guests to your website? Talking to potential guests will keep them on your site longer, boosting your organic SEO and increasing conversion.

IMPROVE CUSTOMER SATISFACTION

Currently digital assistant is working on website only, opportunity to connect Facebook Messenger and Google Maps for more engagement

MAKE DATA DRIVEN DECISIONS

A Chatbot allows you to learn more about your potential guests than ever before



The guest experience journey with Myma.ai

01 Pre Booking

The Chatbot is optimized to answer guest questions, and guide them to book with confidence.

AI Chatbot
Live Chat
Vouchers & Gift Cards

02 Pre Arrival

Prepare guests better with a Digital Compendium, and send pre-arrival notifications. Answer questions with Chatbot & Live Chat.

AI Chatbot
Live Chat
Digital Compendium
Proactive Messages

03 In-Stay

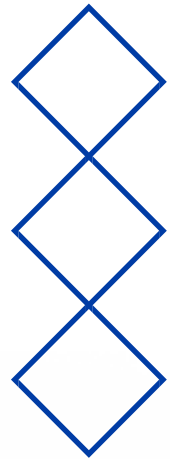
Help guests understand your offering. Have a QR code in the room to open a digital compendium.

AI Chatbot
Live Chat
Digital Compendium

04 Post Stay

The Chatbot will stay connected to the guest for surveys, further promotions, and support like invoice copies, and lost & found.

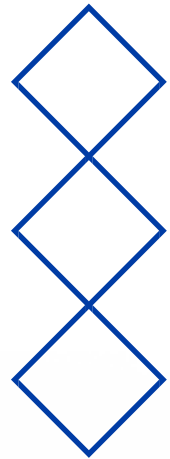
AI Chatbot
Live Chat



Hotels save with Myma.ai

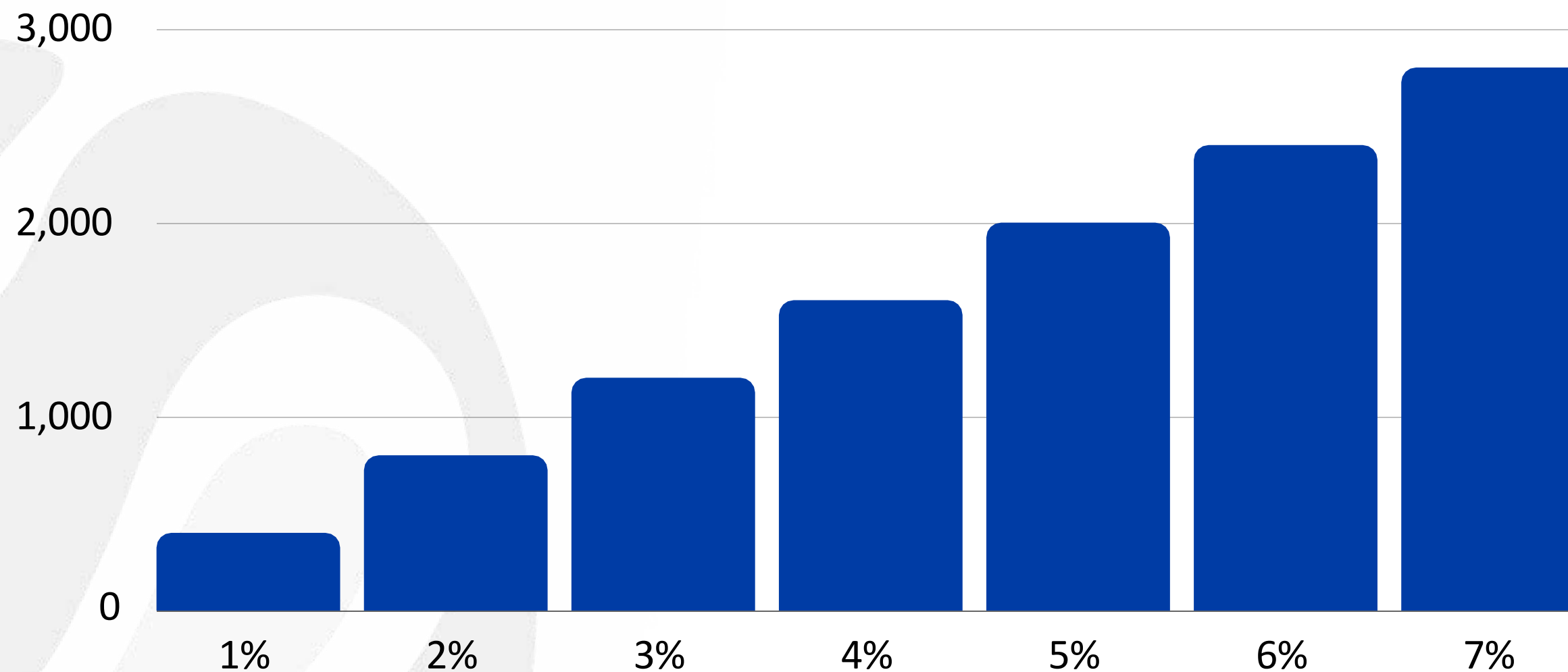
At an average hourly salary of \$20, a hotel with 10 conversations a day is saving \$500 with Myma.ai Digital Assistant

Conversations a day	1	2	3	4	5	10	25	50
Minutes saved a day	5	10	15	20	25	50	125	250
Hours saved a month	2.5h	5h	7.5h	10h	12.5h	25h	62.5h	125h
\$ saving a month	\$50	\$100	\$125	\$200	\$250	\$500	\$1250	\$2500



Better margings with Myma.ai

Chatbots increase conversion on your direct channels. By shifting from expensive online channels, Myma.ai can contribute to better margins.

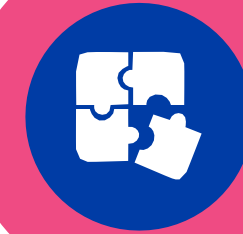


The graph depicts the savings at different %ages shifted to direct bookings. The depiction assumes \$200,000 monthly revenue through OTA's at a 20% commission.



A trusted partner for the future of hospitality

Myma.ai helps hotel owners re-establish direct relationships with guests, make data-driven informed decisions, and create a happier and more effective workforce.



Built by hoteliers for hoteliers

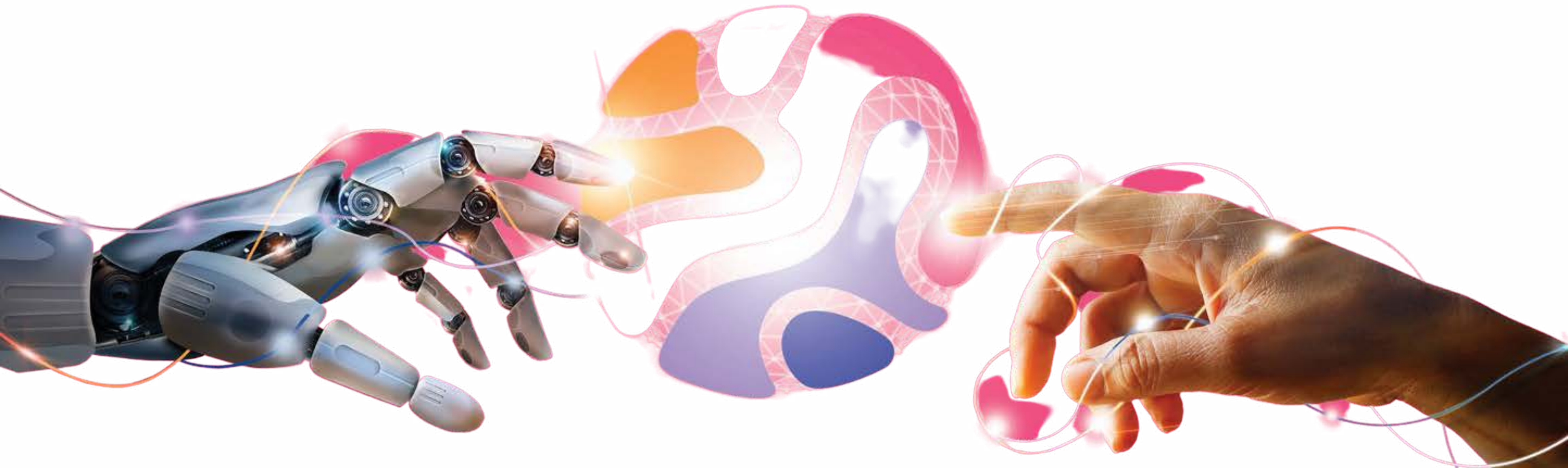


500,000+ hospitality phrases infused with ChatGPT



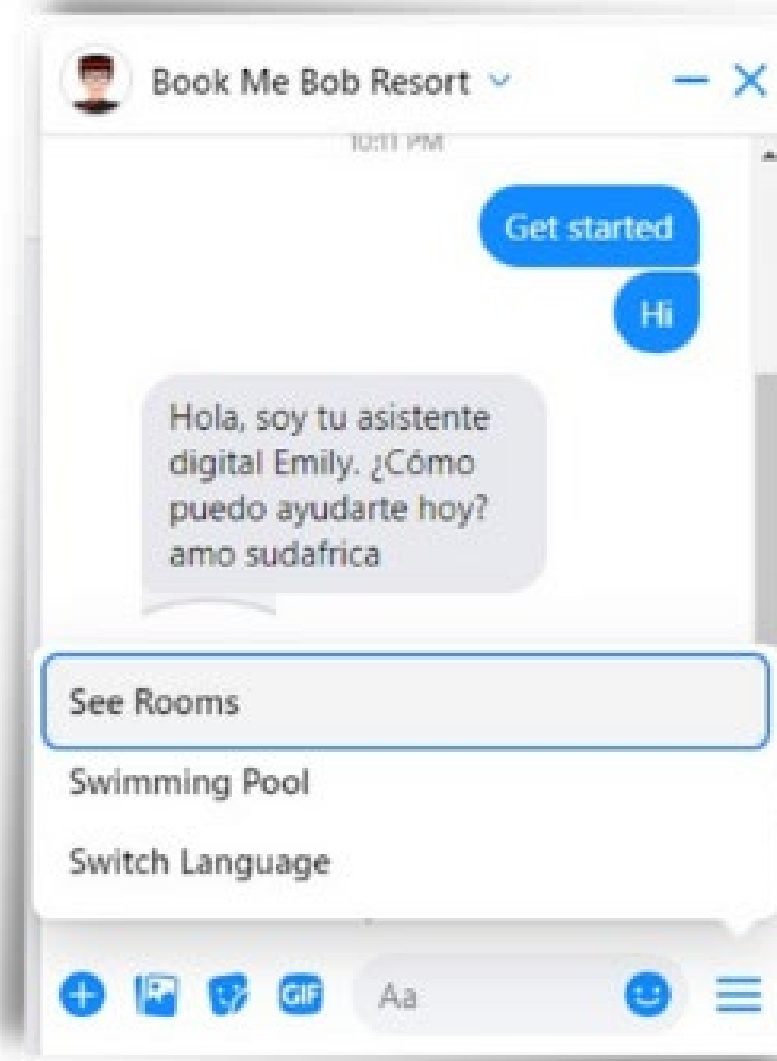
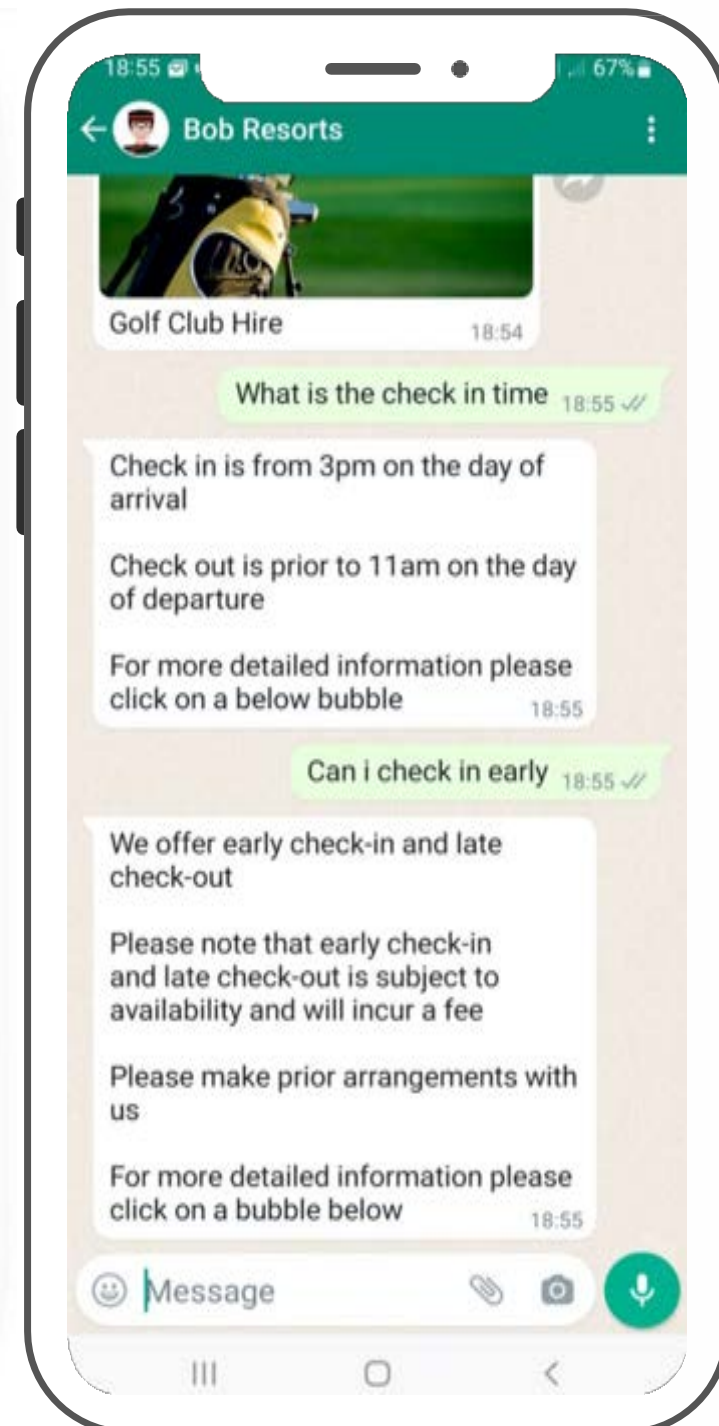
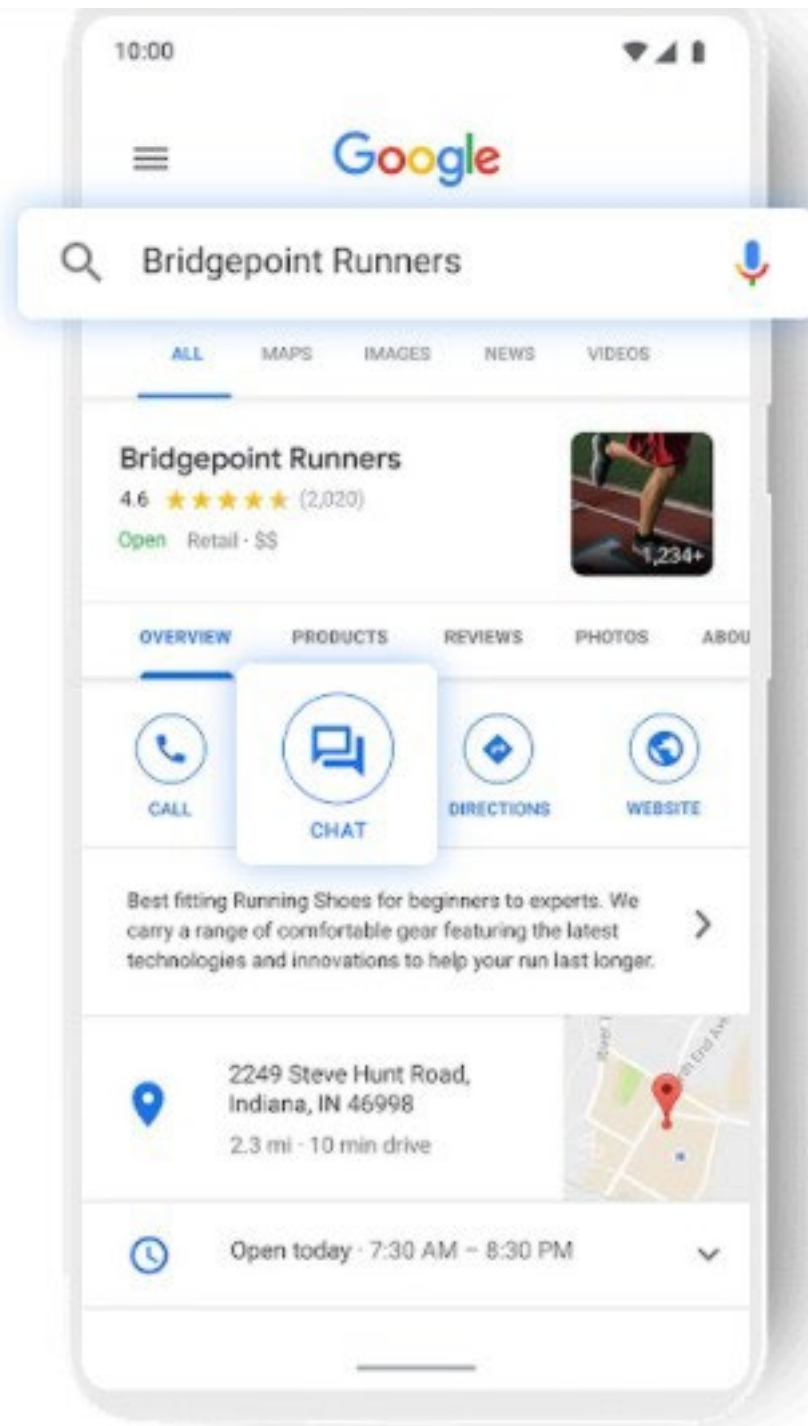
Proven technology used at 200+ hotels, resorts and holiday parks

Product Features

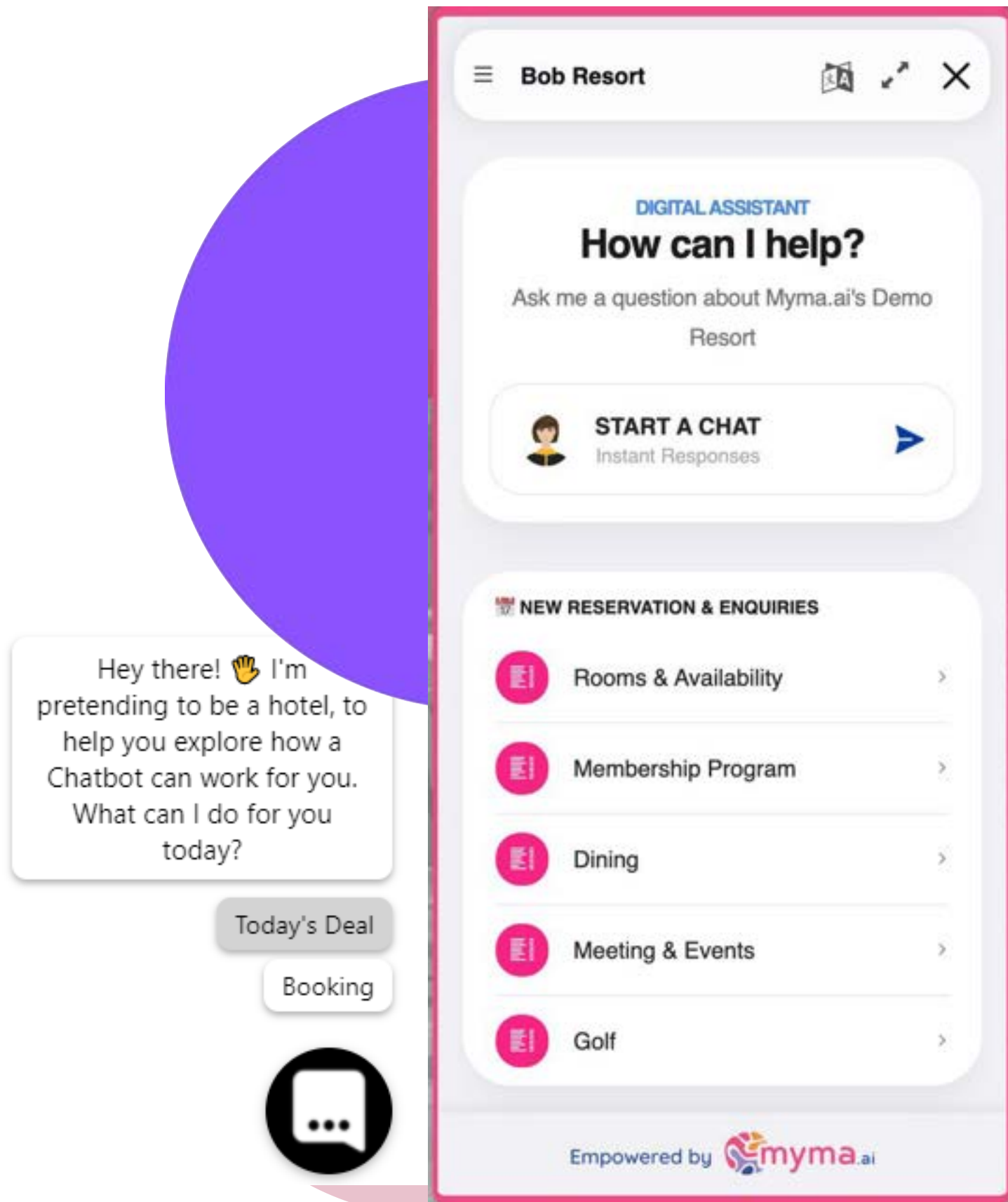




Supported Channels



- Property Website
- Google Business Messages
- Facebook Messenger
- WeChat
- WhatsApp
- Instagram (Coming Soon)



Hotel's view

- Chatbot analytics
- Knowledge hub
- Real-time conversations
- Tickets to action
- Human takeover of conversations
- Chatbot design customizations
- Customer contact details for remarketing



Guest's view

- Ask questions about amenities, location, rooms, deals, activities & more
- Buttons, images, videos & links
- Conversational recommender
- Vouchers for sale



Bob
Hotel Assistant

I'm traveling with a family of 4,
which rooms do you recommend?



Here is what I think will work
best for you..



Deluxe Family Apartment
1 bedroom apartment featuring
marble floor and spectacular
views of the city.

Book Now



Family Twin
Generous space of 65 sqm
with 2 queen beds,

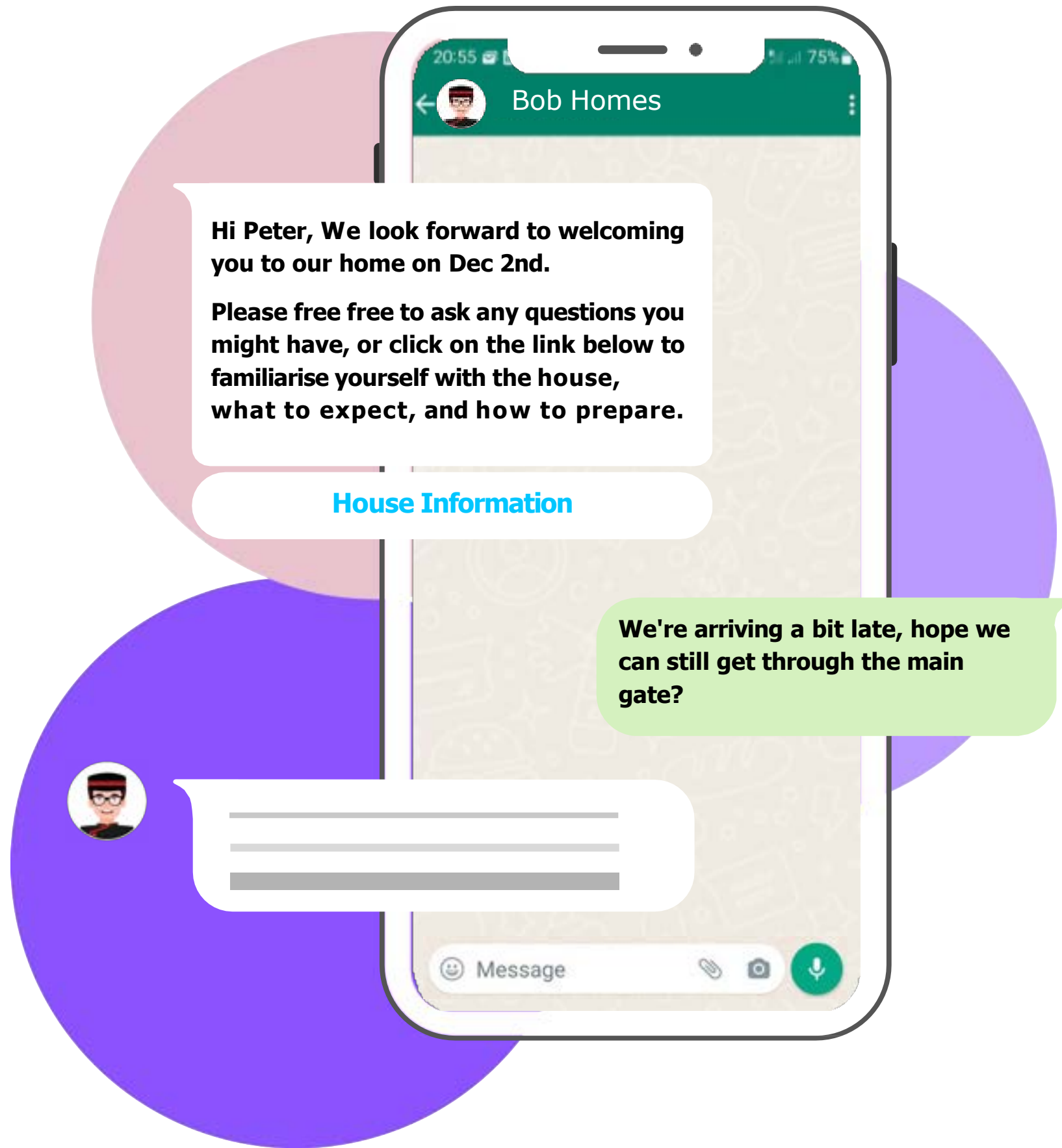
Book Now



Suggest the most suited rooms,
personalised for every search

Myma.ai Chatbot guides visitors to the rooms they
are likely interested in, helping them find and book
what they want more efficiently.

This drives more direct conversion for the property!



Nurture and assist guests on auto-pilot with WhatsApp integration

With WhatsApp integration, Myma.ai provides 24/7 pre check-in engagement.

Message your new guests before their arrival, with information, guidance, and personalized upsell options.



Take control of an ongoing AI conversation anytime

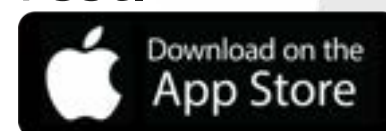
The screenshot displays the Myma.ai live chat interface. On the left, a 'Visitors' list shows several users with their names and partial messages. The central 'Conversation' window shows a message from 'Joe Blogs' about booking a group of 24 people, followed by a notification 'Kerry joined conversation' and a response from Kerry. On the right, a 'Take Control' button is highlighted. Below the chat, a 'Get to know your visitor' section shows a progress indicator and a 'See when they're typing' feature. At the bottom, there is a 'Reply instantly with templates' feature and a 'Reply to live chat' input field. A purple glow is visible on the left side of the interface.









Clear handoff to staff with Live Chat capabilities

Myma.ai ensures there's a seamless handoff when a human touch is necessary, flagging agents when to step in.

Your team can focus on leads and unique questions, while the Myma.ai AI takes care of the rest.



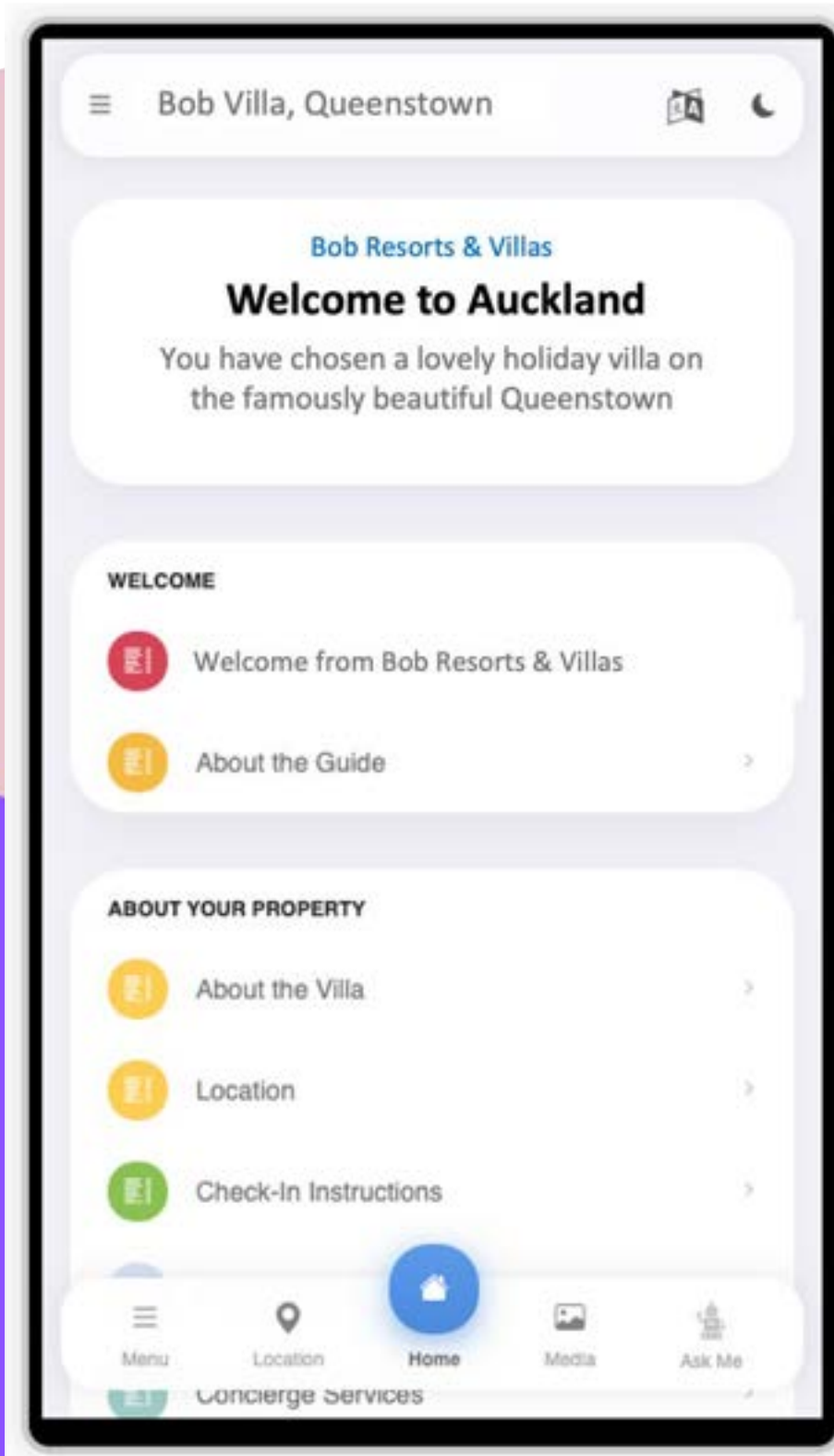
Tickets Queue	Details
<p> Visitor Hi, I am at the hotel, need..</p>	
<p> Joe Blogs I need to book a group of...</p>	
<p> Peter Higgs Hi, the checkout time...</p>	

	Visitor	Check-in early	Closed	Oct, 28 2022
	Joe Blogs	Group booking What's the best time for...	Open	Oct, 30 2022
	Peter Higgs	Modify booking	Open	Oct, 30 2022



Automated ticket routing

When a customer sends a request for an event/conference enquiries, add-on's or booking changes, Myma.ai automatically creates a ticket based on the guest enquiry, and then routes the request to the right person on your team for actioning.



Create a Digital Compendium that empowers your guests.

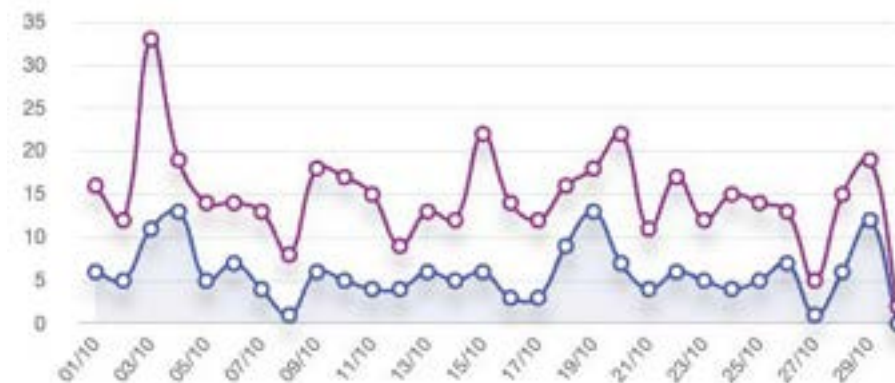
Streamline the check-in process and ensure your customers' questions are answered instantly, regardless of the time of day or night.

Our Compendium solution provides everything your customers need at the click of a button, saving you time and money.

This AI Chatbot is integrated into the Compendium to answer questions in a flash.

Visitor Conversations

Total & Overnight Conversations



You saved 150 hours



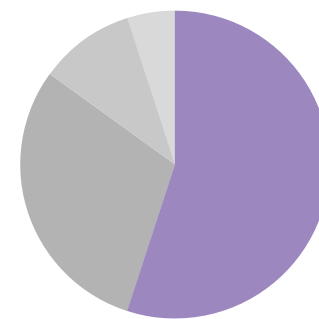
Tickets

229 Tickets

Commonly Asked Questions

Things your visitors are asking about

Activities	55
Restaurant	35
Ocean View Suite	12
Late Check-Out.	8



Group Booking Enquiries

14 Leads



Make sense of it all with actionable insights

Analyze, monitor, and act based on what your guests need.

The Myma.ai dashboard provides unique insights for Revenue Managers, Operations, Digital Marketing leaders as well the property General Manager.



\$150
PRIVATE KAYAK ECO
TOUR WITH STAY



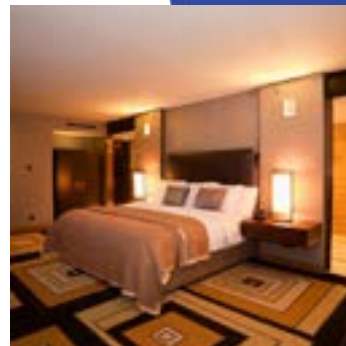
\$1150
WEEKEND STAY - SUITE &
PRIVATE LIMO PICKUP



\$1500
STAY & PLAY PACKAGE
FOR 2



\$250
OUT OF THE WORLD
FACIAL - 90 MINUTES



\$1050
WEEKEND STAY - SUITE &
BREAKFAST

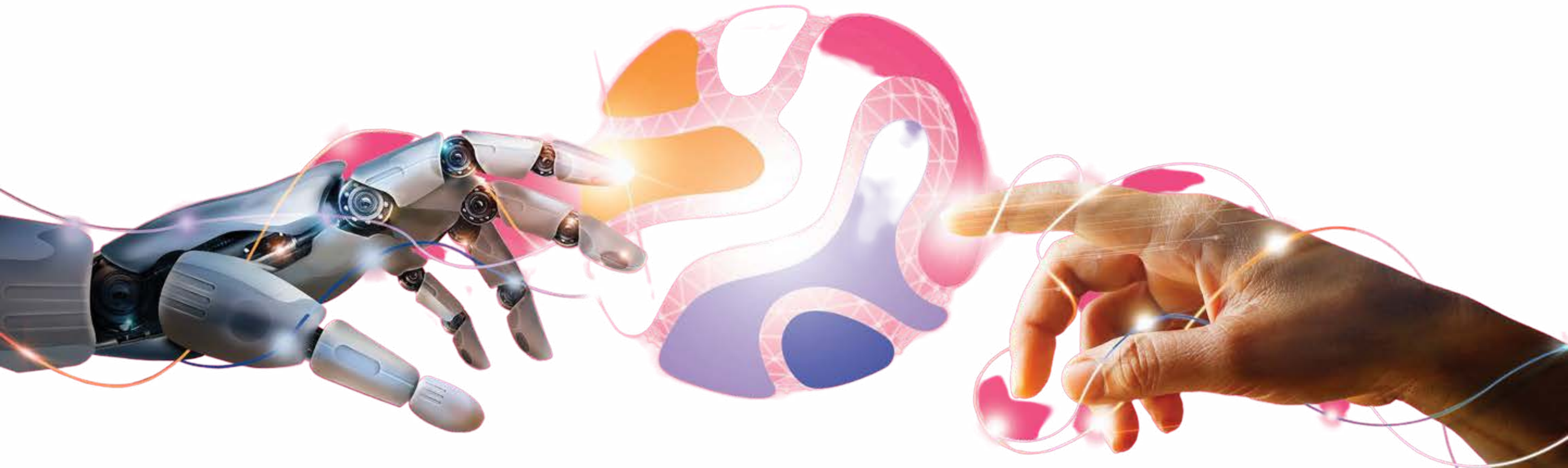


Meet your AI Vouchers & e-Gift Solution

aGift vouchers, memberships, and tickets are among the most profitable products a tourism business can offer and with aiva you unlock the power of a digital concierge that is always on.

Maximize revenue with branded discounts, incentives, value-adding, and gift vouchers while enjoying total control of the entire process.

The Operators **who know it works**



PARK
CENTRAL
HOTEL NEW YORK



TURTLE BAY

ESTD 1897

THE HEADLAND
★ ★ ★ ★ ★


PEACE & PLENTY
GEORGE TOWN, EXUMA, BAHAMAS
— Est. 1938 —

BEAR CREEK

MOUNTAIN RESORT
& CONFERENCE CENTER


Reunion®
RESORT & GOLF CLUB

 **Best Western.**


KAHARI
EXUMA

The Operators who know it works

SUDIMA
HOTELS

BIG4
HOLIDAY PARKS


oceanisland
inn | backpackers | suites

 **ACCOR**

—————
RANCHO
BERNARDO
INN
—————

SCENIC HOTEL GROUP 
NEW ZEALAND OWNED & OPERATED

 **HIGHGATE**



TURTLE BAY

SUBSTANTIAL ROI of >200%

First 7 months snapshot

140 hrs of Conversations

Reduction in phone and email inquiries allowed Front Desk and Reservation teams to focus on more urgent tasks and face-to-face customer service to improve the guest experience.

23 Group/Event Leads

On-brand, multi-lingual, 24/7 digital experience offering resort information and booking options to global clients.

5000+ Conversations

Property aware customers reduced reservation agent handle time and facilitated easier booking closures.

510 Booking Referrals

Integrated digital customer experience combining chat, live chat, and Google Business Messages.

THANK YOU!

Empowerment starts here.

