

## Una Pilot Guide

### AI Host inside Hospitable Inbox – 14-Day Pilot

#### What is Una?

Una is an **AI Host and digital employee for hospitality**, developed by Polydom. She's **not a chatbot** – Una speaks and texts in a **natural, human-like way** and can:

- Respond to guest messages 24/7
- Manage pre-stay, in-stay, and post-stay inquiries
- Process **end-to-end new bookings** and **modify existing reservations**
- Handle **early check-ins and late checkouts** based on real-time availability
- Keep all communication centralized inside your **Hospitable Inbox**

#### What we're testing

1. **Reduce host workload** by taking over repetitive guest messaging and booking tasks.
2. **Increase revenue** by answering faster, capturing more direct bookings, and offering upgrades or extended stays.
3. **Improve guest experience** with instant, human-like communication around the clock.

#### The Pilot Offer and how to Join (3 Steps)

- **14-Day Free Usage**
- **Full Setup Service** — Our team creates your property knowledge base and fine-tunes the AI settings for you.
- **Full Access** — No feature limitations during the free period.
- **20% Discount** — On the first year of renting the Una Digital Employee for the first 10 participants.

**Step 1: Apply via Una** Go to <https://polydom.ai/> and click "Start" and have a short presentation with Una. Then, on the "Start my onboarding" part Una will ask for some basic details to help us prepare your workspace and your Digital employee.

#### Step 2: Receive Your Invitation

Within 24 hours, our team will configure your account and send you an **Invitation Email** with the detailed instructions on how to connect your Hospitable account and activate Una for the properties you choose.

**Step 3: Go live, start testing & monitor** conversations in your Hospitable Inbox and adjust settings as needed.

#### Questions & Support

You can chat directly with **Una** in an interactive conversation on our website and ask her anything about how she works, setup, or use cases — yes, she's smart enough that we trust her to handle your questions:

<https://polydom.ai/>

If you prefer to speak to a human (and we're happy to as well):

- For **technical** questions, contact the Polydom team at: [evgeny@polydom.ai](mailto:evgeny@polydom.ai)
- For **other inquiries**, reach out to: [lana.u@polydom.ai](mailto:lana.u@polydom.ai)