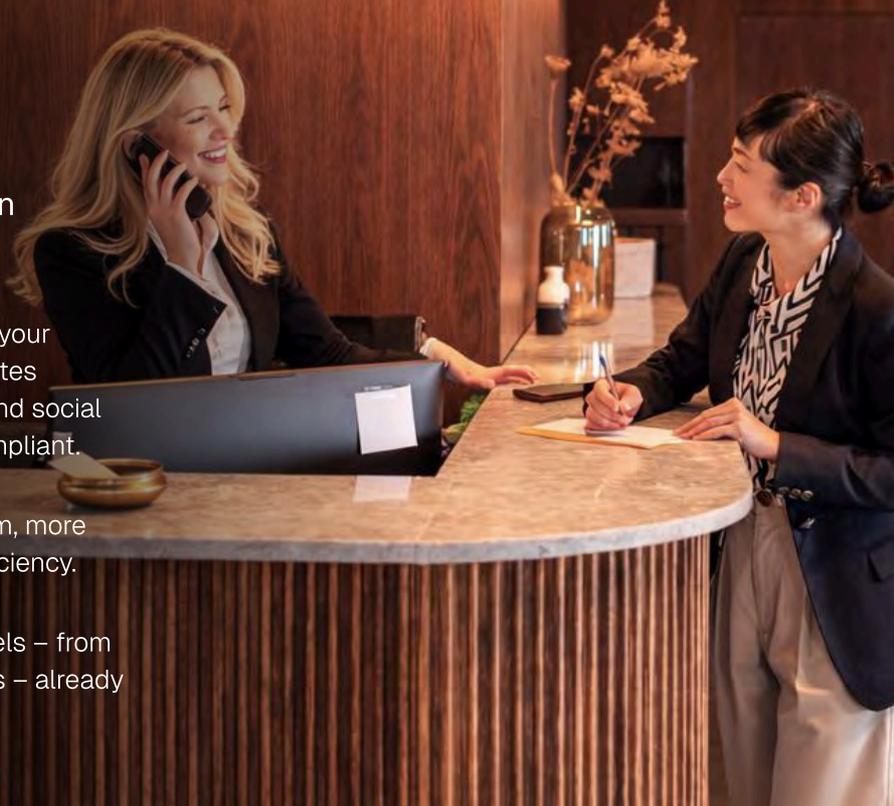# DialogShift

Hotel AI

We free up hoteliers and teams to focus on what really matters: great service!

A centralized hotel AI for real relief. Our AI knows your property like your best employee – and communicates autonomously with guests via chat, email, phone, and social media. In over 100 languages, 24/7, fully GDPR-compliant.

The result: significantly less workload for your team, more direct bookings, significantly higher operational efficiency.

Market leader in the DACH region. Over 1,200 hotels – from renowned chains to boutique properties and resorts – already rely on DialogShift.

MOTEL ONE 25h twenty five hours hotels come as you are Althoff Hotels EH Event Hotels SONNENALP RESORT · SPA · GOLF BRERA SERVICED APARTMENTS

✓ **Fully GDPR-compliant** – processing and storage under European data protection law

✓ **AI insights** - AI reports when information is missing or unclear

✓ **More bookings** - AI handles booking requests 24/7, connected to your booking engine or PMS

✓ **Managed in one app** – easily maintain and expand your AI knowledge base in one place

✓ **Automated data import** - extracts content from URLs, PDFs, images, text documents or content management systems

✓ **Always up-to-date** – knowledge base refreshes every 24h via proprietary extraction technology

Save +2 hrs daily

98%+ of all guest inquiries answered automatically

More direct bookings

Up to 20% more direct bookings

Happier guests

Instant answers, 100+ languages, 24/7 availability

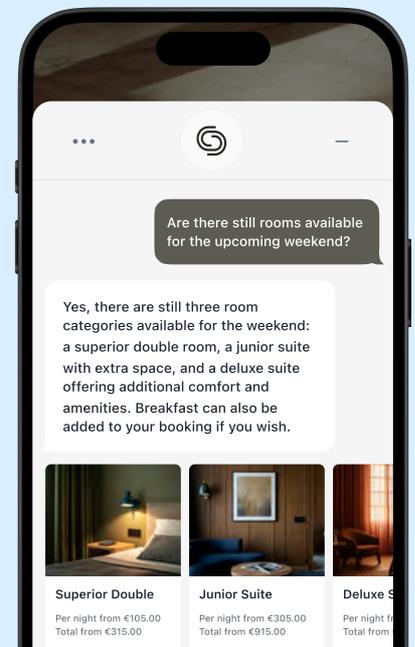Let's talk →   ellie.chen@dialogshift.com   hubertus.mueller@dialogshift.com

DialogShift

Chatbot AI

Guests don't search anymore – they ask.

Guest expectations are changing fast. A chatbot is now essential. DialogShift's Chatbot AI responds instantly across your website, WhatsApp, Social Media and your guest app, in 100+ languages, 24/7. It handles enquiries, bookings, and reservations automatically.

> Are there still rooms available for the upcoming weekend?

Yes, there are still three room categories available for the weekend: a superior double room, a junior suite with extra space, and a deluxe suite offering additional comfort and amenities. Breakfast can also be added to your booking if you wish.

Superior Double
Per night from €105.00
Total from €315.00

Junior Suite
Per night from €305.00
Total from €915.00

Deluxe S
Per night fr
Total from

Functionalities

✓ **One AI, as good as your best employee –** a single, centralized knowledge base powers every channel. Fed with your hotel's details down to the smallest specifics, it delivers expert-level answers across chat, email, phone, and WhatsApp

✓ **100+ languages, every touchpoint –** embedded across the entire guest journey: website, booking process, WhatsApp, social media, and guest apps (Straiv, Betterspace, SuitePad, Gastfreund, Gustnet, Hotel MSSNGR,...)

✓ **Live chat handover –** If your chatbot can't resolve a request, it automatically routes it to the right department based on topic

✓ **Cross-hotel chatbot for hotel groups –** guests find the right hotel by category, e.g. conference facilities, spa, location (ideal for hotel groups)

✓ All live chats from every channel land in one **central inbox** and can be answered directly in DialogShift (Browser or native app for your phone)

✓ **Statistics dashboard –** Automation, bookings, chat volume, top topics, and response quality at a glance

✓ **Table reservations –** connected to the hotel's table reservation system, guests can book a table directly in the chatbot without friction

>98%
automation rate*

*verified across 40,000+ chatbot conversations per week

25%
of all chats generate booking requests*

Your chatbot doesn't just answer, it sells.

AI Agents

✓ **Booking Agent –** complete booking journey in chat, from enquiry to confirmation. Shows rooms dynamically with images and rates, and suggests alternatives (with HotelNetSolutions, DIRS21, MEWS, apaleo, Casablanca, Opera Cloud, Protel Air)

✓ **Google Maps Agent –** real-time answers to location-based guest questions, powered by Google Maps. Your digital concierge, 24/7.

✓ **Offer Agent (with Smart Host) –** captures offer requests in chat and automatically sends tailored offers within moments.

Chatbot AI
1€

per room / month / hotel (from 100 €)

300€ setup

DialogShift

Phone AI

Never miss a call again.

Your Phone AI picks up every call – 24/7, in many languages, as natural as a human conversation. No scripted menus, no hold music, no lost bookings.

It answers guest questions, handles complete bookings via the Booking Agent. Developed specifically for the hotel industry.

Functionalities

✓ **Premium voice technology** – natural, human-like conversations on the phone. No rigid scripts, no IVR menus – powered by the latest AI models, hosted in European data centers (GDPR-compliant)

✓ **Booking handling** – processes bookings end-to-end on the phone. With PMS/IBE integration via the Booking Agent, or without integration by sending a personalized booking link via WhatsApp or SMS

✓ **Quick setup** – simply forward calls to an external number, or integrate directly into your existing phone system

✓ **Callback requests with summary** – captures callback requests and sends a full conversation summary to your team, so they can call back prepared

✓ **Smart call routing** – forwards calls to the right department based on the conversation context (reservations, reception, spa, etc.) when human support is needed

✓ **Whispering** – when a call is forwarded, your team receives a summary of the conversation. No "can you repeat what you just told the AI?"

✓ Use the AI for overflow, for specific times (e.g. at night), or route every call through the AI to reduce your team's call volume

✓ **Table reservations** – sends a table reservation link via WhatsApp or SMS during the call – guest books directly, no manual handling

✓ **WhatsApp integration** – after every call, the AI can follow up via WhatsApp: booking links, table reservations, voucher shop, and more. Same AI, seamless channel switch

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93%
guest satisfaction

Verified across 700,000 phone conversations.

60%
fewer calls for staff

Your AI handles the majority, your team focuses on what matters.

100%
of calls answered

No call ever goes unanswered again.

Phone AI
2€

per room / month / hotel (from 200 €)

300€ setup

Let's talk → ellie.chen@dialogshift.com   hubertus.mueller@dialogshift.com
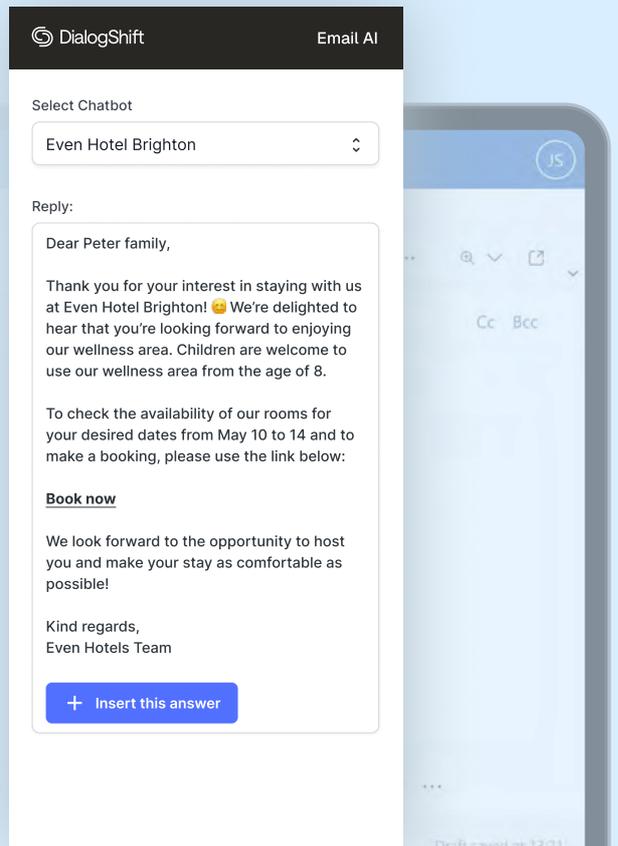
DialogShift

Email AI

Let AI write emails for you.

Your Hotel AI doesn't just chat and call – it writes your emails, too. Drafts personalized replies based on your hotel's knowledge base, in your hotel's tone. Built with agentic AI that reviews and refines its own drafts before presenting them – so your team just reviews and sends.

DialogShift — Email AI

Select Chatbot

Even Hotel Brighton

Reply:

Dear Peter family,

Thank you for your interest in staying with us at Even Hotel Brighton! 😊 We're delighted to hear that you're looking forward to enjoying our wellness area. Children are welcome to use our wellness area from the age of 8.

To check the availability of our rooms for your desired dates from May 10 to 14 and to make a booking, please use the link below:

Book now

We look forward to the opportunity to host you and make your stay as comfortable as possible!

Kind regards,
Even Hotels Team

+ Insert this answer

Functionalities

✓ **120+ languages** – drafts professional replies in any language, regardless of who on your team handles the email. No more language barriers

✓ **Booking links that convert** – automatically inserts the right personalized booking link into every reply

✓ **Outlook plugin** – integrates directly into your team's daily workflow, no tool switching needed

✓ **Adjust each email by text or voice** via text or voice prompts

✓ **Multi-property ready** – select the right hotel in the plugin, one tool for your entire portfolio

✓ **Finetuning for your hotel** – train the Email AI globally on your preferred terms, phrases, and tone of voice

✓ **Booking.com integration** – the browser plugin (for Firefox) drafts replies to guest messages directly inside Booking.com

2x

faster email responses

Your team answers twice as many emails in the same time.

100+

Languages, so every team member can reply

Regardless of language skills or how long they've been at your hotel. Your AI knows it all.

Email AI
50€

per hotel / month

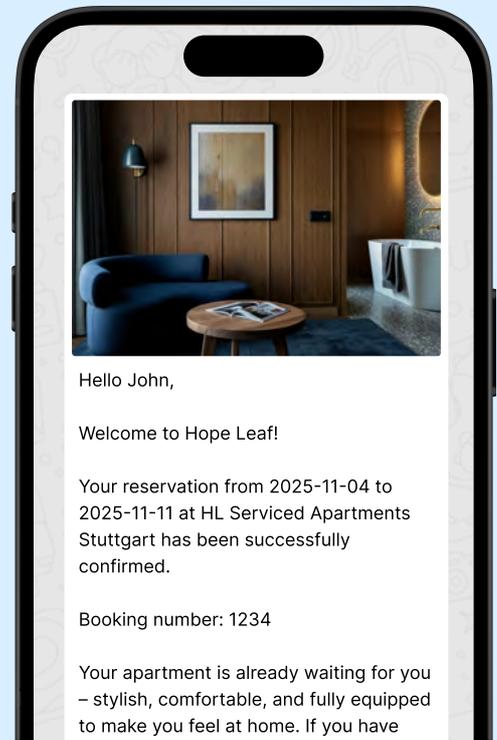**Let's talk →**   ellie.chen@dialogshift.com   hubertus.mueller@dialogshift.com

DialogShift

Journey Messaging AI

The right message at the right moment.

Automatically send personalized messages to your guests via WhatsApp, SMS, and email – from booking confirmation to check-out. Fully integrated into your DialogShift Hotel AI.
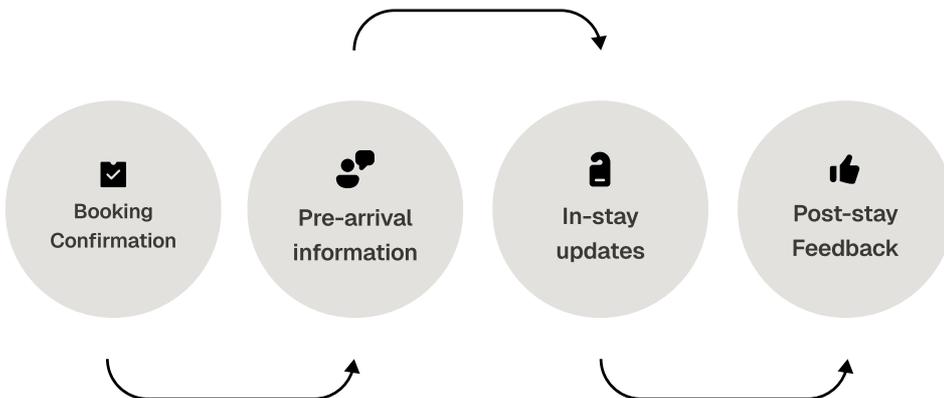
Hello John,

Welcome to Hope Leaf!

Your reservation from 2025-11-04 to 2025-11-11 at HL Serviced Apartments Stuttgart has been successfully confirmed.

Booking number: 1234

Your apartment is already waiting for you – stylish, comfortable, and fully equipped to make you feel at home. If you have

Functionalities

✓ **Event-based triggers** - reach your guests when it matters most: booking confirmation, upcoming check-in, arrival at the hotel, upselling offers

✓ **Use message templates -** get started fast with ready-to-use templates, or create fully custom messages

✓ **Full tracking** – see exactly which guest received which message, and when

✓ **Make.com integration** – connect to any external system or workflow for unlimited automation possibilities

✓ **Channel priorities per guest** – WhatsApp, email, SMS – you define the order. If one channel fails, the AI delivers via the next

✓ **Automatic language detection** – the AI addresses every guest in their language, no manual translation needed

✓ **Journeys & Flows** – build single- or multi-stage sequences with timing, conditions, and actions. As simple or complex as you need

90-98%

open rate on WhatsApp

The right message at the right moment – guide your guests through every step of their journey, from booking to check-out.

Booking Confirmation

Pre-arrival information

In-stay updates

Post-stay Feedback

Journey Messaging AI 1€

per room / month / hotel

(from 100€)

300€ Setup

Let's talk →   ellie.chen@dialogshift.com   hubertus.mueller@dialogshift.com

DialogShift

AI that pays for itself – from day one

>98%
automation in chat

1 in 4
direct bookings are AI supported

2+ hours
saved daily for your team

AI Database
200€/month

+ one-time setup: 300 €

Chatbot AI
1€

per room / month / hotel

(from 100€)

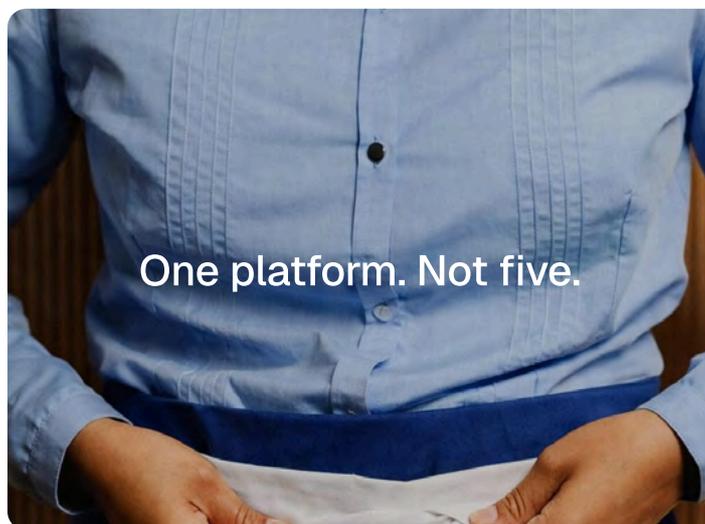300€ Setup

Phone AI
2€

per room / month / hotel

(from 200€)

300€ Setup

Email AI
50€

per hotel / month

Journey Messaging AI
1€

per room / month / hotel

(from 100€)

300€ Setup

One platform. Not five.

7 years pioneering hotel AI.
The proven all-in-one solution.

- ✓ All-in-one with one AI knowlege base
- ✓ Market leader – #1 for AI guest communication in DACH
- ✓ Always evolving – continuous innovation keeps you ahead
- ✓ Reliable partner – own technology, German hosting, premium support

Let's talk → ellie.chen@dialogshift.com   hubertus.mueller@dialogshift.com
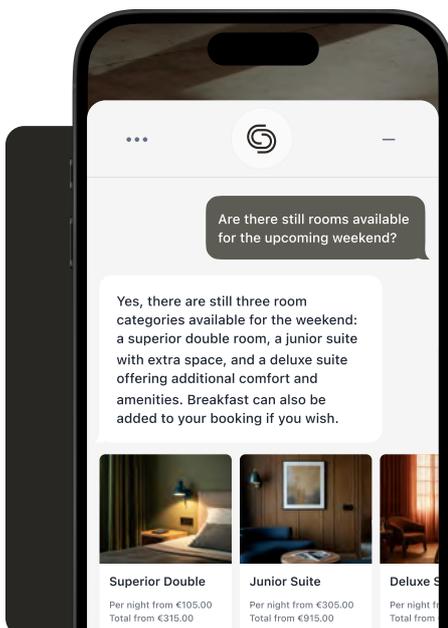
DialogShift

AI Booking Agent

The Booking Agent for your hotel AI

Our Booking Agent connects your DialogShift Hotel AI directly with your booking engine or PMS. This allows guests to not only enquire about rooms, but to book directly via chat or phone without leaving the conversation. The AI therefore evolves from an information channel into a fully capable booking channel.

Functionalities

✓ **Guided booking dialogue** - the AI guides guests step by step from room selection through to booking, via chat or phone

✓ **Automatic alternative suggestions** - if no room is available, the AI suggests suitable alternatives

✓ **Fully AI-supported booking process** - the entire booking process (including multi-room) is handled end-to-end by the AI – from enquiry to confirmation

✓ **Visual and dynamic room presentation** - available rooms and prices are shown in chat as a carousel with images

✓ **Seamless booking** - the guest selects room and rate within the conversation. Completion of the booking depends on the rate and the hotel's existing system infrastructure (via check-out page or directly)

✓ **Packages and offers can be booked** - packages and special offers can be booked via both the Chatbot and Phone AI (not available with all integration partners)

Are there still rooms available for the upcoming weekend?

Yes, there are still three room categories available for the weekend: a superior double room, a junior suite with extra space, and a deluxe suite offering additional comfort and amenities. Breakfast can also be added to your booking if you wish.

Superior Double
Per night from €105.00
Total from €315.00

Junior Suite
Per night from €305.00
Total from €915.00

Deluxe S...
Per night fr...
Total from...

Price

DialogShift (new customers): Included
DialogShift (existing customers): For existing customers, pricing depends on the current pricing model and the existing contract.

Try it yourself: **+49 30 754 359 247**

Let's talk → 		ellie.chen@dialogshift.com		hubertus.mueller@dialogshift.com