



Hi! I'm

I deliver unforgettable experiences – to your guests and to your staff.

Your guests will love how easy and effortless it is to text with me 24x7 – using their own phones. I'm smart (I understand emojis too, not just keywords!) and fast (I respond in 1 second or less).

Your staff will love how intuitive and efficient I am as their new member. I'll take care of your guests' more routine questions, and pass along the more complex one to a human team member.



40 million guests across North America have met Ivy®. Ivy Webchat is already helping hotels across North America understand their guests and offer them unforgettable experiences.

# Ivy Webchat

Want guests who visit your website to walk away with their questions answered and to be captured as a lead without disrupting their experience?

With Ivy Webchat, you can do both. As guests land on your website, I'll greet them, ask them to accept the terms and offer them information. I can either answer the questions they ask (in 1 second or less) or offer your guest a menu of the most commonly asked questions.

If I don't know the answer or if the guest asks to speak with someone else on your team, I'll hand the queries over.



## AUTOMATED LEAD CAPTURE

Collect visitor information and contact method and have these delivered through email (CRM integration available).



## ANALYTICS SUITE

With a detailed report on messages and metadata from previous conversations, you can follow up directly with your guests.



## EASY INSTALLATION

Getting Ivy Webchat up and running means embedding code on your website. Nothing more.

Want to hear more? Or see me in action? Ask for a demo.

[gomoment.com/requestdemo](http://gomoment.com/requestdemo) | [sales@gomoment.com](mailto:sales@gomoment.com) | 800.701.0414

### ASK ABOUT IVY OFFER & IVY PAY

With Ivy Offer and Ivy Pay, you can opt in guests to receive exclusive offers and enable guests to pay additional fees like parking or resort fees via text. Ivy Webchat is part of the Ivy Experience Suite – including Ivy Pay and Ivy Offer.

**Gomoment™** Delivering unforgettable experiences.

We connect the hospitality industry with their guests – delivering unforgettable experiences to both. Ivy, our AI enhanced communications platform, interprets sentiment and intent while delivering 1-second responses. Additional terms apply.