



Skye from Tyme Global is a virtual agent and smart IVR (Interactive Voice Response) system that uses natural language. Skye saves valuable staff time and resources by answering basic inquiries before they reach the front desk. The system provides callers with answers to common questions, helps with routine requests, and if further assistance is required, routes communications to the appropriate person or department.

Customers can call or text your main number to interact with Skye. If the system cannot answer the inquiry, the caller can request an agent and be connected to your staff or ours. This way, your on-site staff better leverage their time for in-person service and immediate issues.

Skye

- **Every call answered with zero wait time**
- **Self-service customer inquiries**
- **Complete common interactions without human intervention**
- **3 automated channels: voice, text, and email**
- **Guest identity verification through PMS integration**
- **Automatically generated service tickets with API**
- **Natural language voice interface with a variety of options**
- **Transfer call escalations in-house or to Tyme Global agents**
- **Multi-lingual options available**
- **Flexible deployment scheduling**

Benefits

- **Cost savings**
- **Maximizes front desk staff time**
- **Allows on-site staff to focus on immediate concerns**
- **Removes scheduling & HR complications**
- **Simplifies work order dispatch process**
- **Improves guest satisfaction**

Common Guest Inquiries

- *Can I get a towel?*
- *My HVAC is not working.*
- *What time is check-in?*
- *Can I get a late checkout?*
- *What is your address?*
- *What time is the restaurant open?*
- *How long does it take to get to the airport?*

Zero Wait Time

Skye answers inquiries with zero wait time, leaving your staff free to address complex issues and focus on immediate customer needs. Every call is answered without leaving customers on hold.

Consistently On-brand

You decide exactly how you want Skye to answer and respond to each call. Whether your brand is formal, informal, luxury or casual, each response is tailored to your needs. Make each guest feel welcome with consistent and on-brand interactions every time.

How it Works

Skye is built on a natural language engine using complex algorithms with a database of keywords and phrases. The lexicon leverages our decade's worth of experience in the hospitality industry. Skye is a smart IVR that is constantly learning to ensure your guests have a positive experience every time.