



## AI-Powered Operations Platform

We Make Your  
Guests Happier

Trusted by



Time Spent on  
Guest Messages

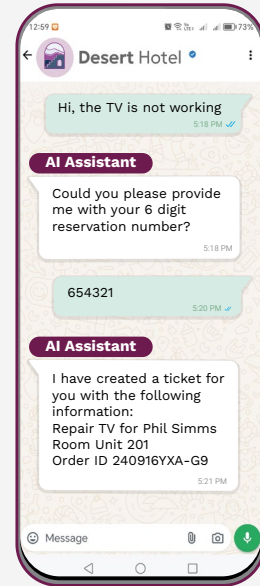
↓ 50%

Call  
Volume

↓ 40%

AI Sales  
Conversion Rate

> 10%



Supports  
20+ PMS Integrations

The **Dharma Operations Platform (OPS)** delivers all the essential features you need to run your hotel or vacation rental operation at a true five-star level — creating a smoother experience for both your staff and your guests. Together, we can make your business more efficient, operationally focused, and seamless in every interaction.

### Dharma's Operation Platform Key Features

Issues  
Management



#### Ticketing System

Easily track and resolve guest and maintenance issues. Every action taken towards a solution is documented, which ensures both accountability and precision, and prevents recurring problems.

Work  
Orders



#### Housekeeping Module

Manage all housekeeping tasks, assignments and cleaning schedules. The AI intelligently considers staff availability, room assignments, and distances to create efficient schedules.



#### AI Assistant

Provides round-the-clock assistance to both guests and staff with these capabilities:

1. **AI-powered Q&A Assistance:** Immediate, multi-language responses.
2. **AI-driven Sales Support via Chatbot:** real-time sales engagement.
3. **AI-powered Ticketing System:** generates tickets for issues.



#### Central Inbox

Connect with guests across SMS, WhatsApp, Facebook Messenger, OTAs, and more from one unified platform, so you'll never miss a message again.