



WHAT IS VIVA?

VIVA is a new Voice Integrated Virtual Assistant solution by Percipia. VIVA allows virtual assistant platforms like Alexa for Hospitality to connect to various hotel systems via the Parallax integration engine. This new solution unlocks a whole suite of hospitality centric features like check-out, wake-up call, DND, request make-up room, and more, no matter the selected Property Management System (PMS).

There are over 30 major PMS brands, and hotels use various providers for POS, Room Automation, Concierge, Valet, Loyalty, and Workflow Automation systems; VIVA connects to all combinations of hotel environments to offer a custom hospitality experience no matter which system and amenity a hotel provides.



ALEXA, ASK THE FRONT DESK...



KEY FEATURES

- Alexa Echo & Alexa Echo Dot Devices
- Customizable Skills
- PMS Integration
- Do Not Disturb
- Wake-up Calls
- Room Information
- Guest Information
- Request Checkout
- HotSOS Integration
- Control Lighting
- Control HVAC
- Order Room Service
- Request Vehicle from Valet
- Request Tray Pick-up
- iHeartRadio Integration



THE POSSIBILITIES ARE ENDLESS!

Due to current global events, contactless technologies are on the rise. Many guests prefer digital ordering, fewer in-room touch points, and are avoiding large gatherings whenever possible. VIVA offers your guest choices like skipping the check-out line, review and order room service without having to touch a compendium, and connect with hotel staff no matter what request they have, all by the use of their voice. VIVA aids those who desire a more social distance experience without compromising the guest experience so hotels can quickly resume operations and get guests through the door.

Personal Account Connection is a one-of-a-kind feature by Alexa for Hospitality that connects your guests with their personal Amazon account. It mimics the guests' home experience on the go – guests can ask in-room Alexa Echo devices to play their personal Prime Music playlists and connect to other Amazon services. This solution is only possible with a robust PMS integration engine like Parallax; ensuring guest accounts are authenticated with PMS information, and when a guest checks-out, Amazon accounts are cleared and ready for the next guest. This development is revolutionary and brings the hospitality industry one step closer to offering a home-like experience while staying with your property.

FAQ'S

Q: HOW DOES ALEXA PROMOTE OUR PROPERTY AMENITIES?

A: Before deployment, the Percipia team will work with hotel staff to generate a list of hotel amenities and services and adding them to a hotel's branded Skill. After deployment, Skills may be added, changed, or removed by the hotel staff or by reaching out to Percipia's 24/7/365 helpdesk.

Q: CAN WE BRAND AN ECHO DEVICE?

A: Percipia's in-house graphics team will work with a third-party printing provider to develop and create a custom skin for your devices.

Q: CAN HOTEL STAFF LISTEN TO WHAT OUR GUESTS SAY?

A: All of your guest interactions with Alexa are encrypted in transit to Amazon's cloud where they are securely stored. Properties can not listen to what you said to Alexa or what Alexa said back.

