

Deliver an unforgettable customer experience using Conversational AI

Reduce Call Handles Times & Operating Expenses

Interactions Intelligent Virtual Assistants (IVAs) enable travel and hospitality companies to deliver effortless and personalized self service for less. Our IVA provides a smooth, self-serving solution allowing your guests and passengers to locate preferred properties, check availability, make or change reservations, handle credits and refunds and check airline schedules and rental car rates. All through automation that decreases operating expenses.

Efficiently Manage Credits, Refunds & Unexpected Volume

In today's climate, daunting and expensive changes and delays in travel are inevitable. Your customers will never wait with our IVA since it streamlines what could be a complex process by providing fast and easy self service solutions to manage their travel credits and refunds. The IVA doesn't churn, so unpredictable spikes in volume are handled without adding agents. All resulting in a fast, consistent experience, even in the most stressful times for travelers.

Increase Guest Loyalty & Satisfaction

Managing travel-related transactions with speed and efficiency is a major driver of customer satisfaction and loyalty. Maintain loyalty by offering guests quick and easy access to their rewards program, including obtaining balance information, requesting travel awards, enrolling new members, and responding to questions. Our omnichannel IVA makes this possible by providing self service options that allow conversations to be picked up where they were left off when switching between channels. The IVA seamlessly integrates into existing backend systems to deliver a highly personalized experience across phone, text, web chat, mobile app, and smart speakers.

74% OF CONSUMERS SELECTED LONG WAIT TIMES AS A DISSATISFYING EXPERIENCE WHEN CONTACTING CUSTOMER SERVICE

Our IVA handles complex, repetitive parts of the transaction, reducing average handle time and improving first call resolution. Moreover, our IVA is proven at scale to handle peak call volumes, helping you eliminate OPEX.

64% OF US CONSUMERS PREFER AUTOMATED SELF-SERVICE FOR CUSTOMER SUPPORT TASKS

Our IVA provides self-service opportunities for customers, allowing agents to handle more complex tasks in a cost-efficient way.

53% OF TRAVELERS PREFER TO HANDLE THEIR URGENT TRAVEL QUESTIONS OVER THE PHONE

Our IVA is conversational and human-like, keeping customers satisfied through efficient support.

CUSTOMIZED IVA FOR TRAVEL & HOSPITALITY



Make a reservation



Locate preferred properties



Check availability



Change bookings



Confirm departures and arrivals



Check schedule



Provide travel information



Offer upgrades and promotions



Handle checkout



Provide reservation information



Enroll in loyalty programs



Obtain balance information



Request information



Respond to FAQs



Set preferences



Handle credits and refunds

To learn more about Interactions solutions for travel & hospitality, please visit:

www.interactions.com/travel-and-hospitality