

Power exceptional guest experiences at scale.

Can I book a table for two during my stay?



AIVA is an omnichannel, agentic, AI-powered assistant that transforms every guest interaction into an opportunity to elevate experience, increase revenue, and reduce costs.

Available via phone, webchat, or SMS and securely integrated with the technologies that power your hospitality business, AIVA has the knowledge to respond and the ability to act—enabling hospitality leaders to deliver responsive, personalized, and data-driven guest experiences at scale.

Here's how it works.



Make AIVA an Expert

AIVA instantly builds a robust knowledge base using public information and internal resources—including policies, menus, customer service interactions, and more.



Empower AIVA to Act

Build no-code workflows for anything—from booking and reservations to order management, loyalty, housekeeping, and more. Choose from 2,900+ turnkey integrations or add your own from anything with an API.



Engage AIVA Across Channels

As a telecommunications carrier, BluIP can instantly make AIVA available on your existing phone number. Call, chat, text, and switch channels seamlessly without losing context.



Measure AIVA's Impact

Track response times, resolution rates, satisfaction scores, and guest sentiment in one, at-a-glance view. Quantify wins, iterate continuously, and rapidly spot guest needs as they evolve.

AIVA by the Numbers

24/7

availability via 3 convenient channels

80%

offload capabilities with 50% cost savings

85%

of guest inquiries handled by AIVA

30%

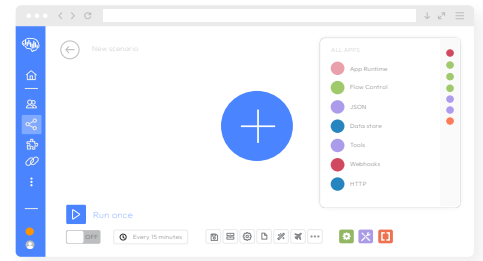
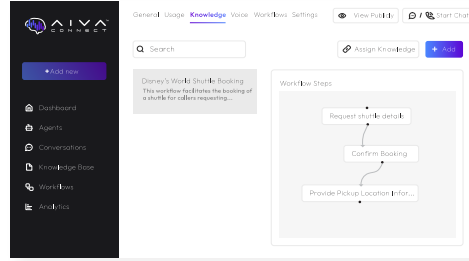
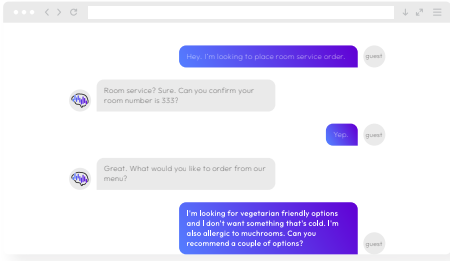
reduction in telecom costs

15%

increase in guest satisfaction scores

The AIVA Solution

AIVA is so much more than an AI agent—it is a comprehensive solution for AI-powered guest experiences.



AIVA Omnichannel Assistant

AIVA's convenient conversational assistant can engage guests via voice or text, with carrier-grade quality to ensure clarity and reliability.

AIVA Workflow Builder

The AIVA Workflow Builder enables you to configure, launch, and adapt no-code agentic workflows in minutes—defining triggers, actions, and handoffs when human help is best.

AIVA Connect Studio

With AIVA Connect Studio, you can share critical data and automations between AIVA and anything with an API. Choose from 2,900+ integrations with leading hospitality systems or build your own.

With AIVA, you can:



Reduce friction in routine inquiries

Automate up to 85% of common guest interactions—from FAQs to simple service requests—so staff can focus on delighting guests, not managing call volume.



Capitalize on upsell opportunities

Never miss an opportunity to drive incremental revenue with AI-powered upsells and recommendations that appear naturally during guest conversations.



Support personalization and loyalty

Tap into CRM and PMS data to deliver personalized responses and loyalty-aware service that make every guest feel recognized and valued.



Automate bookings and requests

Enable instant reservations, in-room service orders, or maintenance requests through connected workflows—no waiting, no handoffs.



And more...

From field service coordination to multi-property call routing, AIVA adapts to every operational need.

Ensure a simply flawless service for every guest with AIVA.

Today's guests expect the royal treatment. With AIVA, you can give it to them—without the royal costs. The best part? AIVA can be ramped up in minutes, not months, and seamlessly modified to meet your locations' unique processes.

Are you ready to **delight guests and improve your revenue?**

Get a demo of AIVA today

