



Amplify the Guest Experience with AI

As travel returns after the pandemic, hotels are experiencing an increase in guest expectations just as hotel staff and profit margins have decreased. Hotels around the globe are turning to technology to fill in the gaps and satisfy guest expectations.

Hospitality technology providers, who are met with the same staffing challenges as hotels, are expected to efficiently close the service gap from the moment a guest makes a reservation, throughout their stay as well as when they return home.

As a trusted industry resource for more than 15 years, CallTek offers technology operators and service providers an artificial intelligence platform which can amplify the reach of technology solutions and help hotels meet guest expectations.

With solutions for internal as well as guest facing communications, CallTek's CPaaS IVR platform can be incorporated to work with SMS as well as voice commands. Guests can quickly have their wait times reduced and have questions answered or directed to the appropriate person. Employees can be notified of concerns quickly on their personal devices.

CallTek's CPaaS IVR connects with apps and back-end systems to resolve issues more efficiently. It leverages Natural Language Processing (NLP), a type of speech recognition that lets a bot understand spoken requests.

CallTek enables technology providers leverage innovations in AI and NLP to improve self-service with a solution that integrates into their current environment. AI can turn pre-recorded messages into a powerful differentiator that can meet hotel and guest satisfaction.

Leverage innovations in Artificial Intelligence (AI) and Natural Language Processing (NLP) to improve self-service with a solution that integrates into your current environment.

For more information on CallTek's CPaaS IVR
Tony Espinoza, CEO
tony_espinoza@calltekinc.com

CallTek, Inc. is the white label service provider of choice for the hospitality technology industry. The company provides 24/7 Tech Support, Field Services, and CX Services for Internet Service Providers, Managed Service Providers, Technology Companies and Manufacturers. For additional information on CallTek's services, visit calltekinc.com, sales@calltekcenter.com or 949.268.9128.