OCTORATE

OctoGPT Guide

Discover How to Use and Customize Your Virtual Assistant
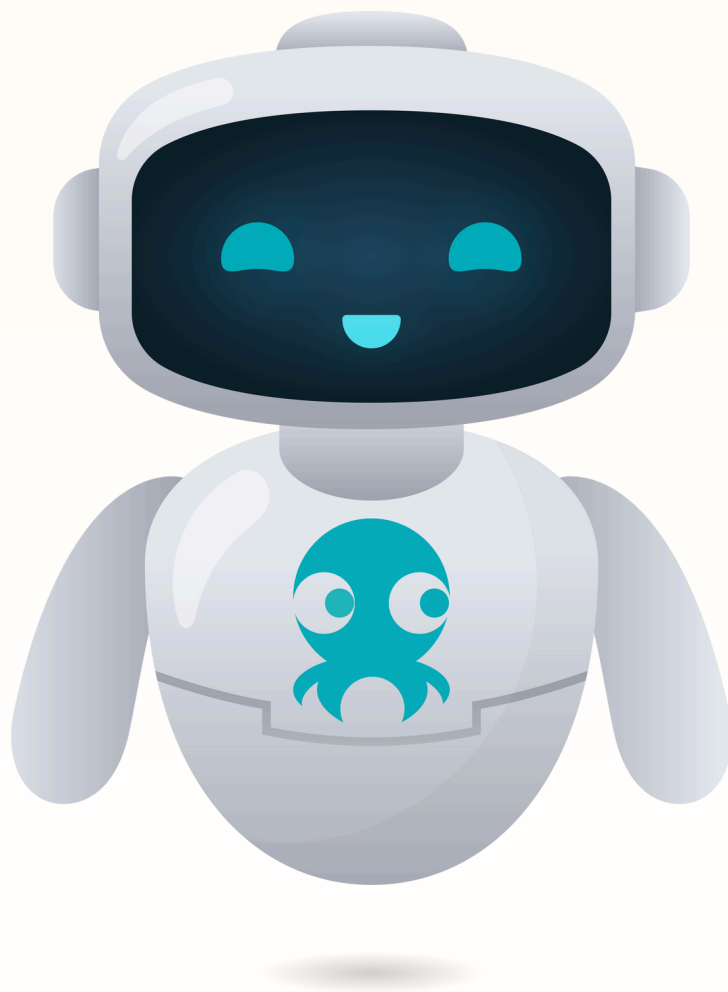
TABLE OF CONTENTS

INTRODUCTION

Welcome to the guide for using GPT integrated into the Octorate reservation management system. This powerful artificial intelligence tool is designed to enhance operational efficiency and provide an exceptional experience for guests.

GPT, which stands for Generative Pre-trained Transformer, is an advanced AI technology that can understand and respond to questions in natural language. Integrated into the Octorate system, GPT allows for the automation of many daily interactions with guests, answering common questions, providing real-time updated information, and assisting in reservation management.

In this guide, we will explore the main features of GPT and how to use them to optimize reservation management. We will provide practical examples of interactions with guests, demonstrate how to set up automated responses, and show how to monitor and improve the system's performance.

Get ready to discover how GPT can transform your reservation management, offering faster, more efficient, and more satisfying service for your guests.

1. AUTOMATED RESPONSES

The GPT integrated into Octorate is designed to automatically answer the most common guest questions, improving efficiency and the overall experience. For example, if a guest asks, "What are the check-in times?", GPT will provide an immediate response like the one shown in the following image:
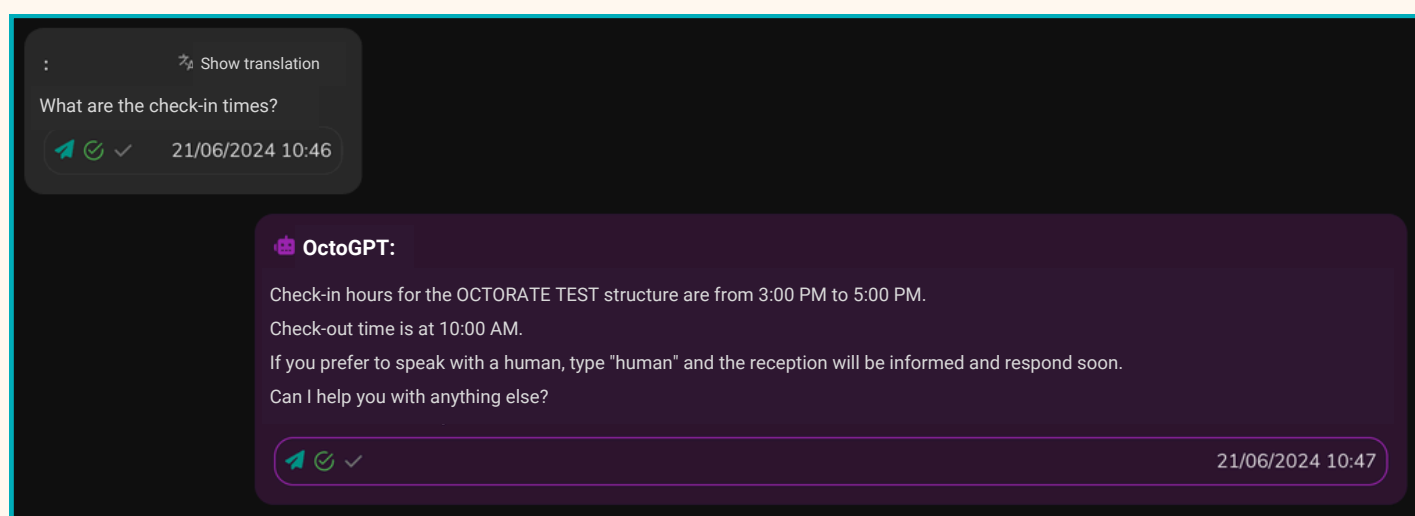
If a guest prefers to speak directly with a staff member, they only need to type "human" in the chat. This way, the request will be immediately sent to the reception, which will respond as soon as possible. This hybrid system is designed to ensure that simple questions are quickly handled by GPT, while more complex or personal requests, which may include sensitive data, are managed by a human operator.

This provides the guest with a clear option to get the desired assistance, balancing the efficiency of automation with the need for human interaction, especially when it comes to confidential information or specific guest needs.

2. CUSTOMIZING YOUR GPT RESPONSES

Customizing GPT responses is essential to ensure that the information provided to guests is accurate and relevant. In this section, we will see how to set up GPT responses to include specific information about the property, services, and local attractions.

To begin customizing GPT responses, follow these steps:

1) From the main dashboard, go to the settings menu. You will find the "Chat GPT OctoBot" option as shown in the following image.
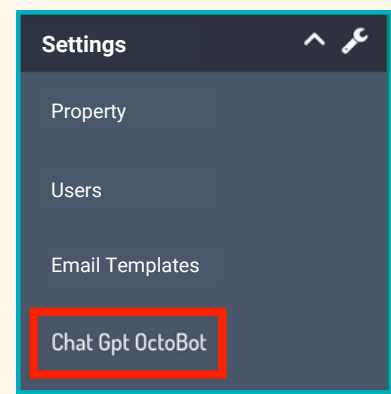
2) Once the "Chat GPT OctoBot" section is open, you will see several options to customize the AI responses. Here you can configure various aspects of the information that GPT will provide to guests. Click on "Customize your rooms (AI texts, descriptions, photos, etc.)" to access the response customization screen.

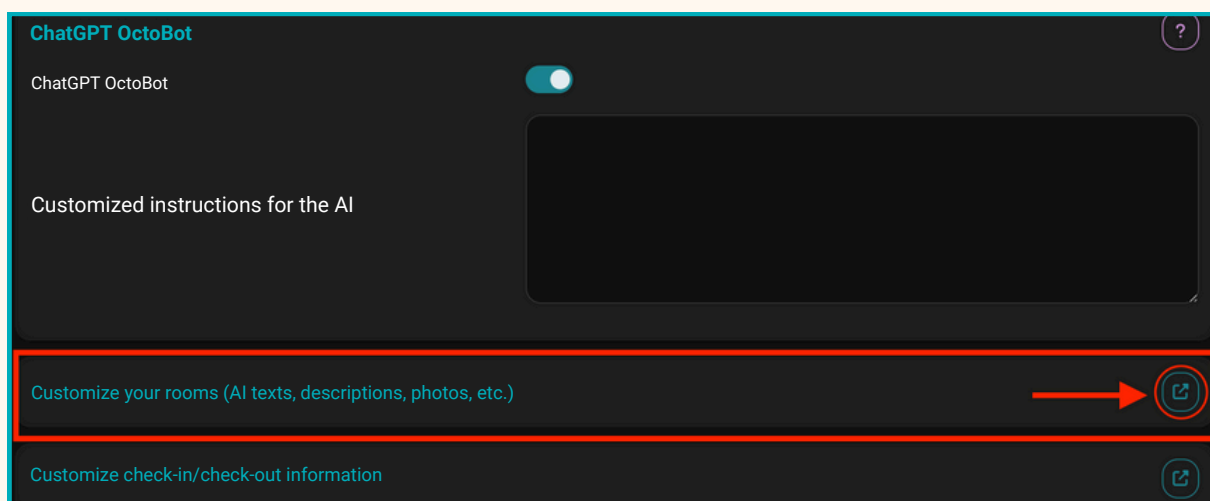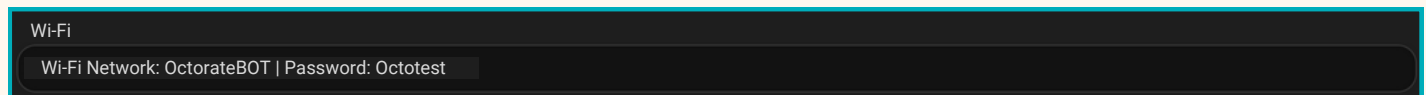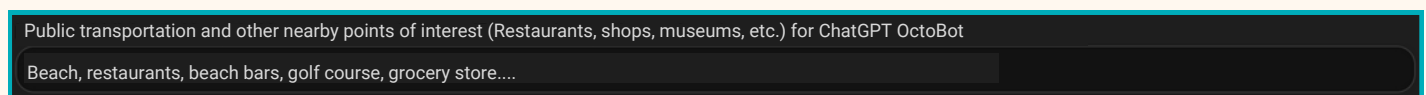## 2.1 Configuring Wi-Fi Information

Customizing GPT responses is essential to ensure that the information provided to guests is accurate and relevant. In this section, we will see how to configure GPT responses to include specific information about the property, services, and local attractions.

Wi-Fi
Wi-Fi Network: OctorateBOT | Password: Octotest

In the image above, the Wi-Fi network settings and password are configured to be easily accessible. This way, when a guest asks, "What is the Wi-Fi password?", GPT will respond with the correct details. You can also configure GPT to answer more specific questions such as "What is the Wi-Fi speed?" or "Is Wi-Fi available in all rooms?". In the last chapter of the guide, we will show you how to further customize these responses to suit your needs.

2.2 Information about Public Transportation and Points of Interest

It is helpful for guests to have access to information about public transportation and nearby points of interest.

Public transportation and other nearby points of interest (Restaurants, shops, museums, etc.) for ChatGPT OctoBot
Beach, restaurants, beach bars, golf course, grocery store....

This section allows GPT to answer questions such as "What are the nearby points of interest?" by providing details about beaches, restaurants, beach bars, golf courses, and grocery stores. You can further customize GPT responses to include opening hours of points of interest, directions, and much more.

3. CUSTOMIZING CHECK-IN AND CHECK-OUT INFORMATION

In this section of the guide, we will see how to customize check-in and check-out information using the OctoGPT interface. This is useful for providing guests with clear and precise details about arrival and departure times, as well as any additional costs and available services. Proper configuration of this information allows GPT to accurately and quickly respond to guest inquiries.

To start, access the section for customizing check-in/check-out information from the OctoGPT control panel. You can do this by clicking the edit icon next to "Customize check-in/check-out information" as shown in the following image:
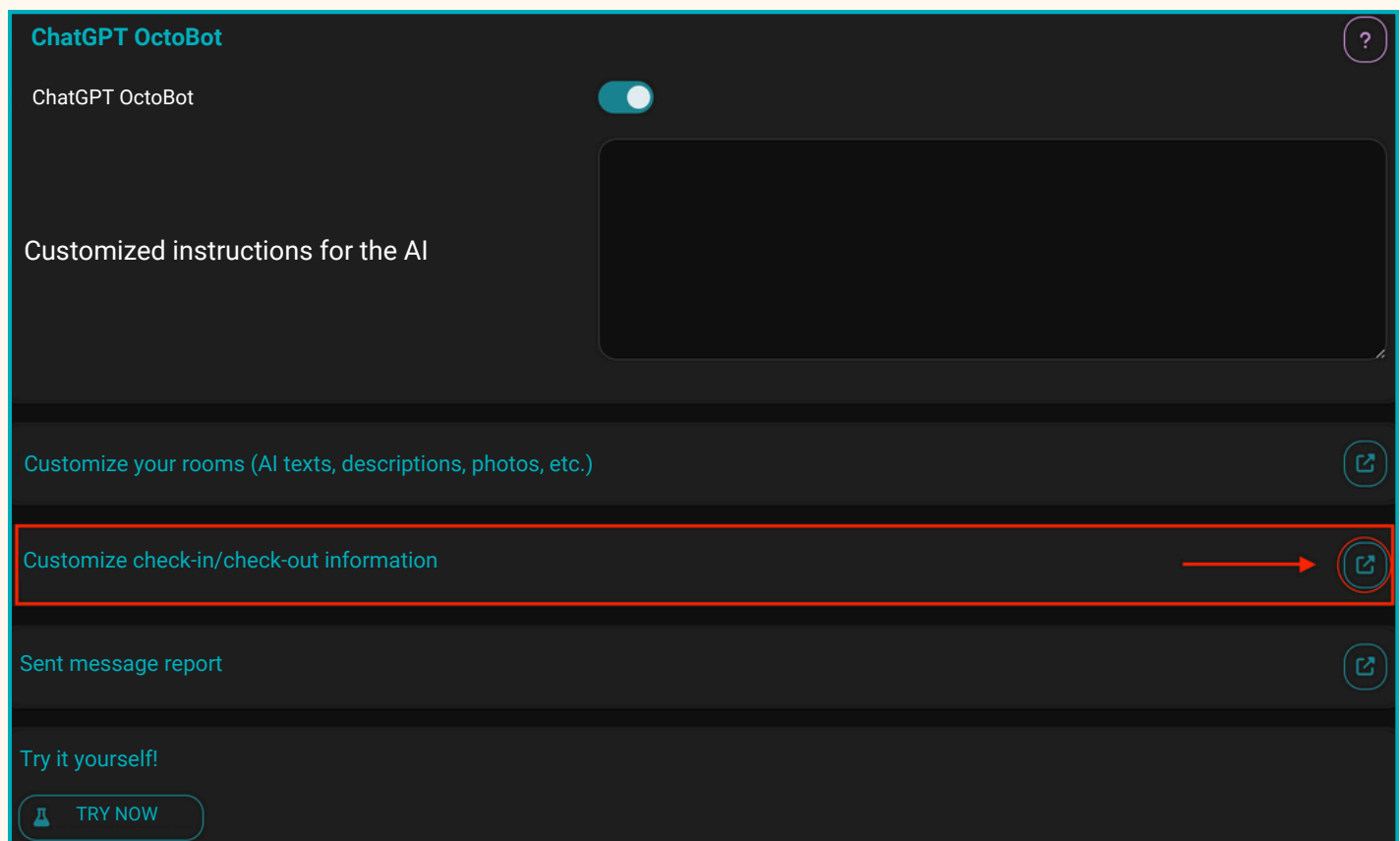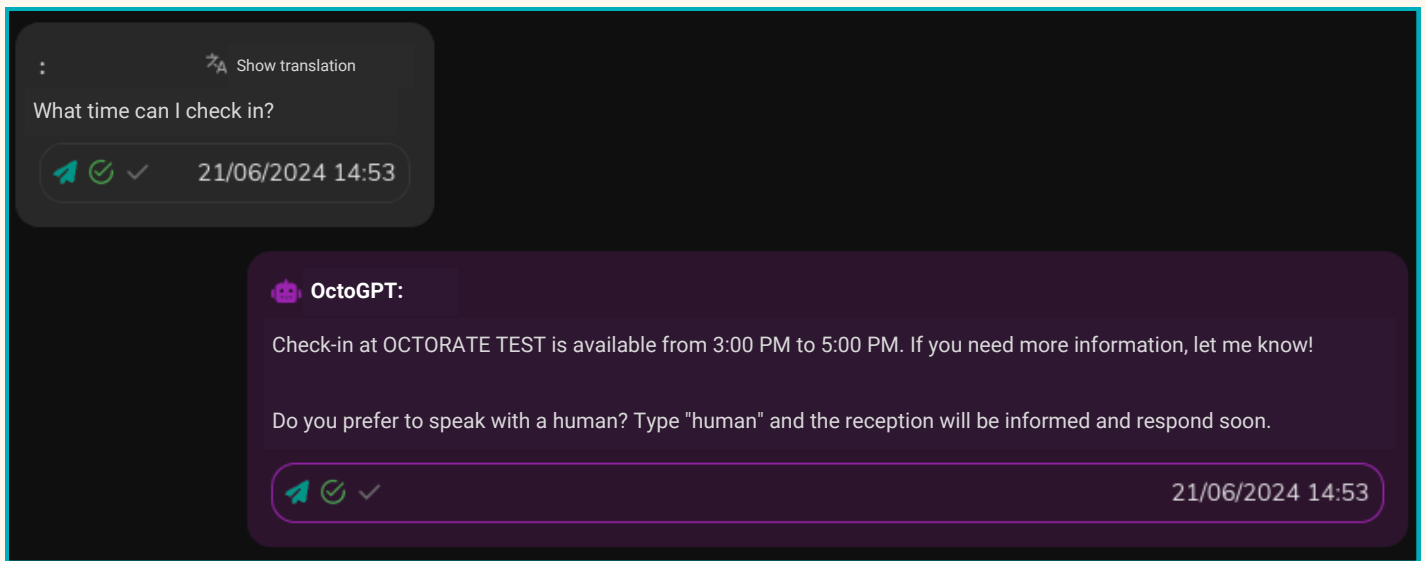
On the main settings screen, you can configure various parameters related to check-in and check-out.
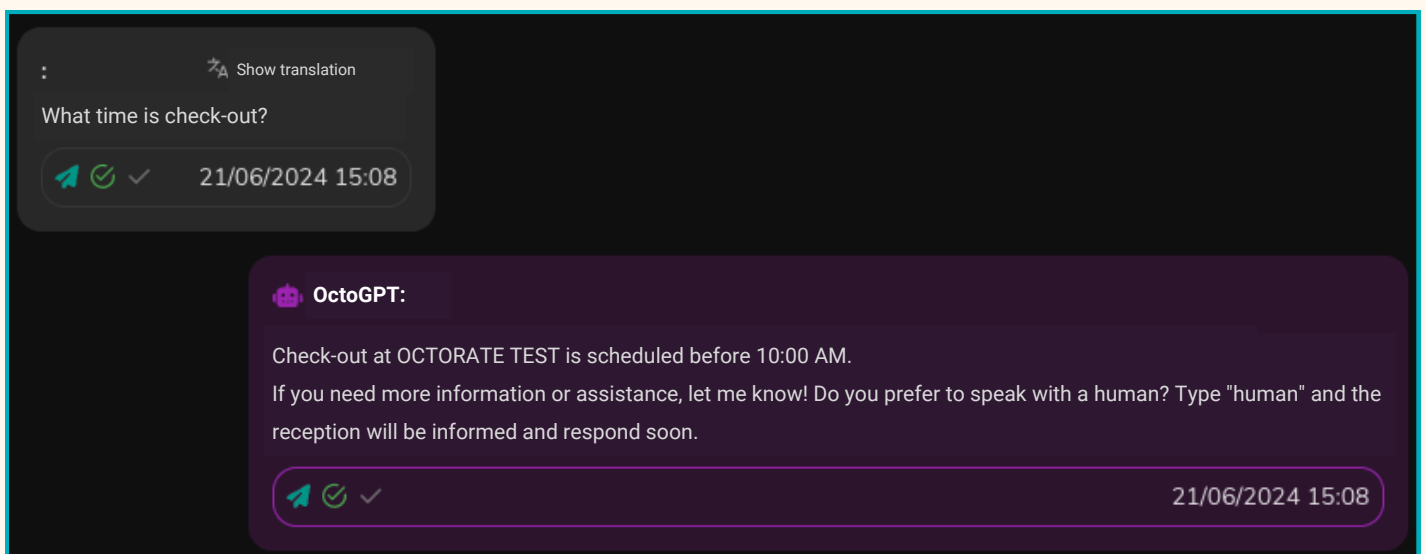
Main Settings

Arrival time from	From 3:00 PM
Request arrival time	Yes, mandatory
Check-in time limit	Until 5:00 PM
Check-out time limit	Until 10:00 AM
Accept only multiples of the minimum stay	⬜
Minimum stay only for the arrival date	🔵
Also show unavailable rooms	🔵
Show availability calendar	🔵
Show rooms with higher occupancy	🔵
Exact match for children in booking engine results	⬜
Request phone number	🔵
Request address and country	🔵
Show property address	🔵
Show property phone number	🔵

When setting the arrival time, you can specify from what time guests can check in. Additionally, by selecting the "Request arrival time" option, GPT will be able to accurately respond to questions like "What time can I check in?".

: 🔤 Show translation
What time can I check in?

✈ ⊘ ✓   21/06/2024 14:53

🤖 **OctoGPT:**

Check-in at OCTORATE TEST is available from 3:00 PM to 5:00 PM. If you need more information, let me know!

Do you prefer to speak with a human? Type "human" and the reception will be informed and respond soon.

✈ ⊘ ✓   21/06/2024 14:53

By defining the "check-in time limit" and the "check-out time limit," GPT will be able to accurately respond to all questions regarding guests' arrival and departure times.

: 🔤 Show translation
What time is check-out?

✈ ⊘ ✓   21/06/2024 15:08

🤖 **OctoGPT:**

Check-out at OCTORATE TEST is scheduled before 10:00 AM.
If you need more information or assistance, let me know! Do you prefer to speak with a human? Type "human" and the reception will be informed and respond soon.

✈ ⊘ ✓   21/06/2024 15:08

You can also configure details related to cleaning, including final cleaning costs and the frequency of cleaning or linen changes.
These settings are crucial for maintaining hygiene standards and meeting guest expectations.

Cleaning

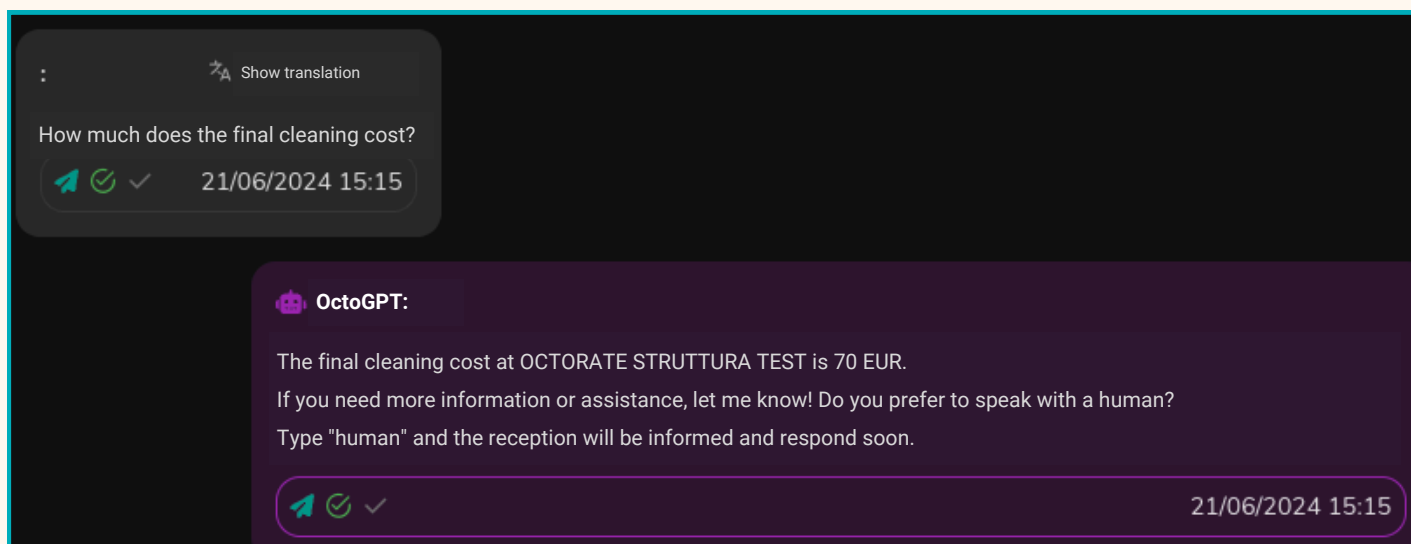|	
Final cleaning cost	90 EUR
Cleaning or linen change every [number] days	1
Would you like to set up a reminder email for room cleaning and linen changes?	○

With this information, GPT will be able to respond to questions such as "How much does the final cleaning cost?" or "How often is the linen changed?".

: Show translation

How much does the final cleaning cost?

21/06/2024 15:15

OctoGPT:

The final cleaning cost at OCTORATE STRUTTURA TEST is 70 EUR.
If you need more information or assistance, let me know! Do you prefer to speak with a human?
Type "human" and the reception will be informed and respond soon.

21/06/2024 15:15

Finally, it is possible to set additional costs for extra services such as early check-in or late check-out. These costs can be customized and communicated to guests for greater transparency.
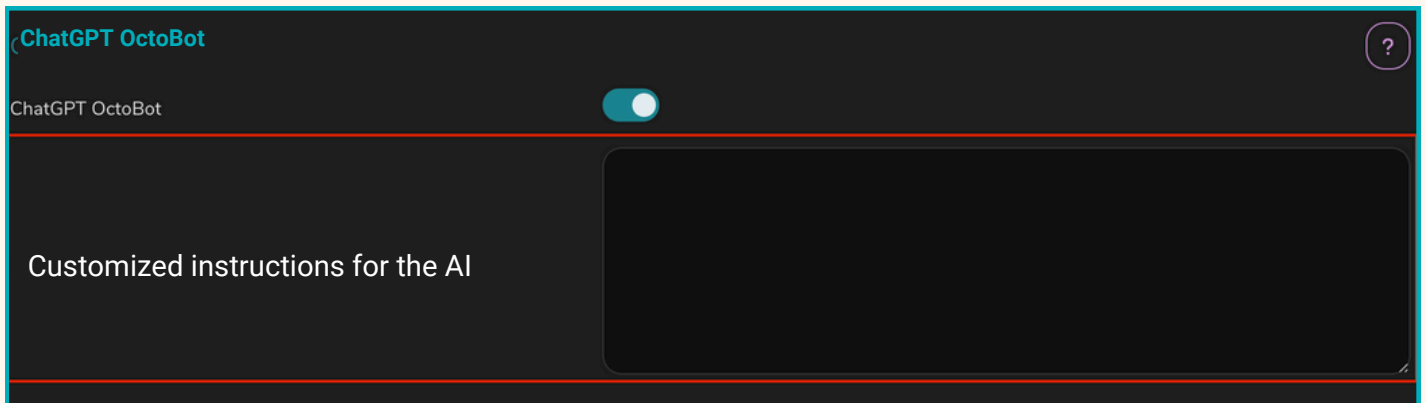
Additional Costs ?

Services subject to availability (check before booking):

- Early check-in from 12:30 PM: 40€
- Late check-in from 6 to 8 PM: 20€
- Late check-in from 8 to 11 PM: 40€
- Late check-out until 12:30 PM: 40€ (apartments) // 150€ (houses and villas)

These must be reserved 24 hours before arrival.

4. CUSTOMIZING INSTRUCTIONS FOR THE OCTOBOT

The "ChatGPT OctoBot" section allows you to provide customized instructions to the artificial intelligence to improve interaction with guests. This functionality is essential to ensure that GPT responds accurately and contextually to the specific needs of your property.

In the designated text box, you can enter customized instructions to guide the AI in its responses to guests. These instructions should include specific details about the property, such as room descriptions and services offered. It is also essential to include the property's policies, such as check-in/check-out guidelines and cancellation policies.

Additionally, it is useful to provide response templates for frequently asked questions that can enhance the guest experience, such as the availability of parking, airport shuttle services, and other useful information not previously specified.

5. EXAMPLES OF PROMPTS
FOR THE OCTOBOT

In this section, we present 25 examples of prompts to inspire you to customize OctoBot's responses. These prompts are designed to answer the most common guest questions and enhance their experience.

1) If a guest asks if they can leave their luggage after check-out, respond with: **"Yes, we offer a free luggage storage service for our guests. After check-out, you can leave your bags at the reception and collect them when you are ready to depart. The luggage storage is available until 18:00 on the day of departure."**

2) If a guest asks for information about parking, respond with: **"Yes, we offer free parking for our guests. The parking area is located directly in front of the main entrance of the building. Just follow the main street to the entrance, and you will find the parking signposted on the left. If you need assistance with parking, our staff is available to help."**

3) If a guest asks for information about the airport shuttle service, respond with: **"Yes, we offer an airport shuttle service on request. To book the shuttle, we ask that you inform the reception at least 24 hours before your arrival or departure. The shuttle service is available from 6:00 to 22:00 and can be booked by providing your flight details. The cost of the service is 20 euros per trip."**

4) If a guest asks for information about an extra bed or a crib, respond with: **"Yes, we can provide an extra bed or a crib upon request. The cost of an extra bed is 15 euros per night, while the crib is free of charge. Please inform the reception in advance to arrange everything. The extra bed can be placed in most of our rooms without space issues."**

5) If a guest asks how to use the TV, respond with: **"To use the TV, turn it on with the remote control located on the bedside table. Once turned on, you can navigate between channels using the arrows on the remote. We offer a selection of international channels, including BBC, CNN, and TV5 Monde. If you need assistance, our staff is available to help."**

6) If a guest asks for information about excursions or organized tours, respond with: **"We offer various organized excursions, including a tour of the historic city, a boat trip along the coast, and a guided visit to local wineries. You can book these excursions directly at the reception or through our website. I will be happy to help you organize an unforgettable day."**

7) If a guest asks for information about the smoking policy, respond with: **"Our property is entirely non-smoking. However, we have designated smoking areas outside, near the main garden. We ask that you respect this policy to ensure a comfortable environment for all our guests."**

8) If a guest asks for information about activities for children, respond with: **"We offer several activities for children, including an outdoor playground, an indoor play area, and creative workshops on weekends. You can find the detailed schedule of activities at the reception or on our website."**

9) If a guest asks for information about laundry services, respond with: **"Yes, we offer a laundry service for our guests. You can request the service by completing the form found in your room and handing it in at the reception. Costs vary depending on the type of service requested and are indicated on the form."**

10) If a guest asks if they can bring pets, respond with: **"Yes, we accept pets with a surcharge of 10 euros per day per animal. Please inform the reception in advance to arrange your pet's welcome. There are some common areas where pets are not allowed, so we ask that you respect these guidelines."**

11) If a guest asks for information about the fitness center, respond with: **"Our fitness center is open 24 hours and is located on the ground floor. It is equipped with treadmills, stationary bikes, free weights, and multifunctional machines. Access is free for all guests. For more information or to request a personal trainer, contact the reception."**

12) If a guest asks for information about the cancellation policy, respond with: **"Our cancellation policy allows for free cancellation up to 24 hours before the arrival date. For cancellations made after this period, the first night's stay will be charged. For more details, please check your reservation confirmation or contact the reception."**

13) If a guest asks if they can book spa treatments or massages, respond with: **"Yes, we offer a variety of spa treatments and massages. You can book directly at the reception or through our website. Available treatments include relaxing massages, facials, and wellness packages. It is recommended to book at least 24 hours in advance."**

14) If a guest asks for restaurant recommendations, respond with: **"There are several excellent restaurants nearby. Some of our favorites include 'La Trattoria' for Italian cuisine, 'Sushi World' for fresh sushi, and 'The Steakhouse' for great steaks. La Trattoria offers a cozy atmosphere and traditional dishes, Sushi World is known for the quality of its fish and variety of Japanese dishes, while The Steakhouse is famous for its high-quality steaks and elegant ambiance. I can book a table for you if you wish."**

15) If a guest asks for information about bicycle or car rental services, respond with: **"Yes, we offer bicycle and car rental services. You can book a bicycle or a car directly at the reception. Rates vary depending on the type of vehicle and the duration of the rental. We recommend booking in advance to ensure availability."**

16) If a guest asks what to do in case of a medical emergency, respond with: **"In case of a medical emergency, you can contact the emergency number 112 or go to the nearest hospital, which is a 15-minute drive from our property. The reception is available 24 hours to assist you if needed and to call an ambulance if necessary."**

17) If a guest asks for the breakfast hours, respond with: **"Breakfast is served from 7:00 to 10:00 in the dining room on the first floor. We offer a variety of options, including continental breakfast, fresh fruit, pastries, and hot dishes. If you have special dietary needs, please inform the reception in advance."**

18) If a guest asks for information about where to exchange currency, respond with: **"You can exchange currency at the 'Banco Centrale,' which is a 10-minute walk from the hotel. It is open from 9:00 to 17:00, Monday to Friday. Additionally, there is a currency exchange office at the airport that is open 24 hours. If you prefer, we can also arrange a currency exchange service directly at the hotel."**

19) If a guest asks for information about room service, respond with: **"Our room service is available 24 hours a day. You can order meals, drinks, and snacks directly from your room by using the phone and calling the room service number indicated in the guest guide. The room service menu can be found on the living room table."**

20) If a guest asks for information about food delivery, respond with: **"We work with several local restaurants that offer delivery service. You can choose from Italian, Asian, and international cuisines. You will find the menus of the partnered restaurants at the reception. Delivery is available from 11:00 to 23:00."**

21) If a guest asks for information on how to use the in-room safe, respond with: **"To use the in-room safe, press the 'Reset' button to clear any previous code, then enter your personal code and press 'Enter.' To close the safe, close the door and enter your code again. If you need assistance, please contact the reception."**

22) If a guest asks for information about babysitting services, respond with: **"We offer babysitting services on request. Our babysitters are qualified professionals. Please inform the reception at least 24 hours in advance to arrange the service. The cost is 15 euros per hour."**

23) If a guest asks if there are plug adapters available, respond with: **"Yes, we offer international plug adapters at the reception. You can request one at no additional cost. Additionally, we also have universal chargers available for purchase."**

24) If a guest asks for information about the conference room, respond with: **"Our conference room is available for meetings and business events. It is equipped with modern audio and video technology, high-speed Wi-Fi, and can accommodate up to 50 people. For reservations and details about costs, please contact the reception."**

25) If a guest asks for information about sending packages, respond with: **"We can assist you with sending packages both domestically and internationally. Please work with us at the reception to arrange the shipment. We offer various courier services and can provide you with boxes and packing materials."**

We recommend keeping a record of frequently asked questions and adding to it over time!