

About Netfone's Hotel One

Netfone's **Hotel One** is a **Software-as-a-Service**.

We provide the expertise and infrastructure for the future evolution of your Hotel, taking out the risk and ensuring a live, continuous customer experience.

Front Desk AI Agent: Automated After-Hours Hotel Guest Access

Front Desk AI Agent serves as your Hotel's automated after-hours door phone, providing guests with near-instant access and significantly outperforming traditional after-hours services by eliminating wait times. By integrating directly with your Property Management System (PMS) and electronic door locks, the system handles entry requests autonomously, eliminating the delays associated with traditional call centres.

Rapid Entry vs. Traditional Call Centres

Unlike traditional after-hours services, Front Desk AI Agent offers near-instant access, eliminating the need for guests to wait for a remote operator.

- **Instant Recognition:** Guests speak naturally to the system, and the Agent immediately identifies the booking within the PMS.
- **Reduced Wait Times:** By removing the human middleman, guests bypass call centre queues and manual verification scripts.
- **Automated Unlocking:** Once verified, the Agent triggers the door to unlock immediately, ensuring the guest enters the property much faster than waiting for a manual operator.
- **Integrated Sensing:** Door Open/Closed Detection* uses sensors to enable the Agent to confirm that the guest has physically entered the building and that the door has securely closed and locked behind them.
- **AI Performance Scoring:** Beyond entry, the system provides exact metrics on the success or failure of every guest interaction, giving management immediate visibility into satisfaction scores for the building entry process.

Operational Workflow

The table below illustrates a typical after-hours interaction between a guest and Front Desk AI Agent.

Guest Interaction	AI Agent Action
"I've just arrived and need to get in."	Requests the full name the booking is under.
"I have a reservation under John Smith."	Verifies the name against the PMS and unlocks the door if confirmed.
"I want to talk to someone."	Automatically transfers the call to the duty manager.

* Recommended option

Front Desk AI Agent.

Transforming hotels, perfecting guest journeys



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ROI & Efficiency Analysis: Front Desk AI Agent

Front Desk AI Agent replaces traditional call centres with an automated, integrated system that connects directly to your PMS and electronic door locks.

The Guest Velocity & Security Advantage

The primary driver of guest satisfaction and property safety is the transition from manual processing to automated sensing.

- **Immediate Response:** The Agent responds immediately to the outside phone, eliminating call centre hold times.
- **Speed to Entry:** Entry is achieved in seconds. Once the Agent verifies the guest, it triggers the lock directly — no guest button-press required.
- **Enhanced After-Hours Security:** With Door Open/Closed Detection, the Agent knows exactly when a guest has entered. For security purposes, it confirms the door has successfully closed and locked after hours, providing a digital audit trail that a manual call centre cannot offer.
- **Operational Intelligence:** This optional feature allows the Agent to alert staff if a door is left ajar, maintaining building integrity without requiring physical rounds. Door Open/Closed Detection is an optional hardware integration available for properties requiring advanced security monitoring.

Financial Impact

- **Shrink your supplier footprint:** Simplify your Hotel's day-to-day operations with a single vendor solution.
- **Manager Support:** The duty manager is only involved in exceptions, as the Agent handles 100% of standard verified entries.
- **High Accuracy:** In cases where a booking isn't found, the agent asks the guest to confirm the spelling or repeat the name, ensuring accuracy and reducing false-negative escalations.

Future-Proof Technology, our Hotel One Live portfolio is designed to keep your Hotel IT performing like clockwork, 24/7, 365 days a year.



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