REGAL

VOICE AI AGENTS FOR HOSPITALITY

Qualify guest bookings, handle all inquriies, and streamline support.

TRUSTED BY LEADING ENTERPRISES

Western & Southern Financial Group · KOHLER · American Red Cross · Toyota Insurance Services

TURN GUEST CALLS INTO MEMORABLE EXPERIENCES

The Problem: Horizon Stay Group faced high call volumes across reservations, front desk, and concierge teams. Missed calls, long hold times, and inconsistent service hurt guest satisfaction and direct bookings.

Used an agentic workflow designed around common guest inquiries to handle calls and routine requests, while improving service levels while reducing operational strain.

HOSPITALITY USE CASES

- Manage Late-Night & Overflow Calls
- Route VIP or Escalated Requests
- Schedule Amenities & Services
- Answer Property & Travel FAQs
- Handle Reservations & Changes
- Post-Stay Follow-Ups

THE REGAL SOLUTION

Replaced hold queues and voicemail with an agentic workflow, for instant, always-on guest support

Increased direct bookings through faster response times and monitoring call containment

Improved staff efficiency by routing complex or VIP requests to human agents only when needed

DRIVING OUTCOMES

52%
Increase in Answered Guest Calls

90%
Guest Requests Resolved Without Transfer

32%
Reduction in cost per reservation call

"AI agents ensure **every guest gets immediate help**, so our front desk teams can focus on delivering exceptional experiences.

VP of Guest Experience

Request a Demo

See how you can use AI Agents for Hospitality