

ACUVI • SERVICEIQ

Always **on**. Never **robotic**.

AI voice & chat automation for hospitality — human-like guest support that never sleeps, never scripted, and always brand-consistent. 24/7 across every channel.

BUILT FOR
Hotels • Restaurants • Live Music Venues

DEPLOY IN
Days, not months



SCAN → BOOK A DEMO
hubspot.com/aditya151

◆ WHAT IS SERVICEIQ

Human-like guest service. *Automated* — never robotic.

ACUVI ServiceIQ is AI voice & chat automation built for hospitality. It answers guest calls, chats, and messages 24/7 with empathetic, brand-consistent AI personas — resolving common requests instantly and escalating the rest to your team with full context.

Front desk overflow, food and beverage ordering, ticketing questions, post-stay follow-up — ServiceIQ handles routine tasks so your staff focuses on the moments that matter, delivering faster, smarter, more human experiences across every channel.



HUMAN-LIKE

Empathetic AI personas. Never scripted, never robotic.



24/7 UPTIME

Every call, chat and message — answered instantly, any hour.



MULTILINGUAL

Serve guests in their language, on their preferred channel.



INTEGRATED

Connects to your reservations, ordering and ticketing — enterprise-secure by default.

◆ WHY ACUVI SERVICEIQ

Four ways ServiceIQ makes hospitality feel *effortless*.

1

Cut Service Costs Without Cutting Care

Automate routine calls, chats and messages — deflect up to 70% of ticket volume while raising guest satisfaction and freeing staff for high-touch moments.

2

Meet Guests on Every Channel

Voice, web chat and in-app messaging — one AI layer, consistent tone, unified guest history across every touchpoint.

3

Escalate the Moments That Matter

ServiceIQ knows when to hand off. Complex requests route to the right human — with full context and sentiment, ready to resolve.

4

Stay On-Brand Everywhere

Custom personas with your brand name and your team's voice cloned in — trained on service standards and property specifics.



Ask *"Can you extend my checkout to 2pm?"* at 3am — and get a warm, on-brand answer in seconds.

— THE SERVICEIQ PROMISE

◆ CAPABILITIES

Every channel. Every guest. *Every hour.*

Seven capabilities that turn service load into service leverage — voice and chat automation with the empathy and brand voice hospitality operators actually need.



01

AI Voice Agents

Natural, human-like voice handling for inbound calls — reservations, requests, FAQs, follow-ups.



02

Omnichannel Chat

Web chat and in-app messaging — one AI, unified conversation history per guest.



03

Branded AI Personas

Custom-named agents with your voice cloned in — trained on your brand tone, service standards and offerings.



04

Multilingual Support

Serve international guests fluently in their language — one system, dozens of tongues.



05

Smart Escalation

Sentiment-aware handoff. Route complex or high-emotion cases to the right human with full context.



06

Guest Context & Memory

Recognizes returning guests and remembers past stays, preferences and prior issues — so every reply feels personal.

07 • Build Your Custom Persona

Your brand name. Your voice. Cloned.



Design a persona that speaks like your team — pick the name, tone and personality, then clone a real staff voice so every call, chat and message sounds unmistakably yours. Start from a ready-made archetype or build entirely from scratch — the final voice is fully your own.

◆ HOSPITALITY-SPECIFIC USE CASES • IN PRODUCTION

READY TODAY

FRONT-DESK OVERFLOW

Answer calls after hours or during peaks — check-ins, requests, room service.

RESTAURANT & IN-ROOM ORDERING

Take restaurant and in-room orders by voice or chat, routed straight to your team.

TICKETING & EVENT SUPPORT

Sell tickets, answer venue FAQs and handle changes 24/7 without staffing a call center.

GUEST RECOVERY & WIN-BACK

Empathetic outreach to at-risk or lapsed guests — thoughtful, personalized, at scale.

CONCIERGE & LOCAL GUIDE

Recommendations, directions, hours — instant, on-brand, in the guest's language.

POST-STAY FOLLOW-UP

Automated feedback collection and review nudges that sound human, not corporate.

FROM FRONT DESK TO LAST SET

One AI layer serving guests across hotels, restaurants, bars, banquets and music venues.

ABOUT ACUVI

Enterprise AI for the Hospitality Economy.

ACUVI Technology Solutions provides enterprise-grade AI tailored for businesses across hospitality, leisure and live entertainment. Powered by ITHENA's accelerators, our platform harnesses advanced AI to meet the evolving needs of every operator — making top-class technology accessible to all, from independent venues to global hotel groups.

THE ACUVI INTELLIGENCE SUITE

FOUR AI PRODUCTS · ONE PLATFORM

AI CONSUMER ANALYTICS

InsightIQ

Turns hospitality data into revenue, retention and pricing decisions.

SOCIAL INTELLIGENCE

RadarIQ

Real-time listening across reviews, social and press to protect reputation and spot trends.

AI CUSTOMER SERVICE

ServiceIQ

Conversational AI for guest support — 24/7, multilingual, and brand-consistent.

AI DIGITAL SALES

LeadIQ

AI-driven prospecting and outbound to turn attention into pipeline for venues & groups.

INDUSTRY-BUILT

Hospitality, leisure & live entertainment native.

PRIVATE BY DESIGN

Zero-leakage vault. Your data stays inside.

DEPLOY IN DAYS

From spreadsheet to enterprise in minutes.

SCALE GLOBALLY

From independent venues to global hotel groups.

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