



Shiji

Guest Communications

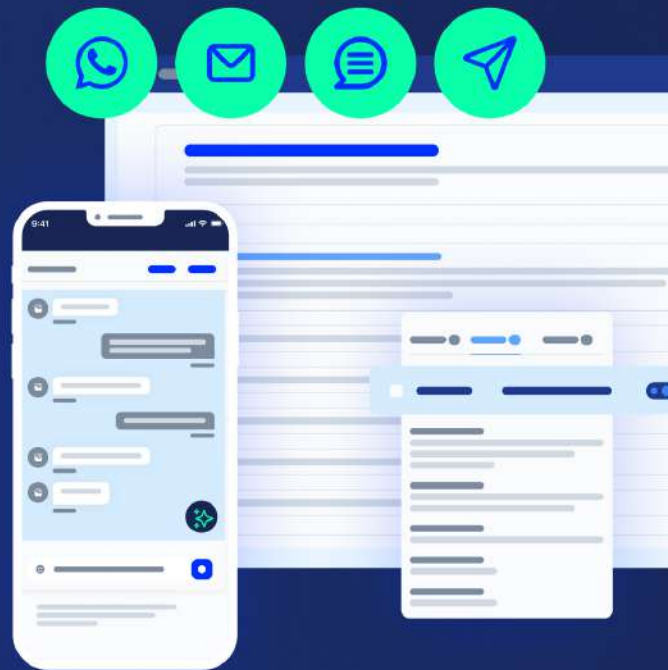
Great guest communication at every stage of the journey

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STELLARIS DIGITAL

Enhance guest interactions with instant, real-time conversations that foster genuine connections and deliver measurable results.

Guest Communications

Guest Communications enables seamless interaction with guests on their preferred channels, offering full visibility into what drives operational success.



Simplify staff workflows

Use automation to reduce workload and focus on delivering great experiences.



Increase bookings and upsells

Leverage messaging to implement new revenue strategies effectively.



Deliver 24/7 support

Meet guest expectations with instant, multilingual assistance anytime.



Engage with personalization

Automate proactive, personalized messages across every stage of the guest journey.



How can guest communications improve the guest experience?



Proactive communication

Set automations that reach guest segments at key stages of their journey to anticipate needs and improve the experience.

Analytics on performance

Continuously improve your messaging strategies and monitor your agent's efficiency with detailed analytics on response time, busy hours, etc...

Branded landing page

Easily promote your messaging service with one link, allowing you to have full control over communication and content while providing guests with a seamless experience.

Mobile app

Our complimentary mobile app allows you to receive guest messages on-the-go and allows staff to respond directly from their cellphone.

Omnichannel messaging via one hub

Set up an AI-driven chatbot that reflects your daily operations. Let guests contact you via the messaging service they habitually use (WhatsApp, WeChat, SMS and more) and increase adoption and usage of messaging.

Third-party integrations

Integrate your guest communication platform with other solutions in your tech stack like booking engines, upselling solutions, PMS, task management platforms, etc. to maximize ROI.

Case management

For any request that needs actions from an agent a case can be manually created and sent to the right department for effective and timely resolution.

Look



Book



Pre-stay



In-stay



Post-stay

Hello, I would like to book a room for 3 nights.

Sure, let me help you with that.

Dear Guest, thanks for booking with us! What you need to know for a great stay:



How do I get from the train station to the hotel.



We are 1.5Km from the station, you have several options...



Welcome to our hotel, let us know if we can help you with anything 24/7.



What time is breakfast served?



Breakfast is served from 6:30-11:00



Dear Guest how was your stay? Please answer our survey:



Fantastic, coming again next week!



Contact us

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