

GUEST SERVICE, WITH CONTINUITY

Your hotel's AI concierge. Every request accounted for.

VOCA answers guest questions in Arabic and English and turns service requests into tracked work for your team.

A SIMPLE MOMENT. A CLEAR WORKFLOW.

“Could we have two fresh towels?”

01

Guest asks

Room QR code, by voice or typing

02

Team receives

An owner and a status

03

Guest follows

Progress through to completion

Answers guests

Responds using hotel-approved information about hours, facilities, services and policies. If it does not know, it says so and offers your team.

Coordinates service

Turns actionable requests into records your staff can accept, manage and complete.

Keeps people in charge

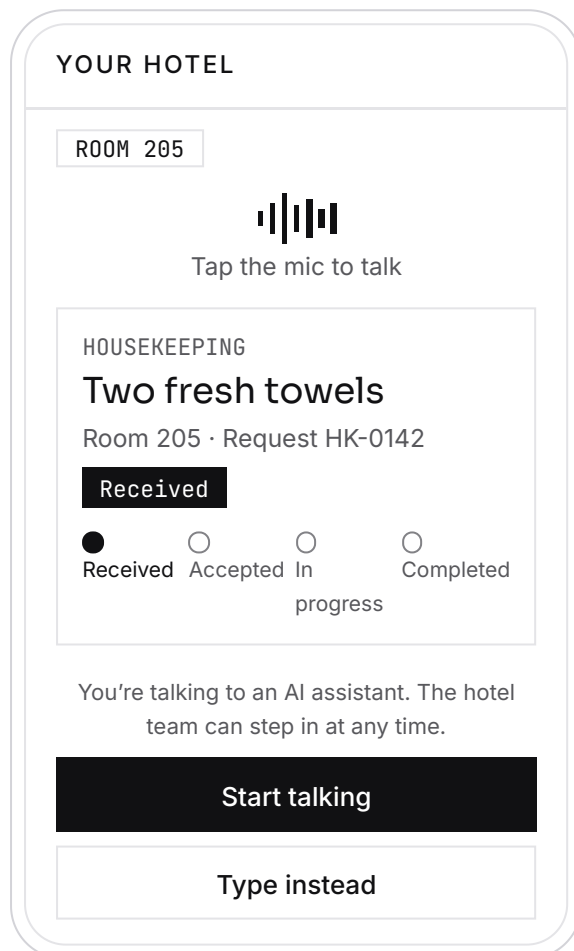
Staff can step into the conversation at any time. VOCA pauses while a person helps the guest.

Pilot focus: consistent service, clear ownership and visible follow-through. Scope and readiness are agreed before guest access is enabled.

01 / THE GUEST JOURNEY

Speak naturally. See what matters.

Guests open the concierge from their room QR code. Voice leads the experience; compact cards appear only when useful.



Illustrative interface, not a live screenshot.

Questions can end with an answer. Only requests that need action become staff tasks.

01 Open

Scan the room QR code, then confirm the stay with the code from check-in. Guest-specific information and actions need a verified stay.

02 Ask

Speak in Arabic or English, or type. No service menu to browse.

03 Follow

See the relevant details and the real status of each request. Ask for a staff member whenever you need one.

02 / THE STAFF WORKFLOW

One request. A clear owner.

The guest-services workspace gives your team one view of every request, routed to the right department.

Guest services			ILLUSTRATIVE WORKSPACE
ROOM	REQUEST	TEAM	STATUS
205	Two fresh towels	Housekeeping	Accepted
318	Air conditioning	Maintenance	In progress
412	Luggage collection	Bell desk	Received

Status must reflect what actually happened.

Received

Recorded with a reference.

Accepted

A team member takes it.

In progress

Work is underway.

Completed

Staff confirm it is done.

A request can also end as Not possible or Cancelled, with the reason shown.

Human handoff

Staff join the same conversation. VOCA pauses during takeover, and internal notes stay separate from guest replies.

Exceptions stay visible

Requests not accepted in time are flagged for escalation, under rules agreed with your hotel.

03 / CONFIGURED FOR YOUR HOTEL

Your services. Your operating rules.

Start with a focused concierge scope. Agree which services are on, who receives requests and what needs confirmation.

Recommended starting scope

Hotel information

Approved hours, facilities, offers, policies and Wi-Fi details.

Housekeeping and maintenance

Towels, toiletries, cleaning and repairs, routed to the right team.

Guest assistance

Staff handoff and private notes.

Request tracking

Ownership, updates and completion.

Agree separately

Connections to property-management, booking, billing or payment systems, room charges, telephone lines and WhatsApp need separate scoping. Until a booking system is connected, dining, spa and transfers are requests that staff confirm — not confirmed bookings.

Before guest access

Hotel-approved setup

Confirm facts, languages, routing and who owns each request.

Stay access and data

Check stay verification, access ending at checkout, staff permissions, and how long data is kept.

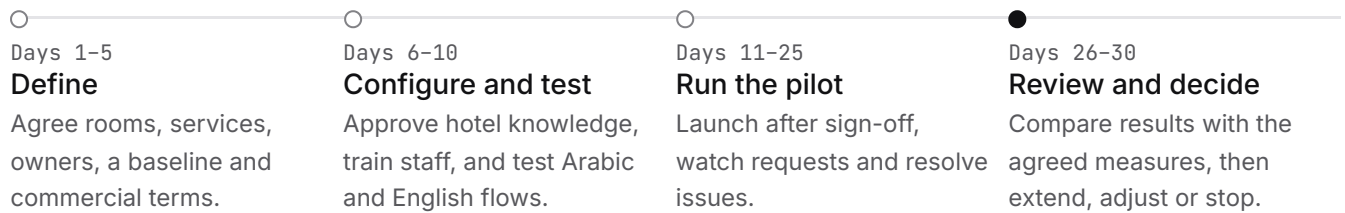
Launch sign-off

Test the agreed workflows in both languages and confirm any integration is ready.

04 / A MEASURABLE PILOT

Start focused. Prove the experience.

A proposed plan for one property and an agreed set of rooms and services, starting with a scope that does not need complex integrations.



Illustrative timing. If access, integrations or validation slip, the live period moves; we do not report outcomes that were not tested.

Measure service, not just conversations.

Responsiveness	Follow-through	Guest experience	Operating fit
Time from request to staff acceptance.	Time to completion and unresolved requests.	Feedback and successful handoffs.	Staff adoption and voice usage against the agreed allowance.

Arrange a focused hotel demo

Request a hotel demo on our website. We will agree rooms, scope, pilot fee, usage allowance and support before anything is built.