



## TAILORED COLLATERAL

We work with you to create all the assets that you need to support your new Voice Engagement Solution. From front-desk hand outs to in-room collateral, we create beautiful, unobtrusive materials that incorporate proven best practices and make your brand shine.

- Collateral Options**  
Choose the collateral pieces that make sense for your property - from rack cards and business cards to table tents and brochures.
- Beautiful Design**  
Our designers will work with your brand team to create truly beautiful pieces that you'll want to showcase.
- High Quality Materials**  
We use only the finest paper and printing processes to create high quality materials that exceed your brand standards.

## ADMINISTRATIVE TOOLS

Your software is in your hands with the admin panel we provide. Your staff can easily adjust the software responses in real-time to account for changes in your information (like special events) or update daily deals.

- Self-Management**  
Your Admin Panel allows you to fully-manage the Volara software, enabling you to change answers in real-time.
- User Accounts**  
Create staff accounts with special permissions to allow editing of specific answers within the Volara app.
- Interaction Log**  
Monitor every interaction in real time, so you know what your guests are saying and can meet there every need.



## SETUP & SUPPORT

From the pre-launch phase through to solution optimization, we are right there with you. We ensure each device is connected and placed in accordance with best practices to ensure uptime, increase utilization, and deter misuse and loss. While our devices are easy-to-set up, we'll never make you go it alone.

- Device Setup and Installation**  
Our technical team - in collaboration with your staff - will handle delivery, device placement in each guest room and connection to your management portal through the hotel's wireless internet. No hard wiring is required.
- Software Updates**  
Regular improvements from the cloud ensure your software is always up-to-date as the technology evolves.
- Staff Training and Ongoing Support**  
Our team of experts will provide your staff training and resources to fully manage the deployment, but ongoing support is always available to address any questions.



# how it works



Volara is the expert in voice-automated hotel guest engagement. We offer our hospitality industry partners a full-service solution. You can rely on our expertise to provide a truly seamless and extraordinary guest experience!

## What You Get When You Partner with Volara

- ✔ CUSTOMIZED SOFTWARE
- ✔ TAILORED COLLATERAL
- ✔ ANALYTICS & DATA
- ✔ BRANDED HARDWARE
- ✔ SETUP & SUPPORT
- ✔ ADMINISTRATIVE TOOLS

## CUSTOMIZED SOFTWARE

Volara's proprietary voice-based guest engagement software customized to your property. Work with our team to create custom responses to guest questions. Populate information about your hotel, recommendations and more.

- ✔ **Your Answers & Information**  
Create responses with custom recommendations and local information. Your Administrative Portal allows you to fully-manage the Volara software, enabling you to change answers in real-time.
- ✔ **Your Brand's Personality**  
Write and record answers that reflect your property and its unique personality. Your staff can easily adjust the responses in real-time. Voice becomes an extension of your brand.
- ✔ **Works with any natural language processing hardware**  
Enables a consistent guest experience across a portfolio of different properties, each with unique requirements with respect to language, entertainment, and price.

## BRANDED HARDWARE

We will help you choose the hardware that's right for your property's aesthetic, budget, and specific needs. Volara's creative team will work with your marketing or branding team to design a custom wrap.

- ✔ **Custom Wraps**  
Sleek modern hardware fits seamlessly into any hotel room. Specially designed wraps will turn a functional device into a beautiful piece of art that is aesthetically consistent with your rooms.
- ✔ **Bulk order and quick delivery**  
Volara has advance access to new hardware from the leading providers in bulk with short lead times.
- ✔ **Accessory Pieces**  
Brackets available to supplement the devices. Potential for wall, ceiling and table mounts.





## ANALYTICS & DATA

Volara is a business tool that helps you better understand, engage and serve your guests. With additional insight about their interests, demands and changing needs you'll have the data you need to make guest services decisions that will create loyalty and differentiate your property.

### ✔ Data-driven Insights

We give you the most relevant metrics at a glance - actionable insights that allow your management team to make better decisions.

### ✔ Custom Reporting

Create custom reports for your departments that will help them better prepare for and meet guest demands.

### ✔ Cross-Property Benchmarking

See how the questions being asked on your property compare to those being asked on properties across the globe.



volara is engaging guests at leading hotels, including:



HOTEL WALLOON

