

GuestLive



Deliver ROI rapidly via an AI and analytics-driven solution that enables hospitality industry companies to connect with their employees and guests in a whole new way.

Addressing your biggest challenges and questions

- Are you looking to improve guest experience across all channels, focusing not only on contact centers but also face-to-face interactions?
- Do you feel you need better data about guest preferences, history, and needs, and are you using it to drive value?
- Are you looking to streamline and modernize tools for your customer-facing employees, to realize value in 6 months or less?
- Do different employee groups (e.g. property managers, front desk associates, housekeeping) have the capability to interact using digital tools?
- Are you looking to improve customer-facing employee engagement and productivity?

Benefits



Intuitive, responsive and mobile



One integrated system



Preconfigured on Salesforce

Transforming the guest and employee experience

PwC's GuestLive solution provides guest-facing employees with actionable insights at key moments of the guest journey to deliver better experiences, generate more value, increase efficiency, and build loyalty.

- Connect with your guests through **personalized conversation starters** based on their profile and AI-driven insights
- Connect multiple siloed systems in **one integrated system** for improved knowledge sharing and data analytics
- Connect your front desk seamlessly with your issue management system to **optimize service, issue resolution, and recovery**
- Connect all of your front line team members with a **holistic view** of each customer's experience and preferences

GuestLive optimizes the reservation process and integrates with existing reservation management systems. It's an omni-channel and holistic solution that focuses not only on contact centers but also on face-to-face interactions, providing more opportunities to surprise and delight. Most importantly, it provides full visibility into guest sentiment and behavior to help personalize and improve experiences for each segment. The data provided by GuestLives enables actionable insights for frontline employees at key moments, from pre-arrival to post-departure. Lastly, GuestLive creates a unified system of engagement and customer loyalty management.

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