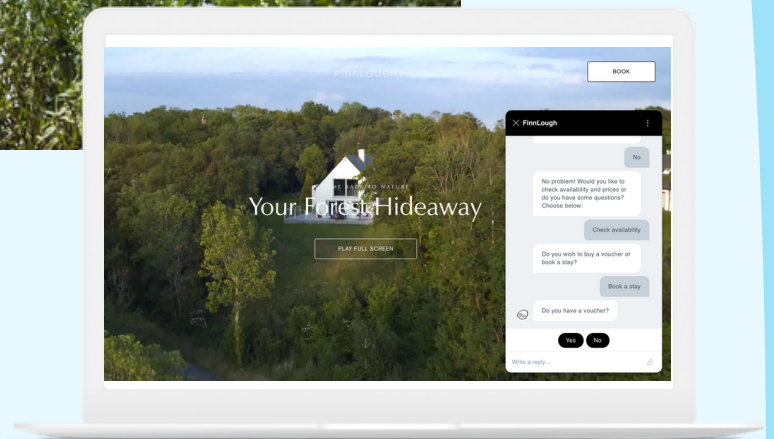
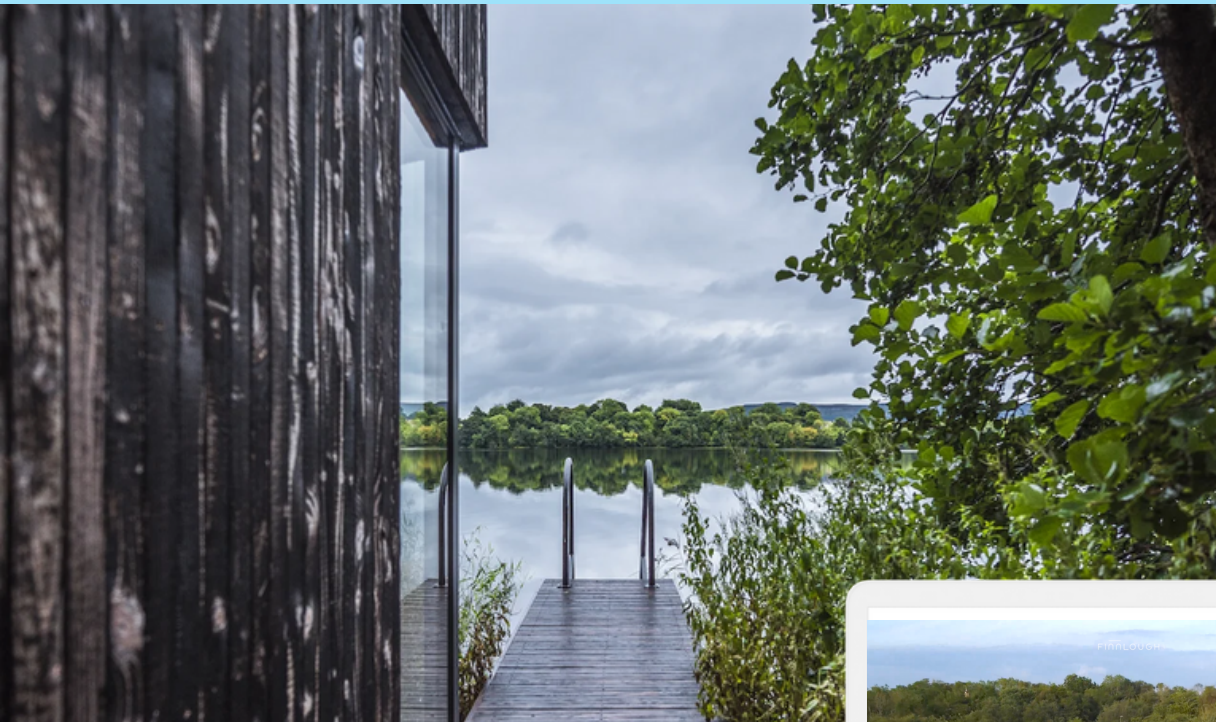


**How Finn Lough is
solving 90% of the
online queries in
less than
7 minutes with
HiJiffy's
automated chatbot**



PROFILE

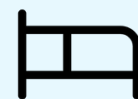
Finn Lough does things differently, with an emphasis on original design and unassuming service. They are committed to protecting the surroundings they occupy with sustainable practices and spaces that meld in. Considered luxury, is the perfect destination for those who know how precious their time is and how to spend it wisely.



Independent



Ireland



27 Rooms

CHALLENGES



Costs



Bookings



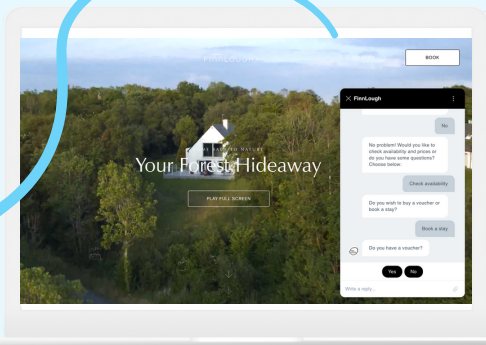
Save Time

Finn Lough needed a solution that could help **increase direct sales**. They didn't want to overload the team, in fact, they wanted to **relieve** them from **repetitive tasks**. They were also looking to keeping **the costs** modest or even **decreasing them**. These hoteliers needed a solution that could help them **automate some tasks** while keeping or **increasing the quality** of the service.

SOLUTION

BOOKING ASSISTANT

HiJiffy's AI-Powered technology was utilized to transform Finn Lough's sales and customer care. HiJiffy's **Booking Assistant** work with an optimized compilation of personalized **instant responses**, AI-machine learning, designated decision trees, and availability in over **100 languages**. HiJiffy's **Booking Assistant** helped them to focus on **increasing sales whilst** enabling guests to have answers to their FAQs instantly and 24/7.





RESULTS

7 minutes

average resolution time

40,600+

conversations

90%

automation

82%

satisfaction

400+

CSAT replies



REVIEW

"Delivering instant responses to our guests while maintaining a personal and individual approach has been critical to step up our customer care. with HiJiffy's personalizable chatbot we are able to get closer to our guests and to improve our overall hospitality service."

MICHAEL BEARE

Director

Finn Lough

THE MOST INNOVATIVE SOLUTION IN TOURISM 2020

BY THE WORLD TOURISM ORGANIZATION

BOOK A DEMO



Country lead UK & Ireland
at HiJiffy
shaun.sequeira@hijiffy.com

