

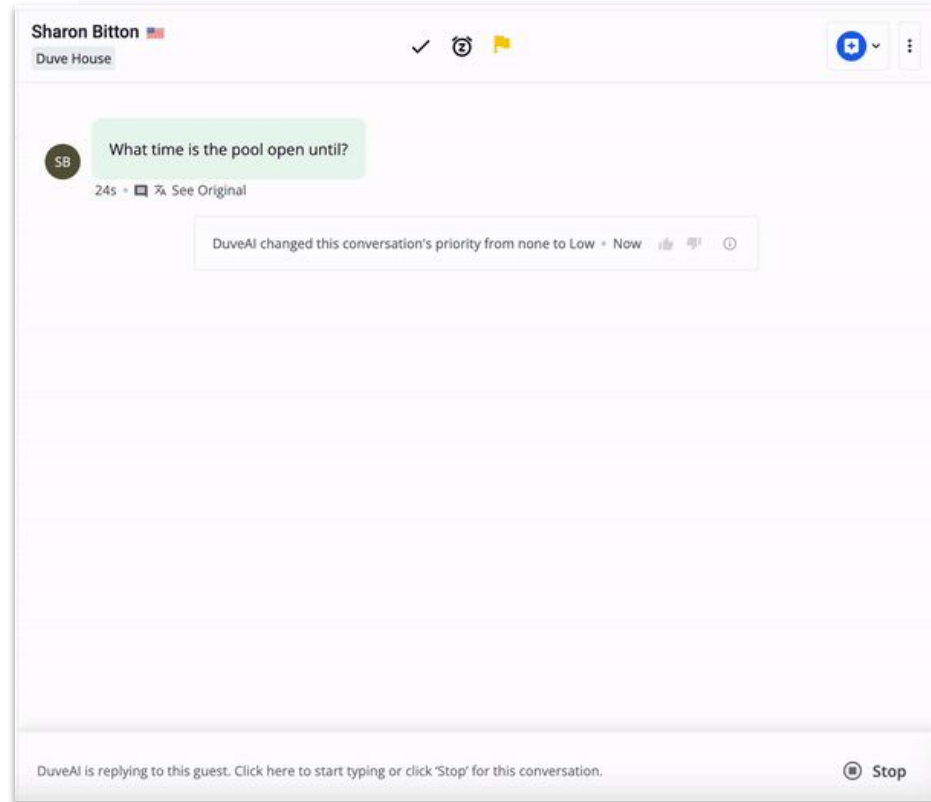
DuveAI ✨

Generative AI agents who provide guests with automated & personalized responses



What are Duve's AI Agents?

- 24/7 team members that leverage guest and reservation-related information to **deliver customized communications per guest.**



Key benefits of DuveAI



Minimizes response times by reducing manual messages



Personalizes responses using guest profile & reservation data



Boosts revenue-per-guest with targeted upsells



Handles inquiries in over 100 languages

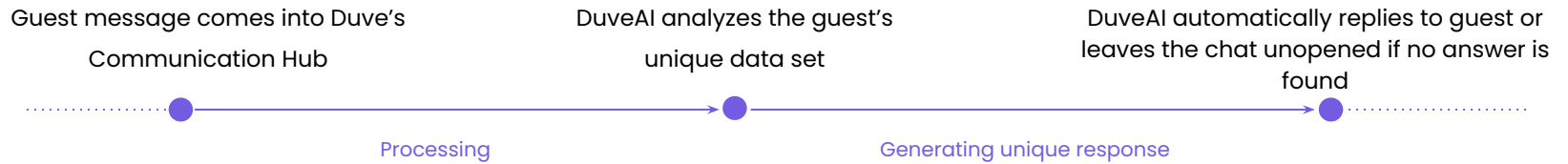


Customize the AI agent's interactions to meet your hotel's brand



Provides actionable insights for unanswered messages

AI in Duve's ecosystem



AI in Duve's ecosystem

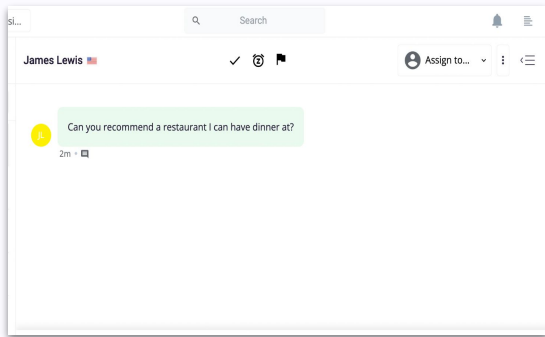
Guest message comes into Duve's
Communication Hub

DuveAI analyzes the guest's
unique data set

DuveAI automatically replies to guest /
leaves the chat unopened if no answer is
found

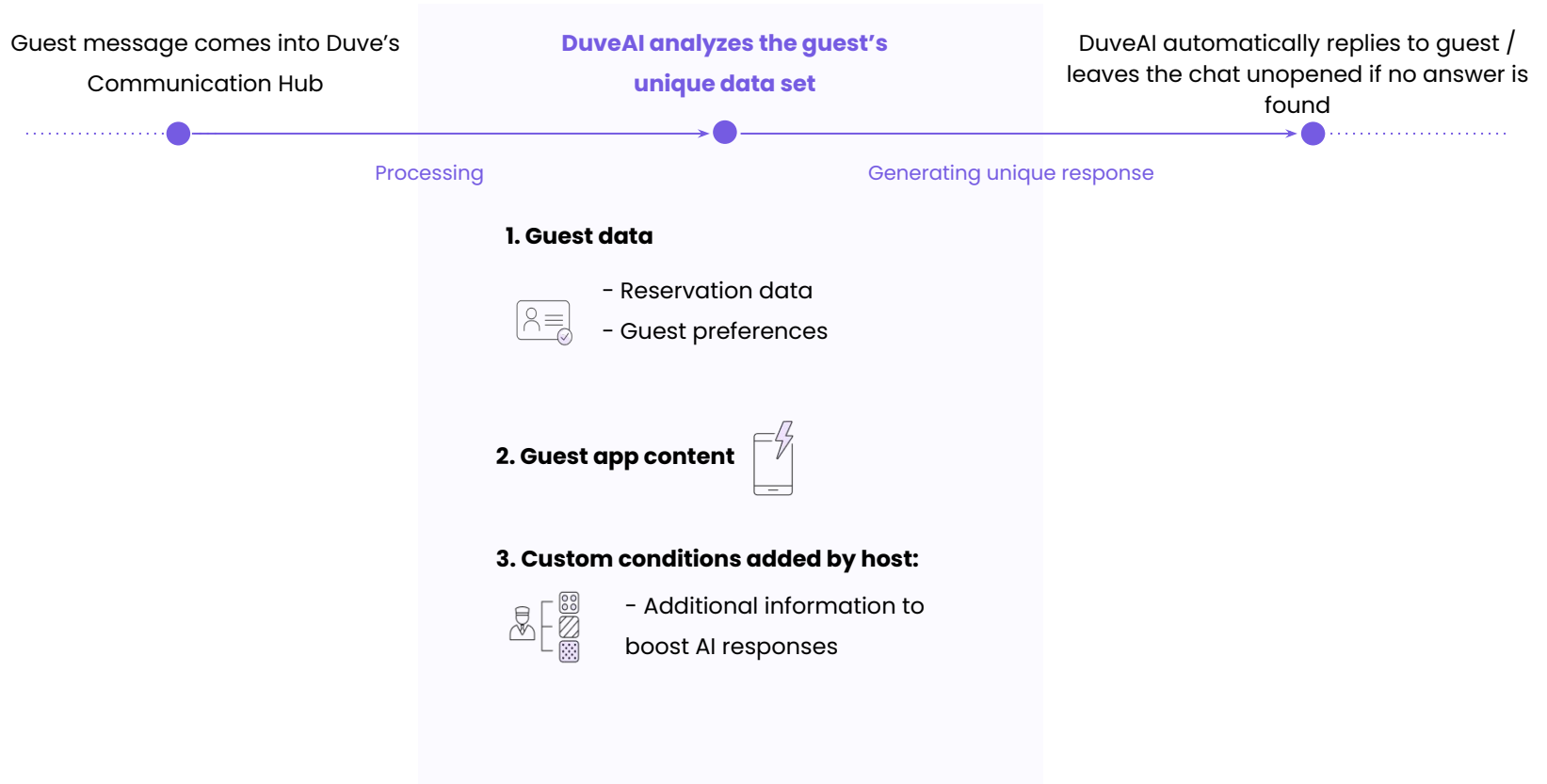
Processing

Generating unique response

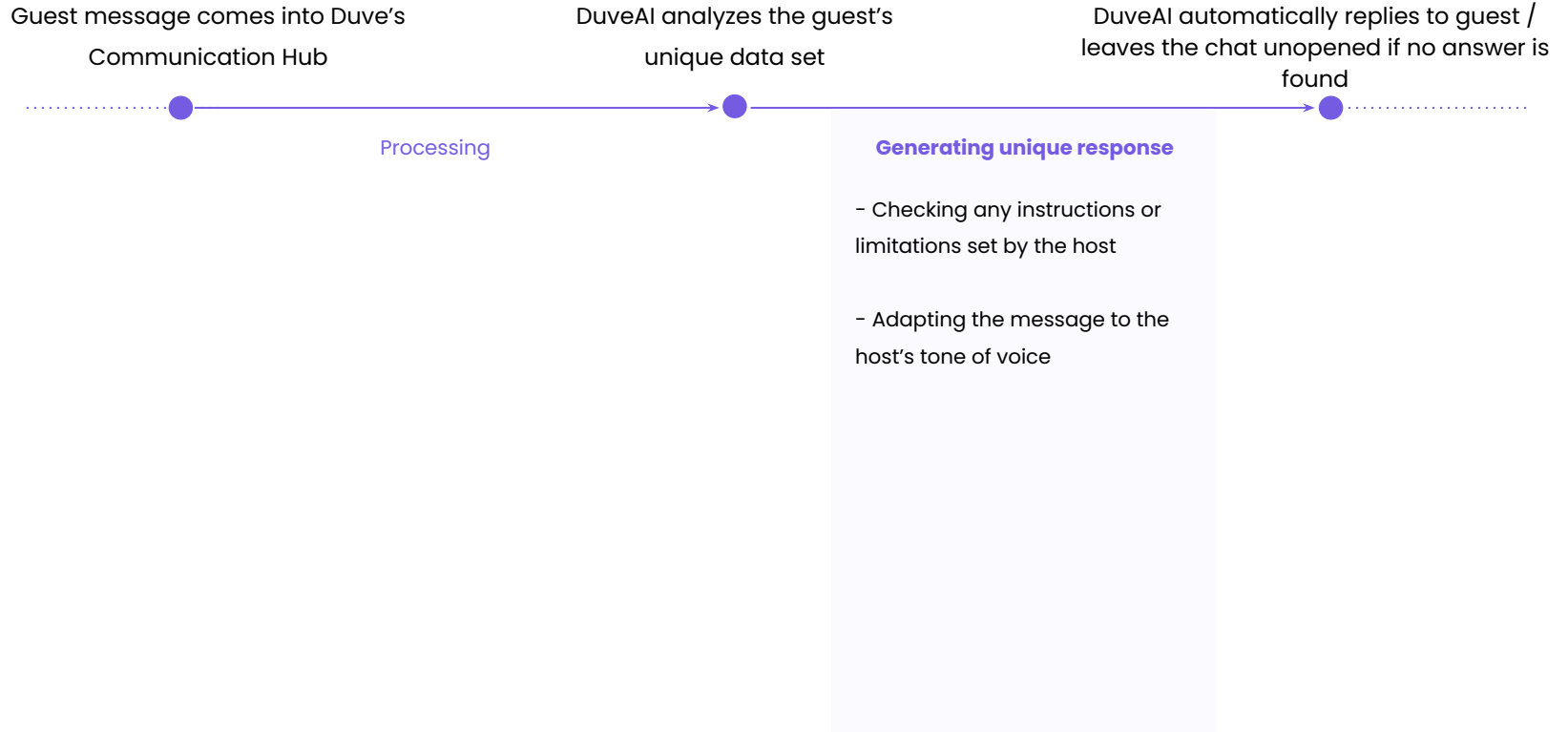


Duve's Communication Hub centralizes
messages from SMS, WhatsApp, and chat
into a single platform.

AI in Duve's ecosystem



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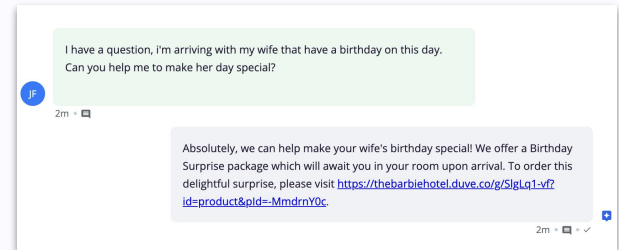
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Processing

Generating unique response



Responses automatically generated by
DuveAI yields a better experience for
you and your guests!

- ✓ Minimal response times
- ✓ Revenue maximized per guest
- ✓ Highly personalized interactions

Examples of responses generated by Duve's AI Agents

ES

Hi there! Is there laundry available in the hostel?

2h • 🔄 🗨️ Translate

DuveAI changed this conversation's priority from none to Low • 2h ago 👍 🗨️ ⓘ

Yes, we do have a laundry service available. It is located next to our terrace on the first floor, and you can use it whenever you need to.

2h • 🔄 🗨️ ✓



ES

Open all hours? Is there laundry soap to buy?

2h • 🔄 🗨️ Translate

Our laundry service is available 24 hours a day for your convenience. As for laundry soap, you're welcome to bring your own, or you can purchase it at reception.

2h • 🔄 🗨️ ✓



BP

Hi - I am checking in tonight! I want to know when the front desk is open until?

5h • 🗨️ 🌐 Translate

I'm happy to hear you will be checking in with us tonight! Our front desk is open 24 hours a day, so you can check-in at any time that's convenient for you.

5h • 🗨️ • ✓



"Chat" email was sent

5h • @ • ✓



BP

thank you very much!

5h • 🗨️ 🌐 Translate

You're very welcome! Should you have any more questions or require further assistance, feel free to let us know. Enjoy your stay at Casa Gracia!



“

If any hotel is wondering whether they should explore these AI Agents or not, I'd say go for it immediately! The implementation was smooth and the return of our investment is clear."

— Regis Morin,
Commercial Director at Criterion
Hospitality Group

“

DuveAI successfully generated a reply to my guest that flowed directly into AirBnB. Honestly not sure I could have personally written a better response.

— Jonathan Pedroza,
Owner of BurgBNB

“

DuveAI is helping achieve guest expectations in customer service by allowing us to immediately attend to their needs, especially when those needs are urgent."

— Jean-Paul Godfroy,
CEO and Founder at Huswell

Thank you.

DuVe