



How SmartPriority by DuveAI Enabled a Priority-First Approach for Guest Communication at Welkeys, Improving Response Rates by 20%.

Welkeys is a premium vacation rental service with concierge services across France and supports owners in the management of their seasonal rentals from A-Z. The Welkeys team handles an average of 100-150 check-ins and 50-80 check-outs on a daily basis, with nearly 80-90,000 guests annually. Present in 30 French destinations, Welkeys manages more than 1,600 properties and welcomes travelers from all over the world. This case study explores how Welkeys leveraged DuveAI to streamline their communication process and enhance their guest experience.





Key Challenges

— High Volume of Communications:

Dealing with an average of 100 check-ins and 50-80 check-outs daily, the guest-facing teams at Welkeys are challenged with around 50-60 messages per day (excluding phone calls for which they are also responsible).

With a small team managing all guest communications, prioritizing and responding to this high-volume of messages in a timely manner was a significant challenge.

— Prioritization of Messages:

The customer service team at Welkeys works in shifts where in each shift, team members start at the bottom of their inbox and work their way up. This method was time-consuming and did not allow for prioritization based on the urgency of the messages.

— Response Times:

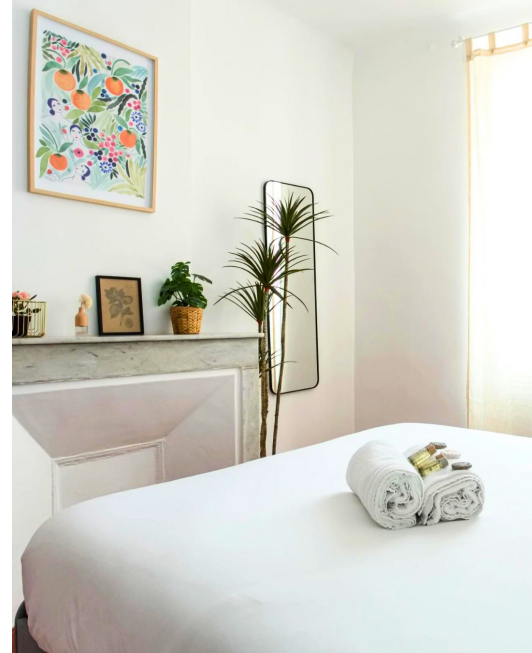
Part of Welkeys' promise to customers is to always meet guest expectations in the most efficient way possible. Travelers nowadays want immediate, on-demand service especially when it comes to urgent questions or issues. With the high volume of messages and lack of prioritization, response times were longer, potentially impacting guest satisfaction.

Duve's Solution

Welkeys had been using Duve's Guest Experience solution for several years, and became an early adopter of DuveAI's SmartPriority, which automatically analyzes and assigns priority levels (low, medium, or high) in Duve's Communication Hub. SmartPriority has allowed Welkeys to respond promptly to guest inquiries, improving their response times and operational efficiency and enhancing their guest experience.

Results Achieved with SmartPriority by DuveAI:

- **Increased Efficiency:** SmartPriority's formula has significantly improved Welkeys' operational efficiency. The tool's ability to highlight urgent matters, such as a guest's complaint about a water leak, enables the team to address issues promptly. This immediate attention to critical matters not only expedites problem-solving but also allows the team to allocate their resources more effectively.
- **Improved Prioritization:** SmartPriority has revolutionized the way Welkeys handles guest communications. The team now operates on a priority-first approach, addressing high-priority conversations first, followed by medium and low-priority ones. This feature, facilitated by DuveAI, has not only set an urgency-first mindset in the team but also significantly enhanced their organizational efficiency.
- **Enhanced Guest Experience:** Within just a month of implementing DuveAI's SmartPriority, Welkeys saw a 20% improvement in their response times. They were able to answer more messages in a shorter time frame in June compared to May. This increased responsiveness has had a positive impact on guest satisfaction, as guests appreciate the immediate attention to their needs.



Dorottya Debreceni, Customer Experience Manager at Welkeys shared her feedback on why she believes SmartPriority by DuveAI is a vital tool for hoteliers that want to maintain high levels of guest satisfaction and operational efficiency:

“DuveAI has been instrumental in enhancing our guest experience. It helps us respond promptly and effectively when our clients need us the most. The tool's ability to raise urgent conversations to our attention at the right moment has improved our response times and operational efficiency. We are eagerly anticipating the future phases of DuveAI, which are set to further enhance our ability to meet client needs with even greater urgency. We find DuveAI to be an invaluable asset for our business. We continually strive to provide as much feedback as possible to Duve, as we recognize that our insights contribute to the ongoing improvement of this tool.”*

— Dorottya Debreceni, Customer Experience Manager.



Conclusion

Welkeys' experience with SmartPriority by DuveAI demonstrates the power of AI in enhancing guest communication and experience. By effectively prioritizing messages and improving response times, SmartPriority has helped Welkeys deliver superior service to their guests, reinforcing the importance of AI in the hospitality industry.

Future developments of DuveAI will include suggested responses to incoming messages from guests, auto-replies, and auto-generated content for the Guest App. These enhancements will aim to further streamline operations and augment personalization in hospitality management. For further information,

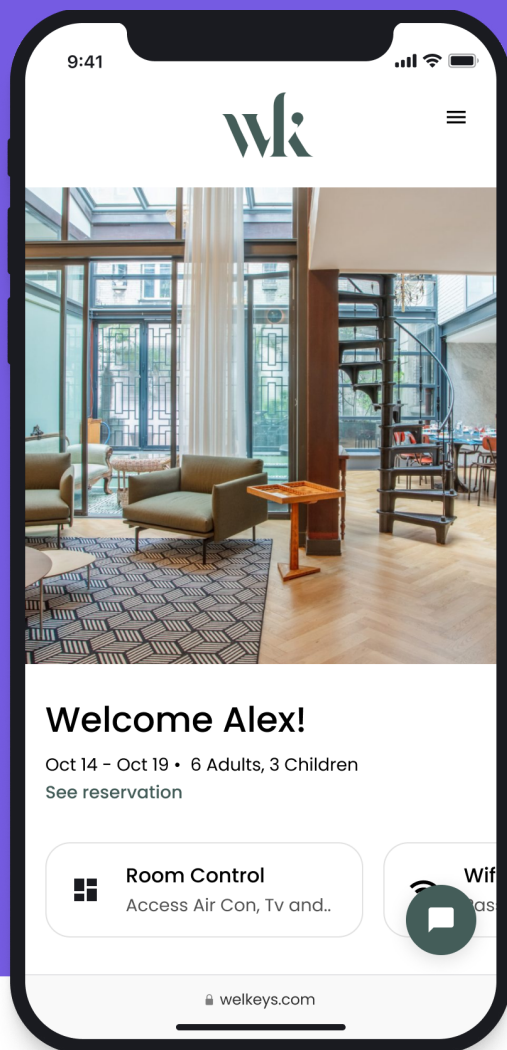
visit www.duve.com/duve-ai.



About Duve

Duve is revolutionizing guest experience by offering a truly personalized guest experience suite. Duve helps hoteliers create a tailored and digital journey for each and every guest - from online check-in flows that meet the exact needs of each guest, to a web-based guest app with relevant content in the guests' native language, to personalized upsells that increase revenue potential and satisfaction of each guest. By partnering with more than 150 integration partners, across all major PMS's, OTA's, PSP's, Digital Key providers and 3rd-party vendors, Duve helps transform the way guest experience is provided at thousands of hotels of vacation rentals around the world.

Duve products used by Welkeys



- ✓ DuveAI
- ✓ Scheduled messages
- ✓ Confirmation email
- ✓ Online check-in
- ✓ Digital check-out
- ✓ Communication hub
- ✓ Guest app
- ✓ Digital spots

Don't settle for less. Get Duve Now!

With Duve's online check-in, over 83% of guests complete the check-in process before arrival – leaving your staff time to give each guest a truly personal experience.

[Book a demo](#)

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