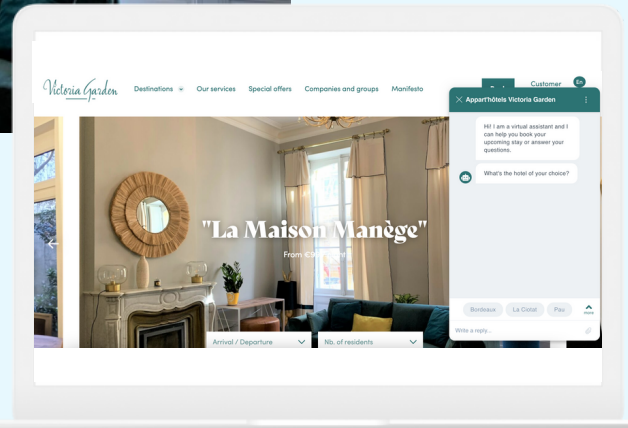


**How Victoria Garden  
automated  
over 80% of their  
online requests  
while delivering  
a personalised  
experience**



# PROFILE

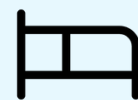
Modern and furnished apartments, from Studio to Family Suite. The concept of Victoria Garden is to provide travellers with the services of a hotel with the comfort and autonomy of an apartment. With a high emphasis on design and comfort, the bottom line of these properties is to deliver a warm and memorable experience without leaving the comfort of being at home.



Independent



France



3 Properties  
212 Rooms



Decrease  
costs



Increase  
bookings



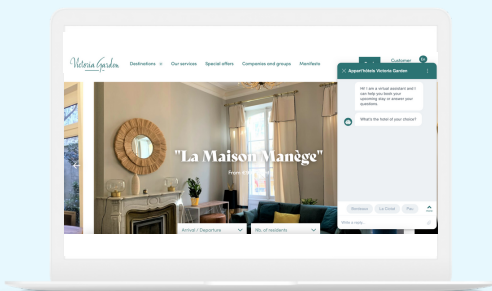
Save  
time

## CHALLENGES

Victoria Garden 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 keep the costs modest or even decrease** 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 utilised to transform Victoria Garden sales and customer care. HiJiffy's **Booking Assistant** work with an optimised compilation of personalised **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

**1,597**

AI-powered  
conversations

**97%**

chatbot  
CSAT score

**83%**

automation



## REVIEW

"With HiJiffy's Booking Assistant we were able to optimize our resources and improve our overall service. The team was able to automate repetitive requests that were incoming through the website or other channels, and at the same time they could focus on more challenging tasks."

**HADRIEN ORMIERES**  
**Operations Manager**  
**Victoria Garden**