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Resorts World Las Vegas

- Resorts World Las Vegas is the newest resort on the Las Vegas strip. **The resort features 3,500 guest rooms and suites, resort's Digital Hospitality Concierge.**
- The company wanted to deploy an **Intelligent Virtual Agent that would deliver exceptional service to hotel guests.**

Resorts World Las Vegas also wanted to facilitate enterprise-wide, **low-code automation while keeping its IT team size to a minimum. To bring this vision to life, Resorts World Las Vegas hired Amelia, renamed RED, as the resort's Digital Hospitality Concierge.**

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As we look toward serving increasing numbers of guests who are excited to travel more often for leisure and business, we are introducing Amelia to our team in order to expand our capacity to serve guests' standard stay needs so that our employees can focus on the one-on-one personalized customer experience with the dedicated, instant attention our guests require during their stay.”

Namratha Nandagopal, Director of Application Development and Quality Assurance at Resorts World Las Vegas

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Amelia Goes to Work

- By leveraging Amelia's cognitive and conversational intelligence, multi-threaded intent recognition, natural language, and context switching capabilities, RED improves the resort's guest and employee experience, and enhances internal operations.**
- RED is **available via phone, chat and social channels to serve guests and employees.**
- Hotel guests can speak directly with RED to order extra towels, schedule late checkouts and more. RED immediately responds to high volumes of service requests, freeing human employees to focus on more personalized, one-to-one guest services.**
- Resorts World Las Vegas employees can interact with RED to inquire about PTO balances, shift schedules and to book time off. They can also ask RED for IT-related support with resetting passwords, requesting new monitors and more.**

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Future Goals

- RED will eventually support business operations in all internal departments.** For example, RED will soon provide onboarding and post-hire support for the company's HR department. **The company will also expand RED's responsibilities to cover additional external operations and guest services.**