

SPAS · SALONS · CLINICS · HOTELS

AI receptionist and front desk

The agent answers guests day and night, books by your business rules and hands a person only what needs their decision. The booking rules work from day one and are tuned to you.

24/7

first reply to a guest, any time

7

languages to talk with guests

29

booking rules in place, each one tuned to you

Code checks the time

Hours, availability and booking rules are checked against your data. The agent never promises what is not there.

Only your base

Prices and terms word for word from the base. The manager's answer to a new question goes into the base.

A person has the last word

Disputed cases wait for the manager in SVI CRM. Any conversation can be joined.

WHO DOES WHAT

The agent runs the flow, a person decides what matters

● AI receptionist

Everything that repeats every day

- Replies in the first minute, in the guest's language
- Advises only from your knowledge base: services, prices, rules
- Offers only free time that passes your rules
- Books, moves and cancels in the same conversation
- Hands complex cases to a person with a ready summary
- Tells the guest the manager's decision and sends reminders

● Front desk manager

Only what needs their word

- Disputed bookings: taken slot, broken rule, unusual request
- Large groups and a repeat booking by the same guest
- Discounts, exceptions and refunds
- Complaints and health questions
- Questions the base cannot answer: the reply goes into the base
- Joins any conversation and has the last word

Where the agent replies

Instagram Direct

WhatsApp

Website chat

One SVI CRM for every channel

BOOKING PATH

From the first message to the visit

Time, rules and availability are checked by the system's code against your data, not by the model. So the agent never promises time that does not exist.

- 1 Guest writes**
Website, messengers, social media. Instant reply in the guest's language.
- 2 Answer from the base**
Prices and terms only from your base. It never invents.
- 3 Collecting the booking**
Service, day, time, guests, children. Name and phone once.
- 4 Time check**
Hours, holidays, staff, availability, Google Calendar, booking rules.
- 5 Confirmation**
A typical booking at once, a disputed one goes to SVI CRM with the reason.
- 6 Result to the guest**
The manager's decision in the same chat, a reminder before the visit.

Last booking before closing

R Reception
online

Hi! Can I book a 60 min Thai massage tomorrow at 21:30?
13:34

Hi! 21:30 isn't available tomorrow - the last 60-min slot is 21:00 (last booking has to end by closing at 22:00). Shall I book you for 21:00, and how many guests will there be?
13:35

21:00 works. Sophie, +44 7700 900456
13:35

Thanks, Sophie! I've got your request in for a 60-min Thai massage tomorrow (Tue, Oct 13) at 21:00 - that slot needs our admin to confirm, so I'll let you know here as soon as it's set. How many guests will this be for?
13:35

A group of 6 or more waits for the manager

R Reception
online

We are 7 friends, we all want a 60 min Thai massage tomorrow at 16:00. Kate, +44 7700 900789
13:43

Got it, Kate - 7 guests, Thai massage 60 min tomorrow, Tue Oct 13 at 16:00. We only have 2 masseuses on shift, so a group this size needs our manager to confirm staffing. I've put in the request and passed it to the manager - I'll update you here once it's confirmed.
13:43

Real conversations with the agent in the test spa, closing at 22:00. Replies unedited.

What appeared in SVI CRM after these conversations

Guest	When	What	Status
Sophie	tomorrow, 21:00	Thai massage 60 min	waiting no free therapist at this time
Kate	tomorrow, 16:00	Thai massage 60 min, 7 guests	waiting group of 6 or more
Anna	tomorrow, 12:30	Oil massage 60 min	waiting guest already booked at 12:00

BOOKING RULES

An experienced manager's rules from day one

Values for a spa. The business type sets its own, each one changes in the deep settings, an empty field returns the default.

Added now

Rule	Value	What the system does
Last booking before closing	60 min default · tuned to you	Closing at 22:00: the last booking is 21:00.
Service ends before closing	yes default · tuned to you	A 90 min massage at 22:00 closing starts by 20:30.
Minimum notice	60 min default · tuned to you	For «in 10 minutes» the agent offers the next time.
Booking horizon	60 days default · tuned to you	Further ahead, the manager decides.
Break between guests	off default · tuned to you	10-15 min for cleaning between a therapist's visits.
Holidays and closed days	your list default · tuned to you	Closed for booking, the next open day is offered.
Large group	from 6 guests default · tuned to you	A group booking waits for the manager.
Repeat booking by a guest	on default · tuned to you	Same phone, same time: a person decides.
Guest did not show up	2 times default · tuned to you	The agent does not confirm such a guest itself.
Late cancellation	under 24 h default · tuned to you	Goes through, marked for the manager.
Note on the guest card	on default · tuned to you	A guest with a warning waits for a person.
Regulars and VIP	on default · tuned to you	The booking shows visits and your guest labels.

In place from the first day

Hours by day. Own for each day, days off.

After midnight. Hours like 18:00-02:00 work.

Staff schedules. Shifts, days off, vacations.

Availability and seats. No double bookings.

Google Calendar. Busy time both ways.

Past time. Not accepted, local time.

Time zone. One for agent and cabinet.

Several guests. A therapist each, one request.

Children. The agent asks how many and their age.

Moves and cancellations. Same booking, at once.

Prices and terms. Word for word from the base.

Discounts and refunds. Never promised, sent to a person.

Health and complaints. Straight to a person.

Guest language. 7 languages.

Reminders. 24 h before and 3 h after the visit default · tuned to you

Gift cards and packages. Balance and redemption.

No-show. A status in the guest history.

OWNER TOOLS

SVI CRM, test and report

The owner sees everything the agent does and changes its work in plain words, no programmer needed.

OUTPUT

SVI CRM

All requests and bookings with status and reason. «Confirm», «Decline», «Reply»: the agent passes the result to the guest.

BEFORE LAUNCH

Test

You write as a guest and see the reply and the SVI CRM record. Test bookings take no real time, nothing goes outside.

RESULT

Report

Conversations, bookings, handovers and why, unanswered questions with an «Add answer» button. Summary by email or Telegram.

Who confirms a booking

OPTION

Agent does it all

Confirms any booking that passed the time and rule checks.

DEFAULT

Middle

The agent confirms typical bookings, disputed ones wait for the manager.

OPTION

Person does it all

The agent prepares the booking, the manager confirms it with one tap.

Red lines that cannot be removed

Never invents prices or free time

Never confirms what the system or the manager did not confirm

Never promises discounts or refunds

Never discloses other guests' data

Gives no medical advice

Asked «are you a bot?», honestly says it is an AI assistant

Unsure: asks or hands over to a person

Launch in three steps

1 Install

Pick the solution and fill the base: services, prices, hours. The business type sets the rules.

2 Test

Write as a guest, check replies and SVI CRM, adjust the base and the rules.

3 Channels

Connect the website and messengers. The agent replies, the manager works in SVI CRM.

A reception that never tires and keeps your rules

Every number in this document is a default and is tuned to your business.

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