

Every guest answered instantly, in any language.

The front desk gets its hours back.

A 450+ room four-season resort put three VIVI AI agents on its guest lines. Guests get a knowledgeable answer the moment they call, in any language, and every service request goes straight into the work-order system — no operator, no note, no one keying a ticket.

AUGUST 2026 RESULTS · ONE PROPERTY

21,901	4,571	0	95%	<30
guest interactions handled	requests filed directly into the property's system	keyed by staff	in-scope containment	days to live agent

THE PROBLEM

A phone tree that could not keep up

Attractions, dining and a busy events calendar keep the phones hot and seasonal; 58% of guest-service calls arrive after 5pm, when staffing is thinnest. **A third of web chat lands between 7pm and 7am, with no live desk staffed.**

THE SOLUTION

Three VIVI AI agents, inside the existing phone stack

KSG launched three VIVI agents to handle guest communications on and off property, deployed inside the existing phone and operations stack — no rip and replace:

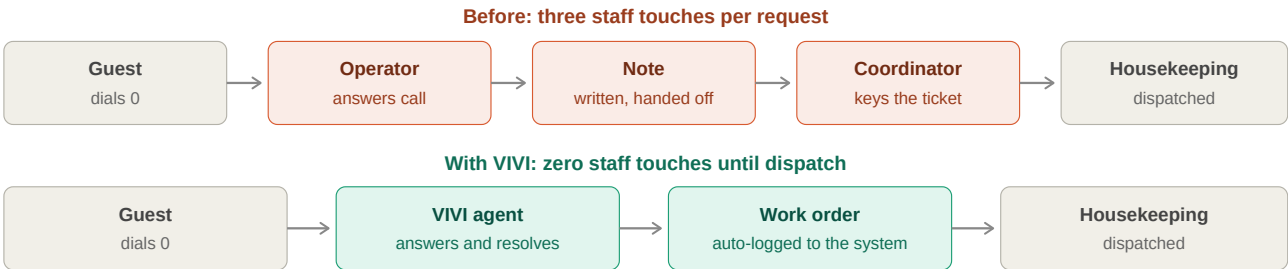
- **Guest Services** — in-room voice; files work orders
- **Resort Operator** — front-door voice; triage, routing
- **Resort Chat** — web and app; guest questions

WHAT THE AGENTS DO

AGENT	WHAT IT HANDLES	AUG 2026
Guest Services	Housekeeping and maintenance requests, auto-logged to the work-order system	7,397 calls
Resort Operator	Reservations, dining and group sales routed to the right line; 1,296 questions answered directly	4,446 revenue-intent
Resort Chat	Pre-arrival and in-house guest questions on web and app	4,150 sessions
After hours	Demand outside staffed hours, absorbed rather than missed	33% of chats 7pm–7am

THE LOOP

Zero staff touches until dispatch



THE IMPACT

For guests

An immediate, knowledgeable answer on every call and chat, at any hour, in any language — VIVI answers in whatever language the guest speaks, without hesitation. 95% of in-scope requests handled without a transfer.

For the front desk

660+ hours back every month, nearly four full-time roles, and not one request keyed by hand. Staff time goes to the guests in front of them, not the phone.

For the property

Approximately \$218K a year in net labor savings at this one property, after the cost of VIVI — plus 10 rooms flagged for preventative maintenance before a guest had to complain.

THE OPERATIONAL ECONOMICS

Hundreds of front-desk hours, back every month

660+

front-desk hours back in August, nearly four full-time roles

≈\$218K

net annual labor savings at this property, after the cost of VIVI

4,571 requests filed in August, zero keyed by staff — 3,614 housekeeping · 957 maintenance

THE PLATFORM

This is the VIVI platform, not a chatbot.

See how we can impact your guest experience and your bottom line — in less than 30 days.

VIVI.bot