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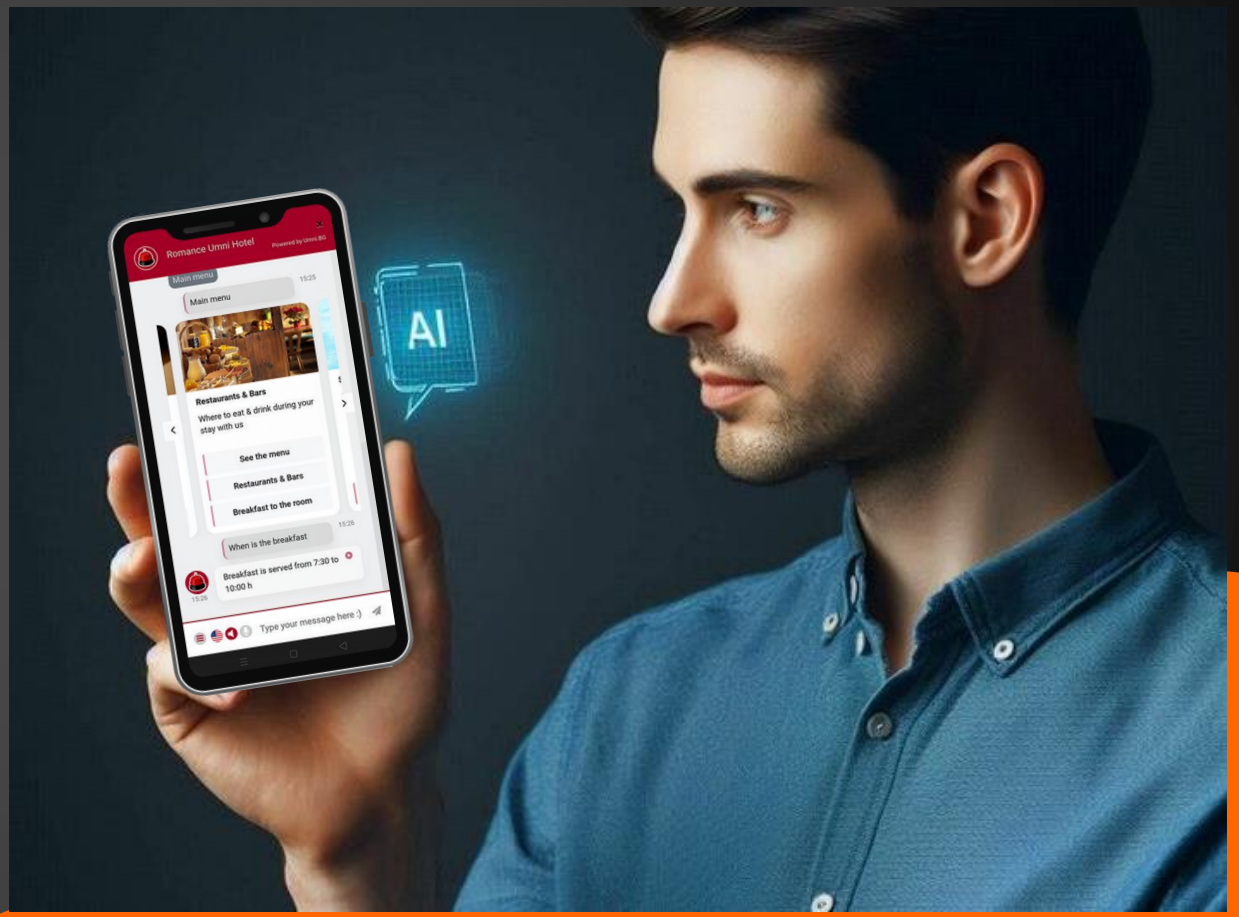
Answer any question from Day 1!

Business AI Chatbot

Your smart conversational tool

Sell. Save. Care - 24/7



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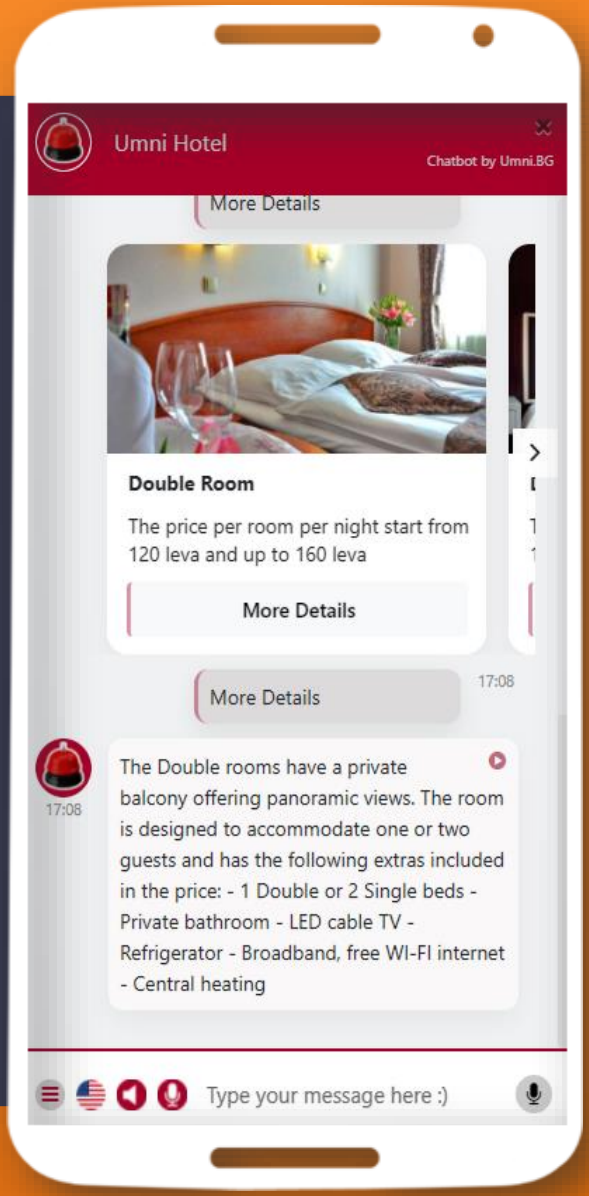
- ✓ **A no-code** platform for creating, managing and using AI Assistant by the business team for a website <u>without technical knowledge and skills</u>
- ✓ The website's Assistant is used for **marketing, sales, and customer support** and allows businesses to reduce costs, optimize staff performance and increase **direct bookings** and **service inquiries**
- ✓ **First-** and **Zero party data** collection tool
- ✓ **Fast, easy and affordable tool** both in technology & financially



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UNWTO Innovation Champion' 2023

Winner of a Global Startup Competition, UNWTO
Innovation and Digitalization for Island Destinations

Winner of EU Travel Awards'23
Best Hotel & Travel Communication AI Service 2023, BG

Special Award for Innovation in Tourism
by Ministry of Tourism of Bulgaria, 2023

Best Hotel and Restaurant Software of 2019
3rd National Conference Smartourism.bg'19

Top 5 innovative tourism projects. Innovation category
Annual Awards of the Ministry of Tourism of Bulgaria'2019

Innovation in Tourism, 2018
(Balkan Tourism Industry Awards, 2018)

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Customers:

- ✓ Online stores
- ✓ Retailers
- ✓ Agencies
- ✓ Universities
- ✓ Libraries
- ✓ 4- and 5-star hotels
- ✓ Tour operator
- ✓ Small accommodations
- ✓ SPA / Beauty / Wellness businesses
- ✓ Non-profit organizations
- ✓ Other service businesses

Bulgaria | Germany | Portugal | UK
USA | Hong Kong

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AI Assistant Results in 3 Words:

Saving up to 7000 working hours per business annually

✓ Sell

- personalized offers
- booking & service requests
- event registration, etc.

✓ Save

- working hours
- resources

✓ Care

- for customers **online** experience
- for customers **offline** experience
- for staff - assistant and "coach“
- for the website experience
- multilanguage assistance
- **24/7, instantly**

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Our customers report:

- ✓ Night chatting: 35% - 52%
- ✓ Night bookings: ~ 40%
- ✓ Bookings: up to 50% of all
- ✓ Conversion: ~30%
- ✓ Repeaters: over 70%
- ✓ FAQ: up to 95%
- ✓ 11 interactions/user
- ✓ Savings: 5-12 min/user

Saving up to 7000 working hours per business annually

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AI Assistant Benefits:

- ✓ **Answers questions,** extending **working hours** to **24/7**
- ✓ **Handle requests** and **bookings**
- ✓ **Trigger tasks automations** outside the Assistant
- ✓ **Encourage direct bookings** and **upsells**
- ✓ **Makes customer communication more efficient:**
  before, during and after the customer trip/stay
  with access from anywhere online and offline
- ✓ **Support marketing efforts**
- ✓ **Support employees** with **information**
- ✓ **Improve website experience**
- ✓ **Improve overall customer experience**

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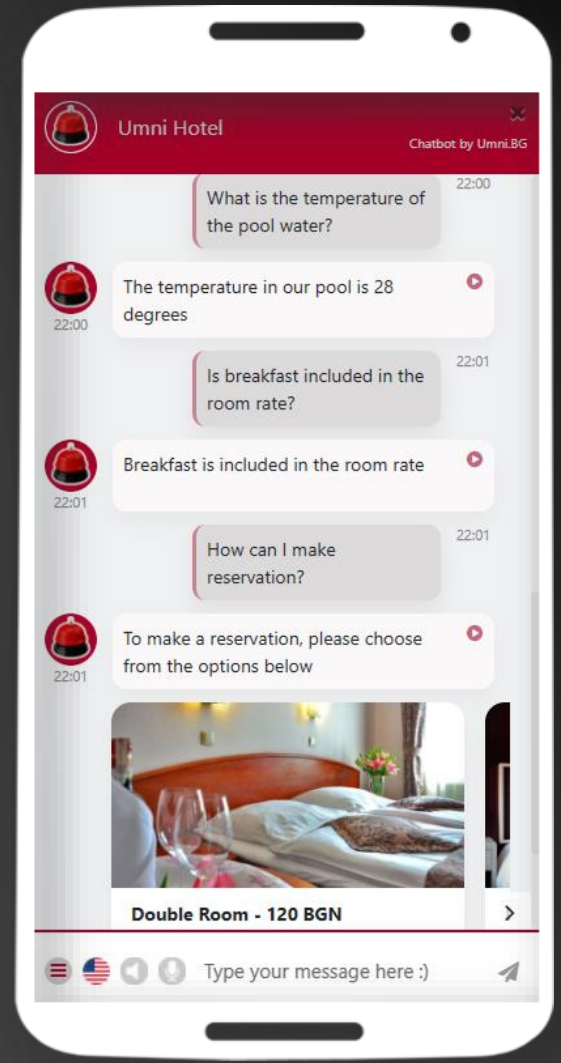
The AI Assistant - Details

24/7 Assistance: Book more, Save more, Grow faster

- ✓ **24/7 instant Q&A** in up to **10 languages** (choice from 29)
  Business specific curated AI module, powered by GPT
- ✓ **Booking & Service** request forms - tasks automation
- ✓ **Direct links** and **QR code** to access the Assistant forms or info from **anywhere** online and offline
- ✓ **Statistics** on customer behavior, customers chat review and more
- ✓ **Assistant Booking module** for service reservations and product orders
- ✓ **Digital menu** (add-on)
- ✓ **Integrations**
- ✓ **AI content translation** for multi-language Assistant



The **AI module** is powered by **NLP and GPT** for fast and easy creation, curated database and personalized response to customers

Turn your website into a smart communication hub today!

Answers most questions from Day 1!

Umni Platform Highlights:

- ✓ **Easy AI module creation and maintenance**
- ✓ **Dynamic Content Creation and Management**
- ✓ **B2B, B2C and B2E – in 1 chatbot: Secret Content**
- ✓ **AI Content translation**
- ✓ **Direct Interaction Enhancements**
  Links and QR-codes to content, Question-triggered actions
- ✓ **Supports 28 European languages + Chinese**
- ✓ **Customization and personalization**
- ✓ **No Additional Cost for Additional Languages**
- ✓ **No-code experience** – easy to learn and use
- ✓ **Integrations**
- ✓ **Easy implementation**

Master AI Assistant (template) to scale:

for chains, franchises, businesses with multiple locations and others

After planning and preparing info for the Assistant, the actual AI Assistant creation takes couple hours!
Every Assistant' element takes 1-2 min to create!

Umni Business Model:

- ✓ **Software as a Service:**
  - monthly fee / discounted annual fee
  - **NO** implementation fee
  - Long term commitment **bonuses**
- ✓ **AI Assistant add-ons:**
  - monthly fee /one-time fee
- ✓ **Custom development** (if technically possible)
- ✓ **AI Assistant creation** (upon demand, one-time fee)
- ✓ **Support and hospitality expertise - included**

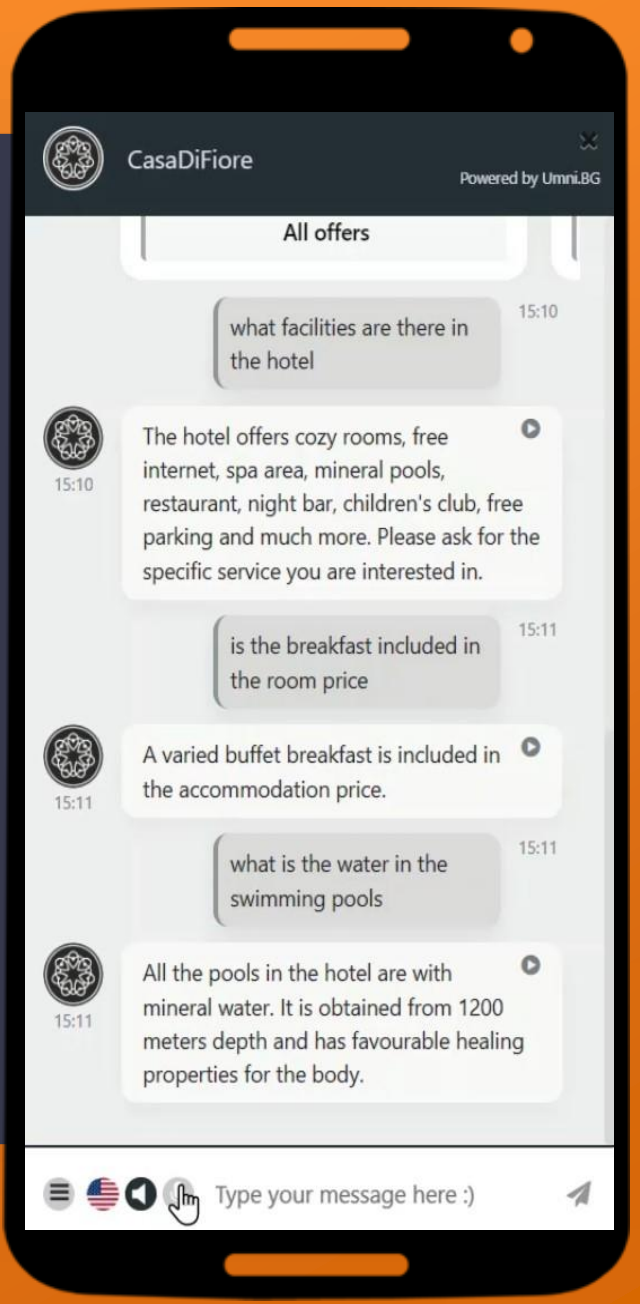
grow with Umni

Special bonuses:

- ✓ **One-time annual payment**
  - 1 additional month free (pay for 12, get 13)

- ✓ **2-years commitment with one advanced payment**
  - free creation of starting AI assistant content package
  up to 5 info sections, up to 3 forms and 10 themes in the AI module
  - free branding of the Assistant' icon on the website

Valid until 31.12.24



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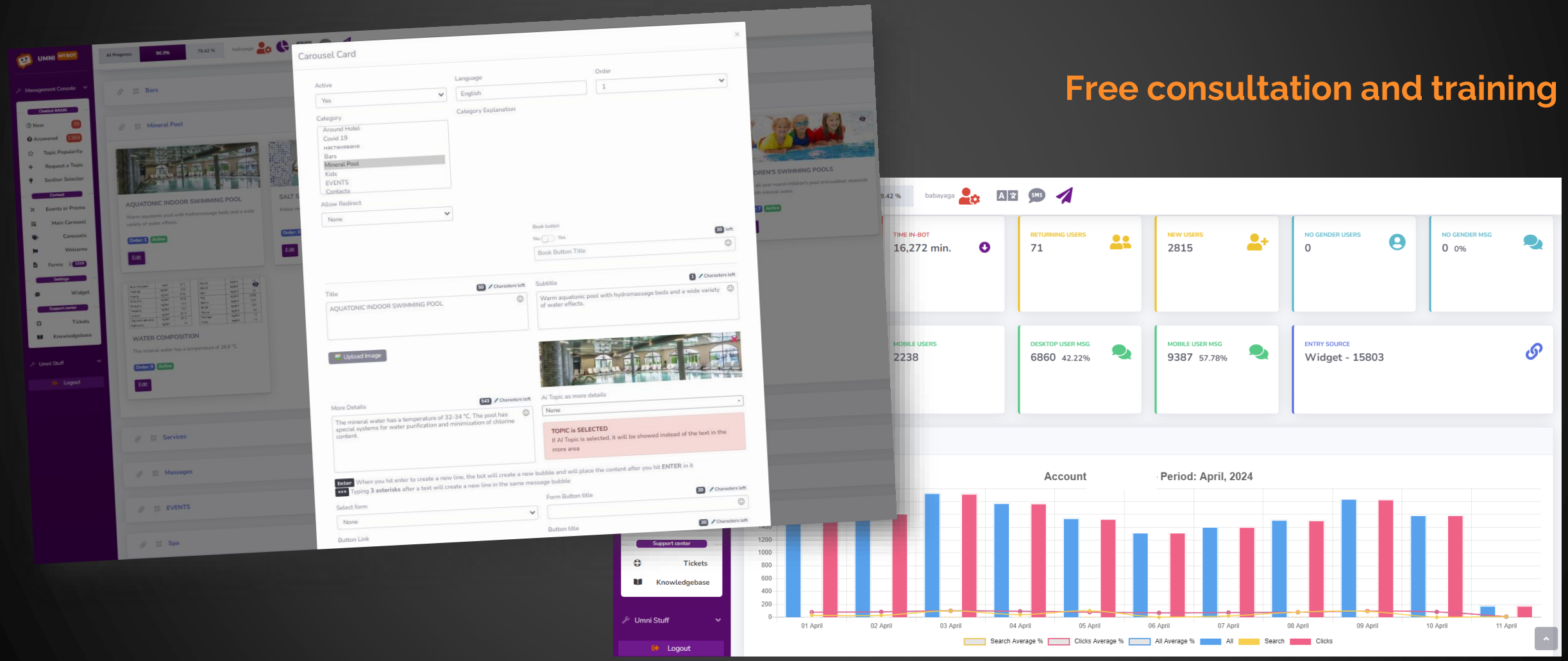
Umni Platform - as simple as filling forms

Free consultation and training



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We will be delighted to be your partners!

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