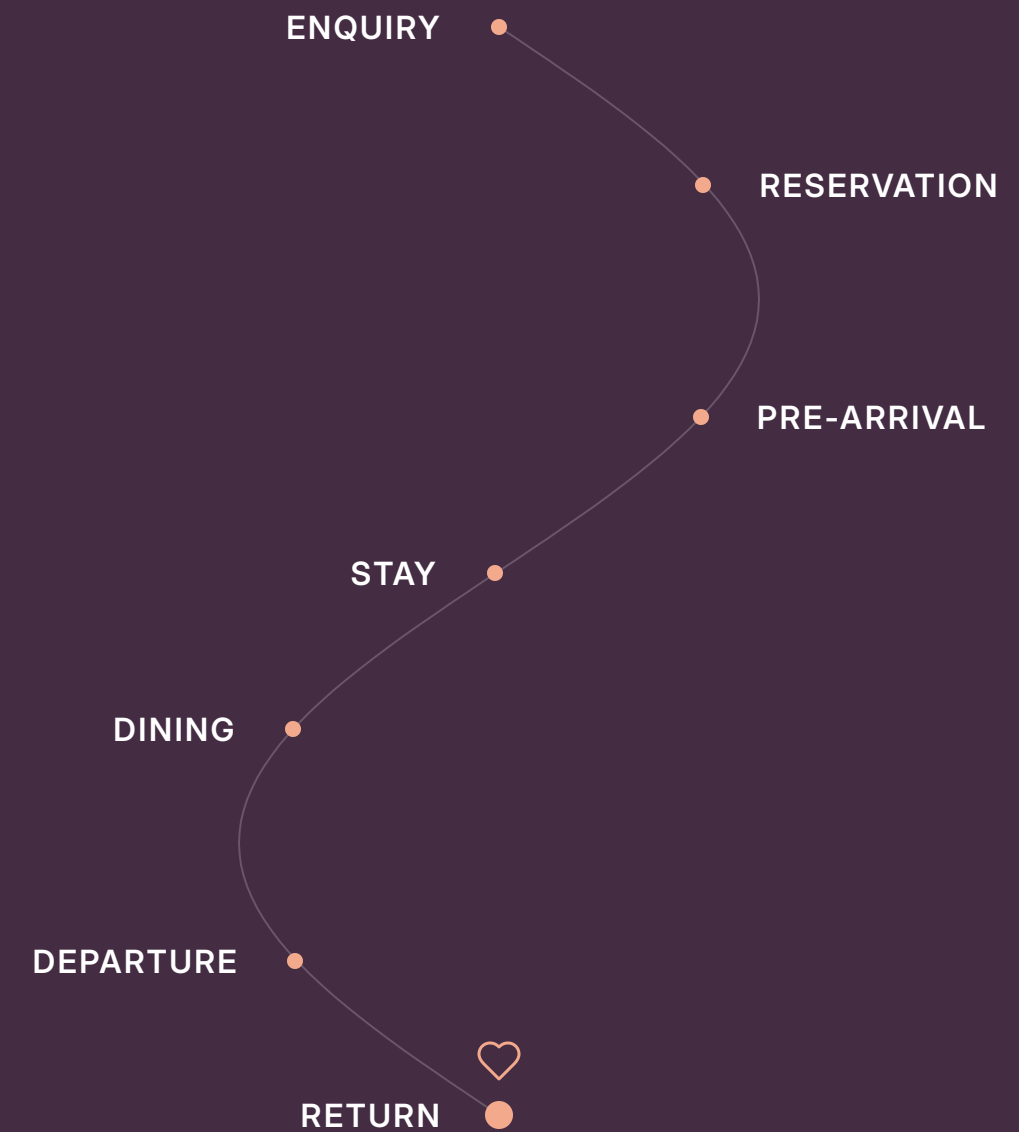


Telonic

Customer intelligence, built for hospitality.

Telonic builds specialised AI agents that understand how a hospitality business operates, and act on that understanding across every customer interaction.



SPECIALISE

Built around your reservations, rates, venues and standards.

CENTRALISE

Telephony, WhatsApp, SMS, email and web, one agent.

COMPLETE

Reservation, guest profile and CRM records updated every time.

A guest experiences one brand. Behind it sit more systems than any guest sees.



A guest relationship spans enquiry, reservation, pre-arrival, the stay, dining, events and loyalty, often across several properties and outlets. The outcomes that matter most are decided in conversations no single team owns and no single system records in full.

Revenue.

Direct bookings, upgrades, tables and events convert or leak at the first question on rates or availability.

Margin.

Requests handled late surface as refunds, goodwill and commission on bookings that could have come direct.

Reputation.

Every complaint is public within hours, and decides whether a guest returns.

Domain first. Conversation second.

General-purpose agents have made conversation inexpensive. They have not made it correct. In hospitality, a correct answer depends on the rate and its conditions, availability across room types and outlets, the guest's profile and loyalty status, your brand standards and the guest's history, held in different systems and governed by different rules.

Telonic agents begin from the domain, not the dialogue.

We build specialised agents for hospitality, run them across every channel from one record of each guest, and finish the work each conversation creates inside your own systems.

01

Specialise.

- Built for hospitality workflows
- Knows where each guest is
- Your policies built in

02

Centralise.

- One guest, every channel
- One history, every department
- See what conversations produce

03

Complete.

- Outcome recorded every time
- Systems updated as it happens
- Escalations arrive complete

5

channels: telephony, WhatsApp, SMS, email and web/app

4

forms of Arabic, plus English and many other languages

24/7

including public holidays

1

continuous record for each guest and stay

4

ways to host: UAE, Saudi Arabia, on-premise or your own cloud

01 · SPECIALISE

A working model of the hospitality business.

Every deployment starts from a structured model of how a hospitality business operates, extended to your properties, outlets and standards.

1 Entities.

WHAT THE MODEL KNOWS

Guests and profiles, reservations, room types, rates and packages, deposits, folios, table and spa bookings, loyalty tiers, and for groups, allotments and events.

2 States and dependencies.

WHAT MUST HAPPEN FIRST

A rate can be changed or cancelled only within its conditions. An upgrade depends on availability on the night and the guest's eligibility.

3 Obligations.

WHO OWES WHAT, AND BY WHEN

What the property and the guest owe each other, from confirmed requests and service recovery to deposits, guarantees and cancellation terms.

4 Behaviour.

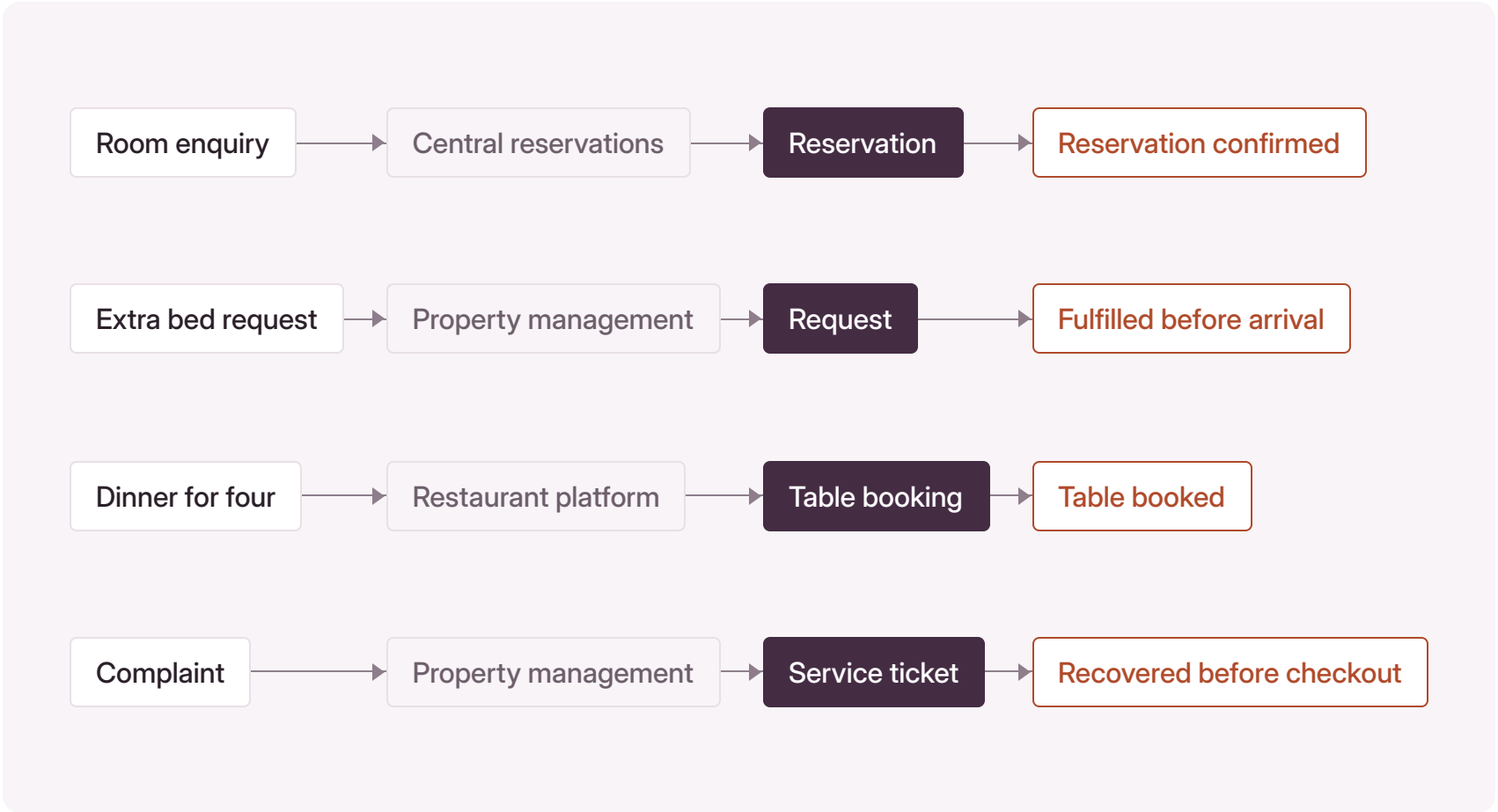
WHO IS ASKING, AND WHY

A family on holiday, a corporate traveller, a loyalty member, an event organiser and a diner ask the same question for different reasons.

The model deepens with every deployment. Your data stays in yours; what carries forward is the understanding of the domain.

Designed around outcomes, not exchanges.

Telonic comes from telos, a structure that behaves to serve a specific purpose, or oriented toward an ultimate end. Each interaction is mapped to the obligation it serves, and is complete only when that obligation has moved: a reservation confirmed, a request fulfilled before arrival, a table booked, a complaint recovered before checkout. An agent that not only responds, but resolves.



Reasons across systems.

Assembles the answer from your property management, central reservations, restaurant, loyalty and CRM systems and approved documents within the conversation itself.

Acts within its authority.

Completes the transaction in the system of record: the reservation, the request, the table booking, the service ticket.

Measured on completion.

Performance is reported on obligations completed and time to completion, not on messages answered.

Every conversation has a method.

- 01

Hear what they mean.

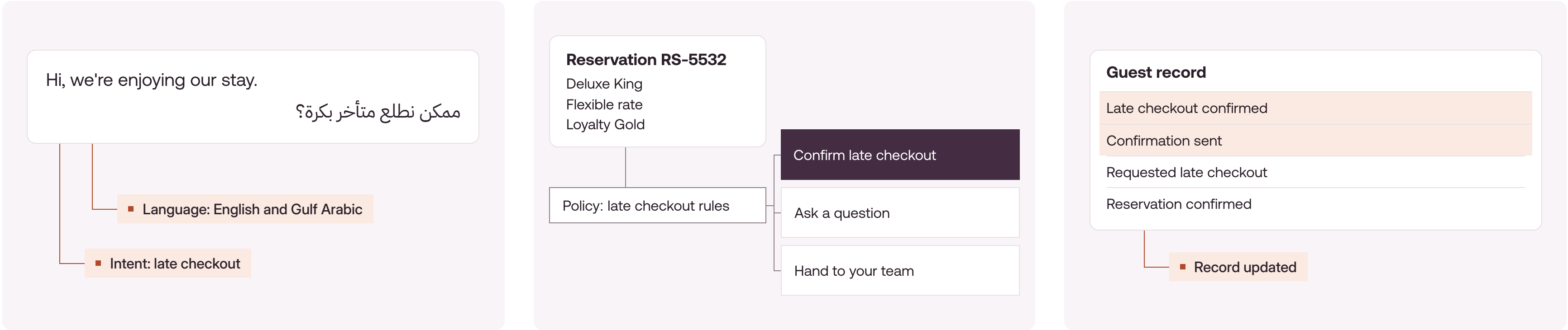
Guests mix Arabic and English, and rarely open with the real request. The agent follows multiple languages and works out what they need.
- 02

Check your rules.

Before it answers, the agent looks up the reservation, rate or guest profile in your systems and checks what your policy allows. It cannot offer anything else.
- 03

Finish the work.

The change is made, the record is updated and your team sees the outcome. Nothing waits for someone to remember.



Specialists, not generalists

Each agent is built for hospitality: its entities, its workflows, its rules. It takes the volume at any hour and gives your team everything it needs for the conversations that need a person.

Service agent.

Answers questions on stays, venues and facilities, fulfils guest requests across every channel, and logs the work in your systems.

● **Extra bed arranged**

Reservation RS-5532

Housekeeping notified

Changes and bookings agent.

Takes and changes reservations within rate conditions, and books tables, spa treatments and transfers, at any hour.

● **Table for four booked**

Dinner reservation

Confirmation sent

Cases agent.

Takes complaints, billing queries and lost property reports at any hour. Decisions stay with your people.

● **Billing query received**

Handed to front office

Full history attached

Outreach agent.

Contacts guests first for pre-arrival preferences, deposit reminders, booking confirmations and post-stay follow-up, only within the hours you allow.

● **Pre-arrival message**

Preferences captured

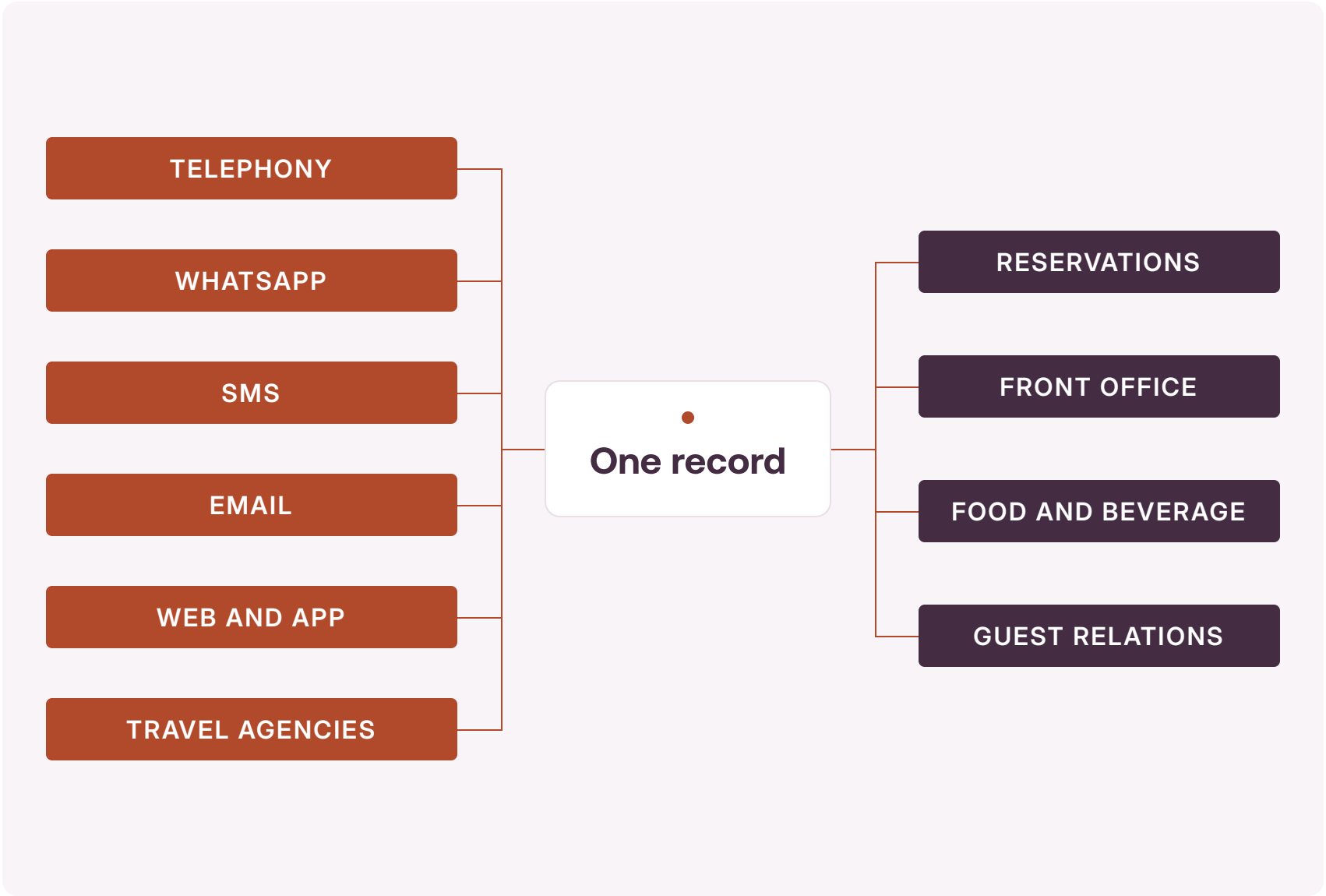
Profile updated

02 · CENTRALISE

One continuous record of every guest, stay and commitment.

Telephony, WhatsApp, SMS, email, web, app and travel agency correspondence consolidate into a single longitudinal record for each guest and each stay. Commitments made in any interaction are captured with a date and tracked until met, visible to every function that follows.

What reservations promised, the front desk can see. What one property learned, the next can honour.



Every channel, in the languages your guests use.

- Telephony.

Your existing numbers and carrier, connected over SIP. Calls pass back to your team whenever needed.
- WhatsApp.

Your own WhatsApp Business number. We handle Meta's verification.
- SMS.

Two-way texts on the same conversation, for guests who aren't on WhatsApp.
- Email.

Your Exchange or Google Workspace mailbox. Each thread is handled as one issue until it's resolved.
- Web and app.

A widget on your site, booking engine or app. Logged-in loyalty members are already known.

Hi, ممكن أغير حجز العشاء to tomorrow?

Preference saved for next time

Modern Standard Arabic and Gulf, Egyptian and Levantine dialects, English, and many other languages, including Urdu, Russian, Chinese and Spanish. When a guest switches language mid-sentence, the agent follows.

03 · COMPLETE

The work after the conversation, done every time.

1

The outcome is recorded on every conversation.

A summary, a classified outcome and the sentiment, captured automatically rather than when someone has a spare five minutes.

2

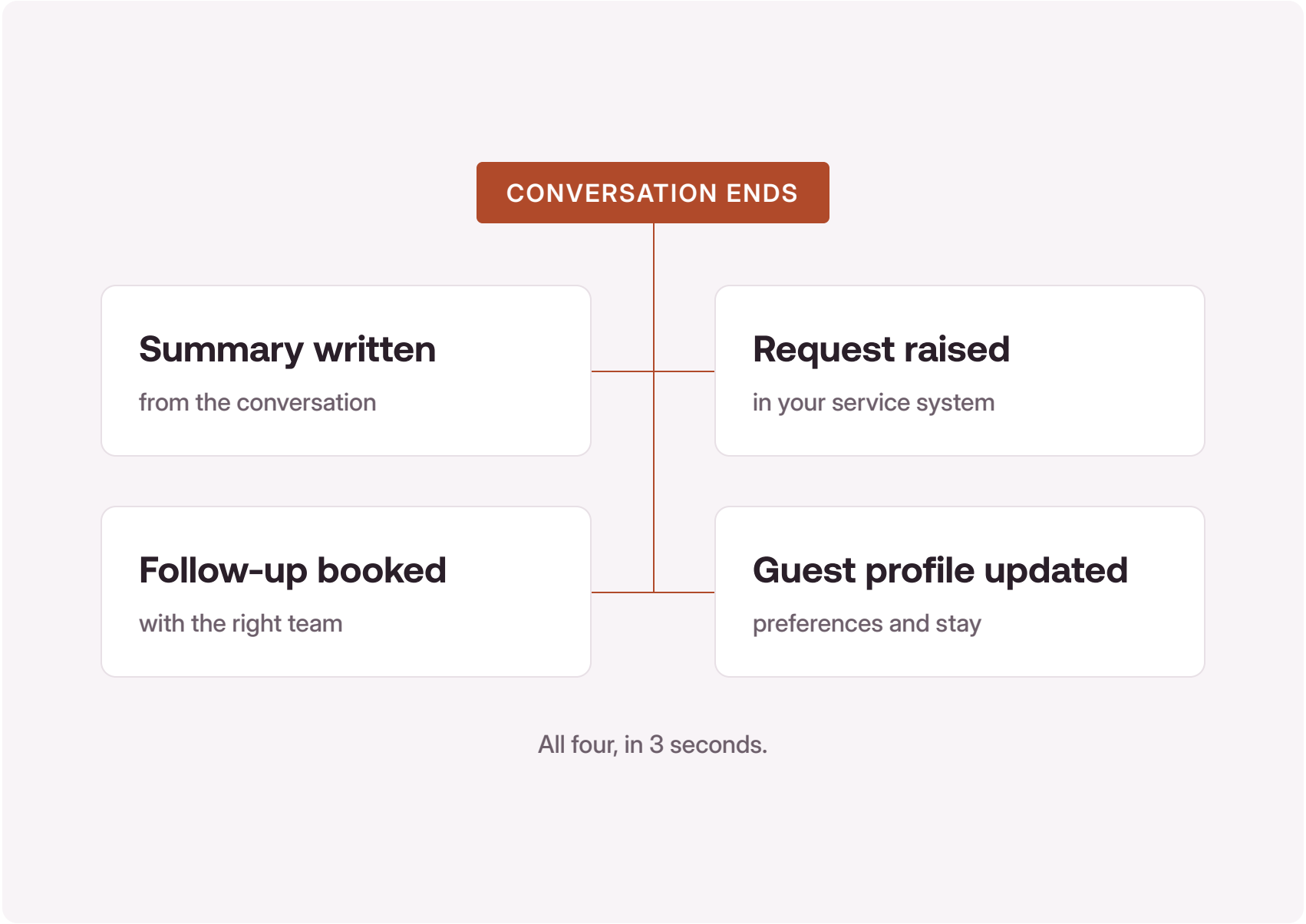
Your systems are updated while the queue is long.

Requests passed to housekeeping and engineering, reservations amended, follow-ups scheduled, and property management, guest profile and CRM records written back to, inside the systems your team already works in.

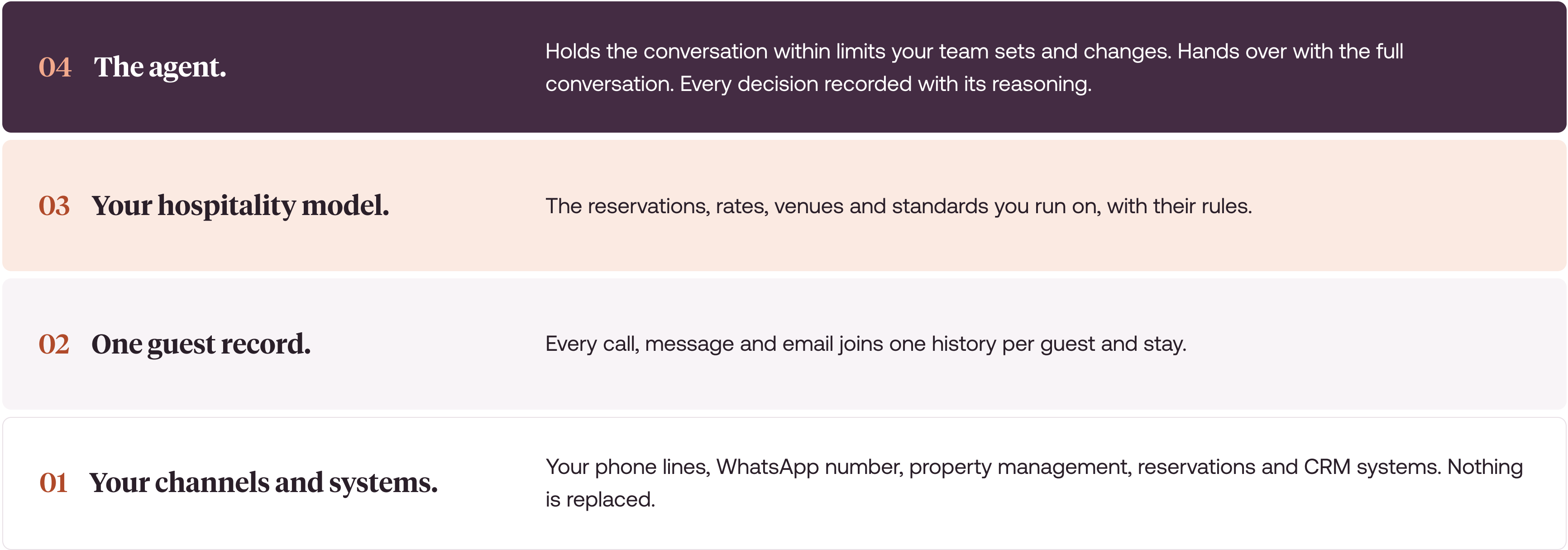
3

Escalation arrives with everything attached.

When a person is needed, they get the whole conversation and a summary, so your guest never starts again from the beginning.



Your systems at the base. The agent on top.



Ready at any hour, and ready for the rush.

Every hour, every day.

Nights, weekends, Eid and public holidays run to the same standard as a Tuesday morning.

Replies without a pause.

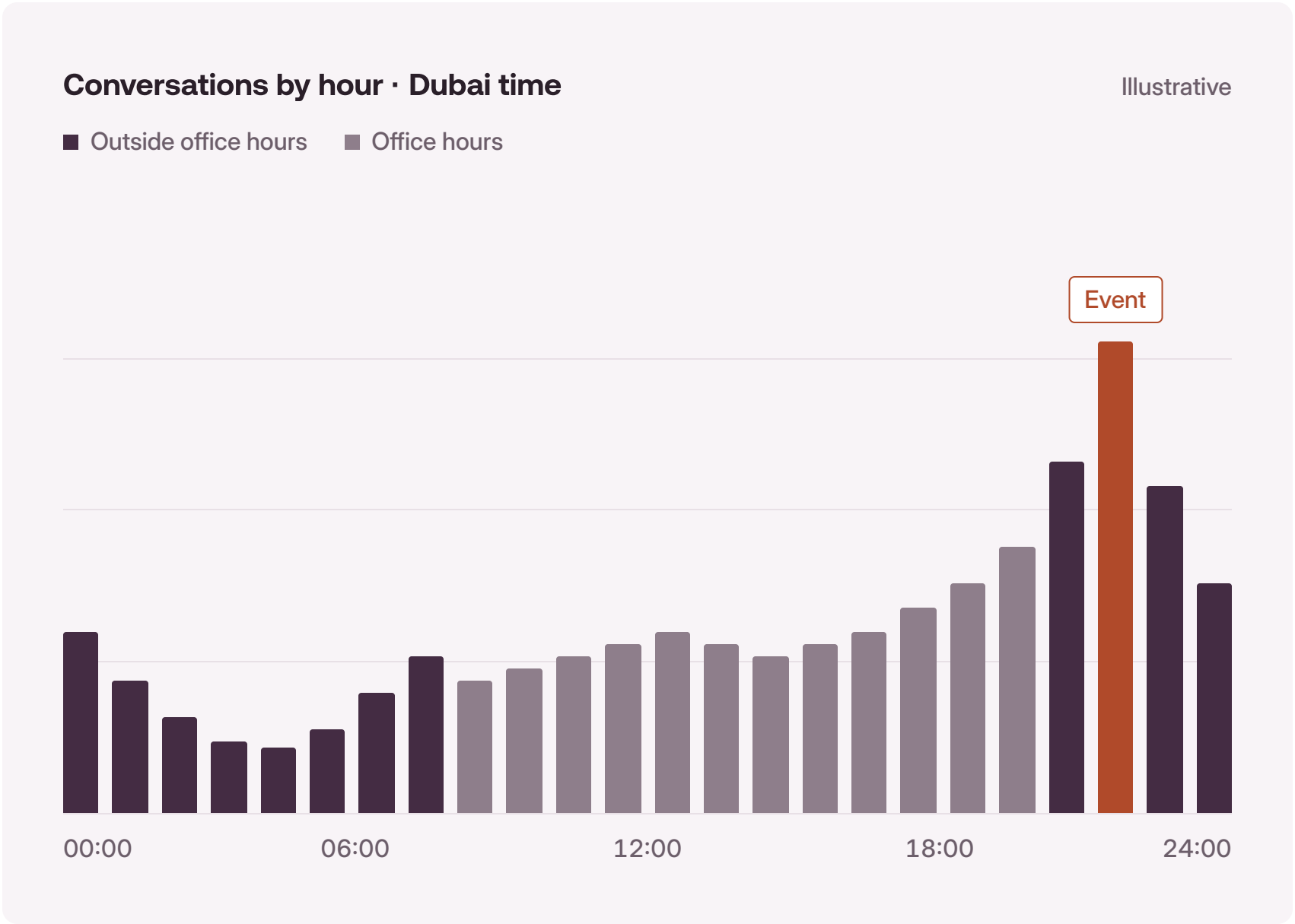
The agent starts forming its answer while the caller is still finishing, so nobody is left waiting in silence.

Capacity that follows demand.

Many conversations run at once. A sold-out weekend, a city event or a holiday season does not create a queue.

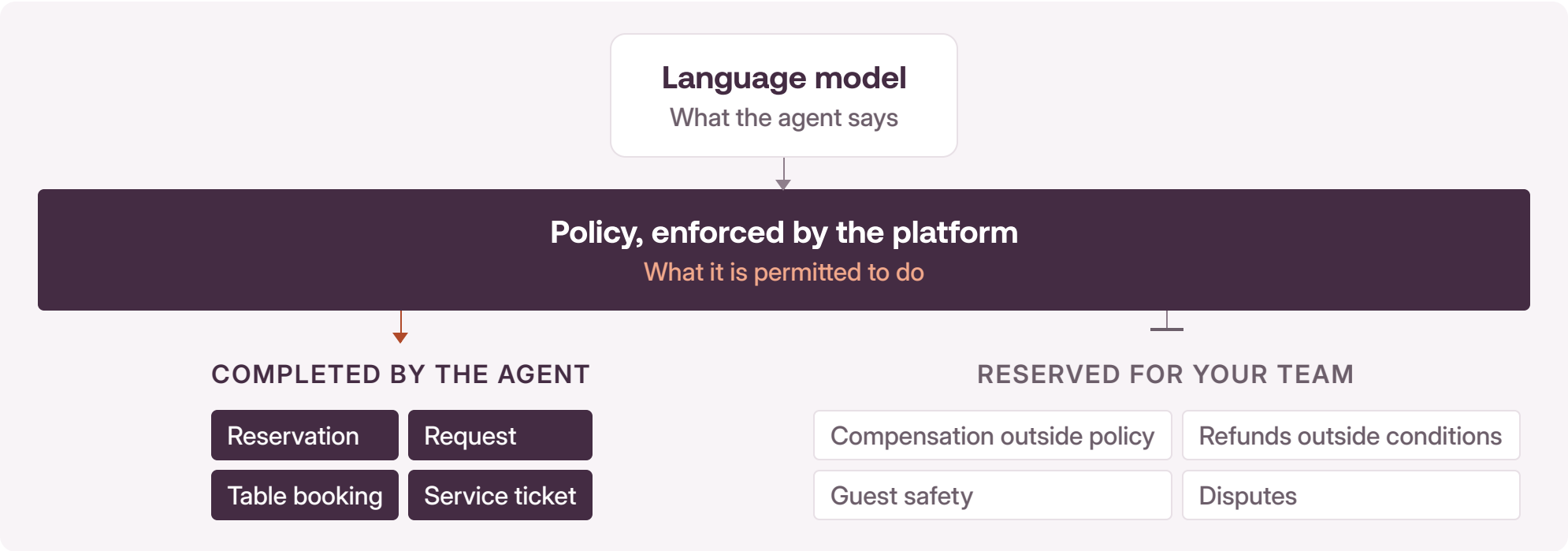
A person when it matters.

When the agent reaches its limit, it hands over to your team with everything said so far.



The conversation adapts. Your rules do not.

Telonic separates what an agent says from what it is permitted to do. Rates, conditions, entitlements and approval limits are enforced by the platform, outside the language model. An action that has not been granted does not exist for the agent.



Defined authority.

You set what the agent completes, what it prepares for your team, and what remains reserved: compensation and goodwill outside policy, refunds outside rate conditions, and anything involving guest safety or approaching dispute.

Full traceability.

Every statement is linked to its source and every action is logged with its reasoning, retrievable in a billing dispute, a chargeback or a review response, for as long as you keep it.

Assurance before release.

Agents are evaluated against hospitality-specific scenarios before launch. Every change is tested apart from live, versioned and reversible.

Built for the teams that have to sign it off

Operations wants resolution. Compliance wants control. IT wants it inside the systems it already runs. The agent is built to satisfy all three before it goes live.

01 Clear lines it never crosses. Topics it won't discuss, answers that must be word for word, and decisions that stay with your people.	02 Every conversation reviewed. Every conversation is scored against your standards. All of them, not a sample.	03 People step in where it matters. You decide when a conversation goes to a person, and it arrives with the full history.
04 Looked up, never invented. Rates, availability, conditions and opening hours come from your own systems.	05 Current when your rules change. When a rate, menu or policy changes, the agent works from the new version.	06 Set up by us, run with you. We map, connect and agree the measures before launch, then extend channel by channel.

Hosted where your organisation needs it

In the UAE, in Saudi Arabia, in your own cloud or on your own premises. All processing stays where you choose.

UAE region
Hosted and processed in the UAE.

Saudi Arabia region
Hosted and processed in Saudi Arabia.

Your own cloud
Runs inside your own cloud account.

On your premises
Set up in your own data centre, to your requirements.

Choose the region.

Deploy in the UAE or Saudi Arabia, and all processing, including speech and language models, stays in that region.

Or keep it in-house.

Run it in your own cloud account, or on your own premises, set up for your requirements.

Decide what is kept.

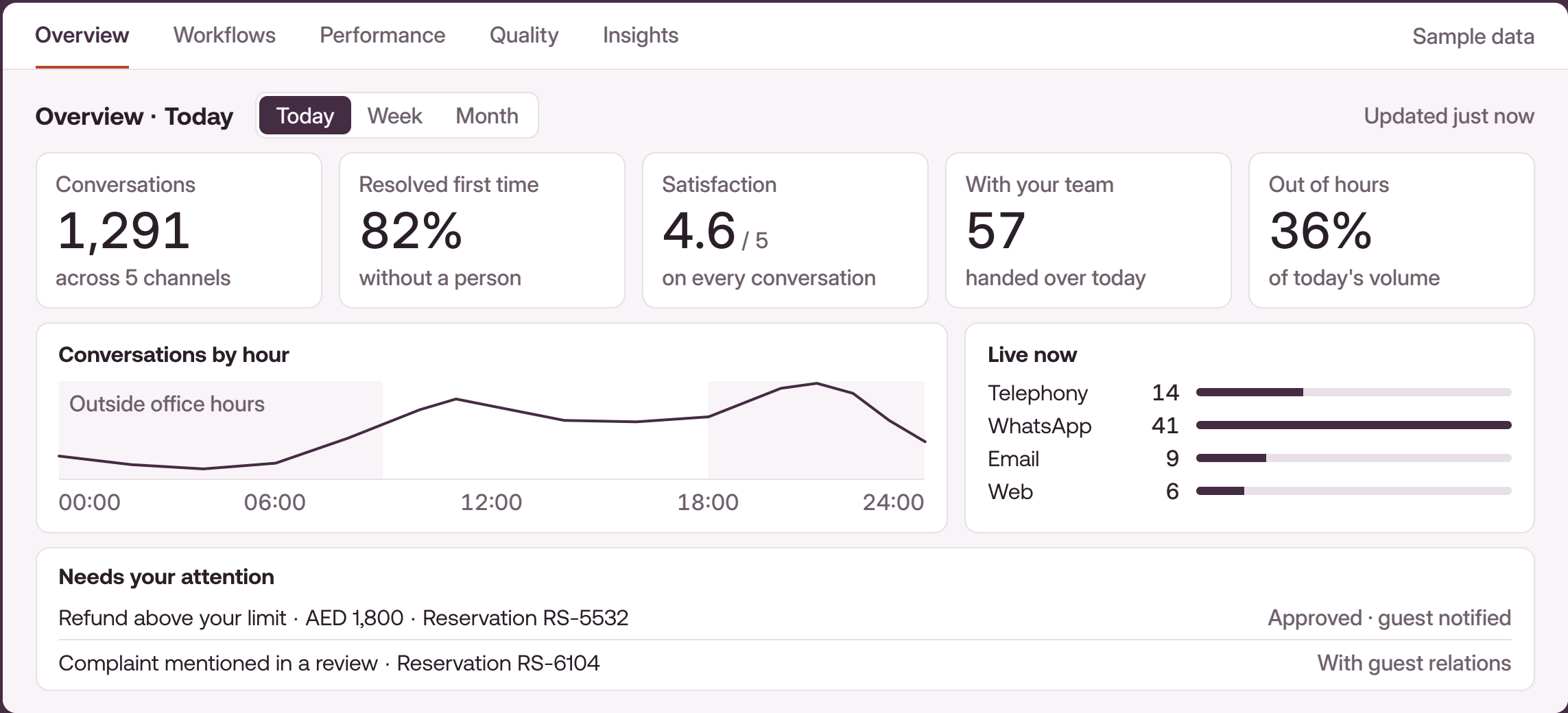
Nothing is stored without your permission, and you set how long anything is kept. Personal information is redacted before any data leaves your deployment, and calls are recorded only once consent is given.

The full detail for your technical team is at telonic.ai/docs.

One view of every conversation your guests have

We build and connect the agents. Your team runs them day to day: adjusting the rules it owns, stepping into conversations, and seeing what every channel produced.

- 1 Your whole operation, at a glance.
- 2 Your processes, mapped before launch.
- 3 Measured on every conversation.
- 4 Quality you can check, line by line.
- 5 What your conversations are telling you.



The conversation layer as an operating signal.

Surveys capture the few who respond. Every interaction, classified by intent, outcome and sentiment, captures every guest and surfaces what management reporting does not.

Sample data

Readiness by property

Downtown hotel

Beach resort

Desert retreat

Restaurants

Demand quality.

Intent and readiness by property, room type, outlet and channel, read from the conversation rather than a booking field.

Parking questions up 140

Cause: arrival guide out of date

Fix: update it and brief the team

Approve

Root cause.

Recurring questions traced to their origin: a document, a process, or a property.

Beach resort · 3 stays at risk

Repeat contact · open commitments

RS-5532 · repeat contact

RS-6104 · open request

RS-7218 · sentiment falling

Leading risk.

Complaint and review risk identified across a property or outlet, from repeat contact, sentiment and open commitments.

Complaints by partner, 30 days

Transfer provider A 3%

Contractor B 11% ↑

Delivery partner C 4%

Booking channel D 2%

Partner performance.

Transfer providers, contractors, delivery partners and booking channels assessed on complaints, delays and repeat contact.

Works inside the systems you already run.

Your agents connect to the property management, reservations, restaurant, CRM, payment and telephony systems you already run.

PROPERTY MANAGEMENT AND POINT OF SALE	 ORACLE OPERA	 ORACLE Symphony	 MEWS					
RESERVATIONS AND DISTRIBUTION	 sabre SynXis	 SiteMinder	 B. Booking.com	 Expedia				
RESTAURANTS	 SevenRooms	 eat						
GUEST EXPERIENCE AND CRM	 Salesforce	 Microsoft Dynamics 365	 Revinate					
PAYMENTS	 network	 Checkout.com	 Telr	 HyperPay	 S Stripe	 Apple Pay	 G Pay	
TELEPHONY AND CONTACT CENTRE	 e&	 du	 stc	 GENESYS	 NICE	 CISCO	 Five9	 Amazon Connect
MESSAGING AND EMAIL	 WhatsApp	 Gmail	 Microsoft Outlook					
PRODUCTIVITY AND DOCUMENTS	 Microsoft Teams	 Google Calendar	 Microsoft SharePoint	 Google Drive	 Power BI			
CLOUD AND HOSTING	 Microsoft Azure	 AWS	 Google Cloud	 core42 A G42 Company	 HUMAN			

Many more systems are supported, and custom integrations can be built for yours.

If your system isn't here, the agent can usually still act on it through a standard interface. Logos are trademarks of their owners. Their use shows systems our agents can connect to and does not imply partnership or endorsement.

Deployed within your estate. Extended one workflow at a time.

The agent operates through your existing property management, reservations, restaurant, CRM and telephony systems, within permissions your IT team grants.

- 01

Define.

One workflow with material volume and a clear owner, such as reservation enquiries for one property or table bookings for one restaurant group.
- 02

Baseline.

Completion rate, time to completion, escalation rate and repeat contact, measured before go-live and agreed with you.
- 03

Extend.

Each further workflow builds on the same integration, record and model.

Live on your first workflow within weeks.

One monthly figure per channel. Everything included.

Pricing is set per channel group and sized to your volume, so the cost follows the conversations you actually handle.



Telephony
Calls

Everything included



Messaging
Conversations

Everything included



Web
Sessions

Everything included

A monthly figure for each channel group, sized to your volume: calls for telephony, conversations for messaging and sessions for web.

One monthly figure that includes the technology. Speech recognition, voice synthesis and language models are in it. There is no separate line for them.

Every capability is included, however much you use. You pay for volume, not features.

Every conversation, to the standard you'd choose.

Tell us your volumes, channels and out-of-hours load, and we'll show the agent working on a scenario from your business.

Telonic

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