



## Intelligent Automated Guest Interactions IVR and AI - Designed for Hospitality

Reduce costs, improve guest interactions 24x7x365  
and intelligently augment and support hotel staff  
with EVA - our Evolution Virtual Agent service

Our Evolution Virtual Agent service (EVA) combines intelligent IVR with AI and machine learning to help over 1000 hotels around the world reduce operational costs and improve service to guests.

Intelligent, conversational virtual agents take and make calls or send and receive chat messages to guests and staff in order to provide answers to regularly asked questions, take requests for wake-up calls, room items and maintenance requests and integrate with 3rd party front and back of house hotel systems.

EVA can take orders and secure credit card payments, reference websites for up-to-date information, send text or WhatsApp messages and deal with internet problems, all whilst reducing calls to guest services by over 60%, automatically answering guests 24x7x365.

Simply replacing just one operator position with an EVA virtual agent, offers unbelievable cost savings, whilst improving guest interactions and satisfaction.



With the ability to greet callers by name and loyalty status, EVA can intelligently route calls, make, amend or cancel a reservation, give directions (verbal as well as send an SMS message with MAP link), advise on transportation options such as airport shuttle buses, provide parking information, check in and check out times and provide details of hotel facilities.

Guests can automatically request a late checkout, ask for breakfast locations and times, internet and WiFi passwords and issues, gym, pool and business centre opening hours and directions, request housekeeping services or report an issue or complaint.

Staff can be met by name, be transferred to other staff members or departments, find answers to Covid self-certification questions, book vacations and report issues whilst walking around property e.g. light not working on floor 2 by elevator. Speaking in over 130 different languages and dialects, it's no wonder that EVA is so popular.

### About Fourteen IP

Founded in 2011, Fourteen IP has established itself as the global carrier for the hospitality industry with its Evolution Voice services being deployed in over 300,000 hotel rooms across 24 countries, supporting leading hotels and groups worldwide.

The Global Carrier for the Hospitality Industry

## The **EVOLUTION** FAMILY - Designed for Hospitality



Evolution Voice is our flagship hosted telephony solution for hotels and resorts and is the leading cloud PBX for hotels globally. Evolution Voice comes in two flavours with EV Select designed specifically for select/focused service properties and Evolution Voice for full-service hotels and resorts. Installed in hundreds of properties around the world from small budget and boutique hotels to large full-service hotels and resorts with thousands of guest rooms.



Our Evolution Virtual Agent (EVA) combines intelligent IVR with AI and machine learning to reduce operational costs and improve service to guests. Intelligent, conversational virtual agents speak to guests in 130 languages and dialects and provide answers to regularly asked questions, take requests for wake-up calls, room items and maintenance requests and integrate with 3rd party and hotel systems. Reduce calls to guest services by over 60% and answer guests automatically 24x7x365.



Our SIP trunks provide next generation resilient communications. Powered by our Cisco Broadworks platform, our SIP trunks ensure customers are connected directly to Evolution Voice and have access to additional features and functionality such as the ability to join a centralised group, add users on Evolution Voice alongside their PBX add an auto attendant. Add EV Connect to benefit from all the features whilst benefiting from considerable savings that are available.



Our MAGIC portal simplifies the management and administration of guest Interactions in a single console enabling hotel staff to quickly provide customers with telephone access, implement routine moves and changes and view basic reporting and wallboards for single or multiple properties. Its intuitive user interface delivers increased efficiency in phone management for both users and provides simple device management of handsets.



EV Connect takes our SIP trunks to the next level. Connecting your legacy PBX, EV Connect enables you to benefit from hosted telephony features such as extension to extension dialling between properties, centralised operator and Call Centre as well as replacing failed on-premise voicemail systems. EV Connect is available for many different legacy PBXs to enable these diverse systems to communicate together and to our hosted PBX system, Evolution Voice.



Evolution Voice with Cisco Webex brings hospitality professionals together to do exceptional work. It's a single, easy-to-use and secure app to call, message, meet and get work done. In-meeting reactions with emojis and hand gestures let you express yourself non-verbally. Its immersive share lets you use your presentation or screen as your virtual background, giving participants an impressive viewing experience - ideal for training and briefing remote staff.

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