

Aven Hospitality Concierge for Booking

Amplify your impact with AI

Experience a new level of success with our AI integrations. **Booking Agent** helps guests in real-time, turning them from lookers into bookers. **Email Automation** scans guests' emails for key info and thoughtfully responds, so your team has more time to handle more complex requests. **Social Connect** synthesizes all your social media conversations into a single inbox and replies to common questions—making it easier than ever to manage messages from social. **Voice Connect** integrates into your phone system and delivers 24/7 support that aligns with your brand voice. Together, they help you cut operational costs and maximize opportunities for engagement and sales.

“Aven Hospitality Concierge has improved our team’s efficiency by handling first-level queries. Previously, staff spent valuable time answering routine questions about dining options and the pool. Now that repetitive work is automated, allowing them to focus on higher-value tasks. It's a clear win in terms of productivity and cost savings.”

SVP Strategy, Technology, and Innovation,
Langham Hospitality Group

01.

Boost Direct Conversion

Increase website bookings by over 5% with real-time guidance that's personalized and available 24/7

02.

Multi-Channel Coverage

Whether on Booking Engine, email, voice, or social channels, your brand stays responsive

03.

Optimize Workflows

Effortlessly integrates into your systems, automating responses to frequent questions so your teams have more time for the things that need a human touch

04.

Bolster Brand Experience

Offer seamless support tailored to your brand's voice and tone, so your guests get the best of your brand always

05.

Provide Multilingual Support

AI-crafted responses in 50+ languages elevate guest satisfaction and expand your global reach

