

ATLANTIS

PARADISE ISLAND BAHAMAS

**INTRODUCING THE ATLANTIS
CHATBOT MONA**

Our Virtual Assistant



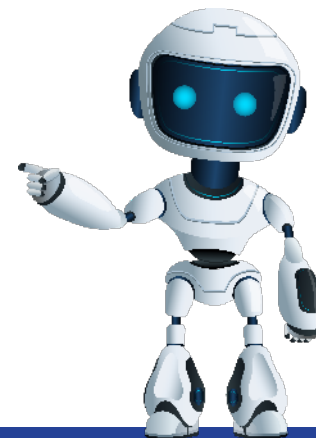
OVERVIEW

MONA is a virtual assistant that can answer common questions about Atlantis at AtlantisBahamas.com.

MONA uses advanced technology, artificial intelligence and natural language processing, to evaluate guests' requests and guide them to the correct information and resources.

MONA is not your standard Chatbot.

Managing the
Online
Needs for
Atlantis

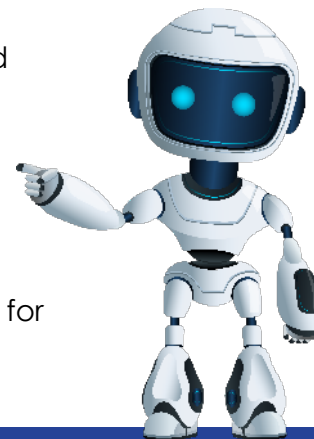


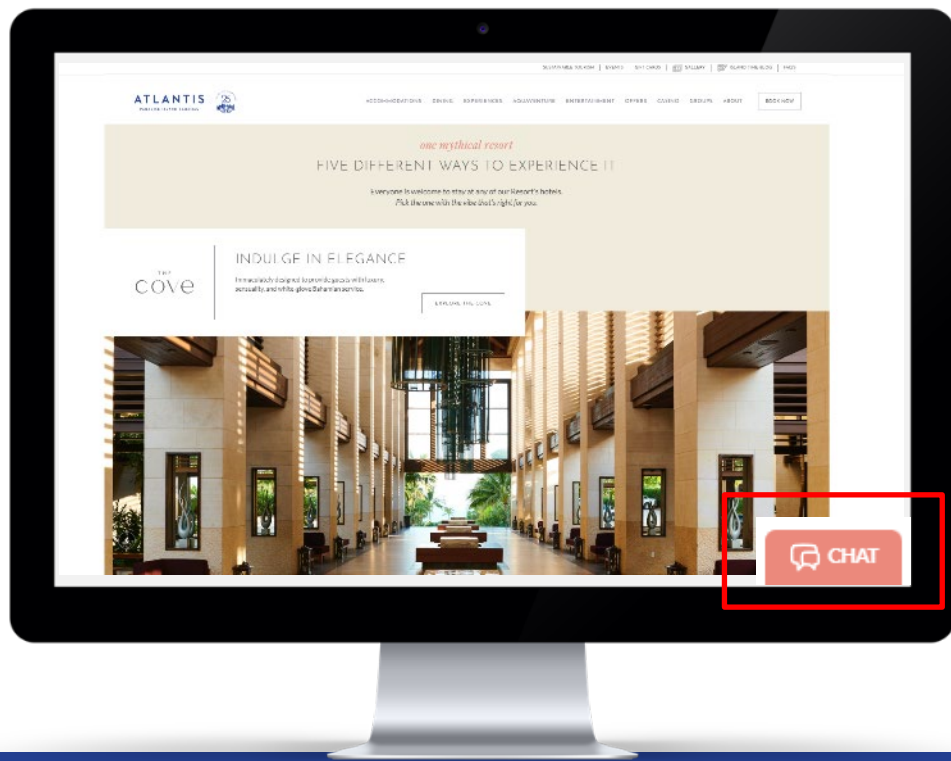
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OUR GOALS

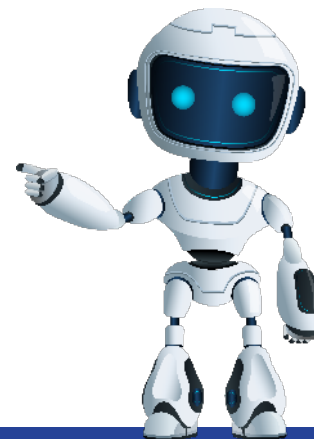
- Using an AI Chatbot, provide real-time responses to customer inquiries, while also returning relevant pages that match the conversation.
- To only manage content in one place, our website, to better control results.
- Improve conversions by answering questions and taking friction out of the booking process.
- Our ultimate objective, to streamline customer interactions, save them time and provide a seamless experience while reducing call volume for simple questions.





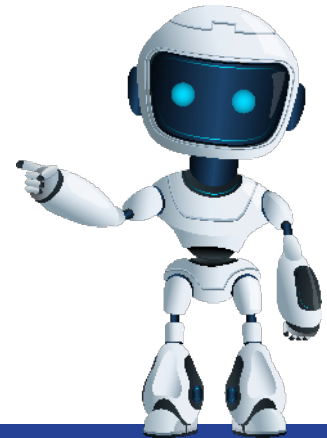
HOW IT WORKS

- When users click on the Chat icon, it will expand into a chat interface, allowing them to input their inquiries and begin interacting with the AI-powered chatbot or click to chat with a live agent.

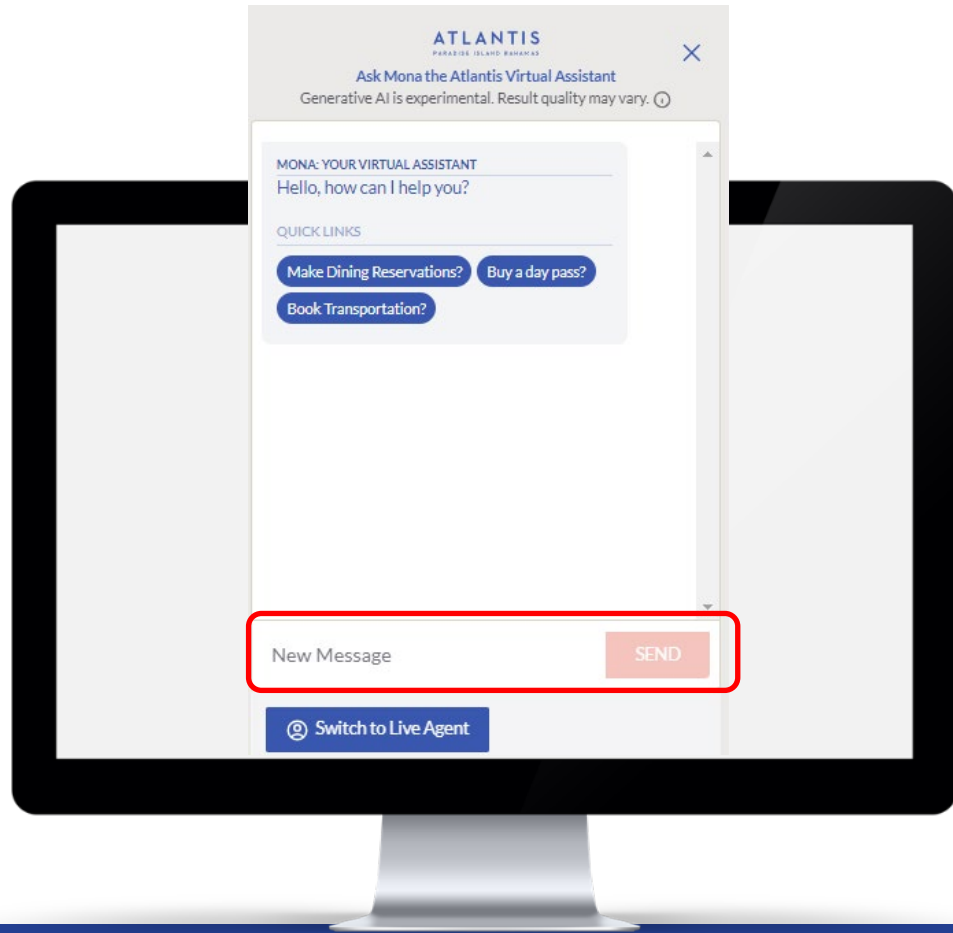




USER AGREES TO TERMS & CONDITIONS

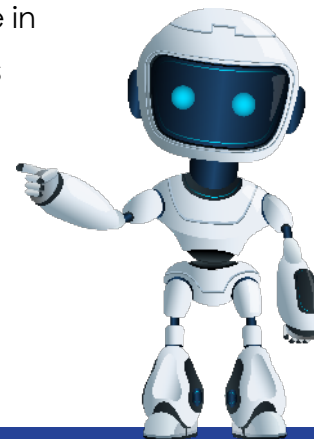


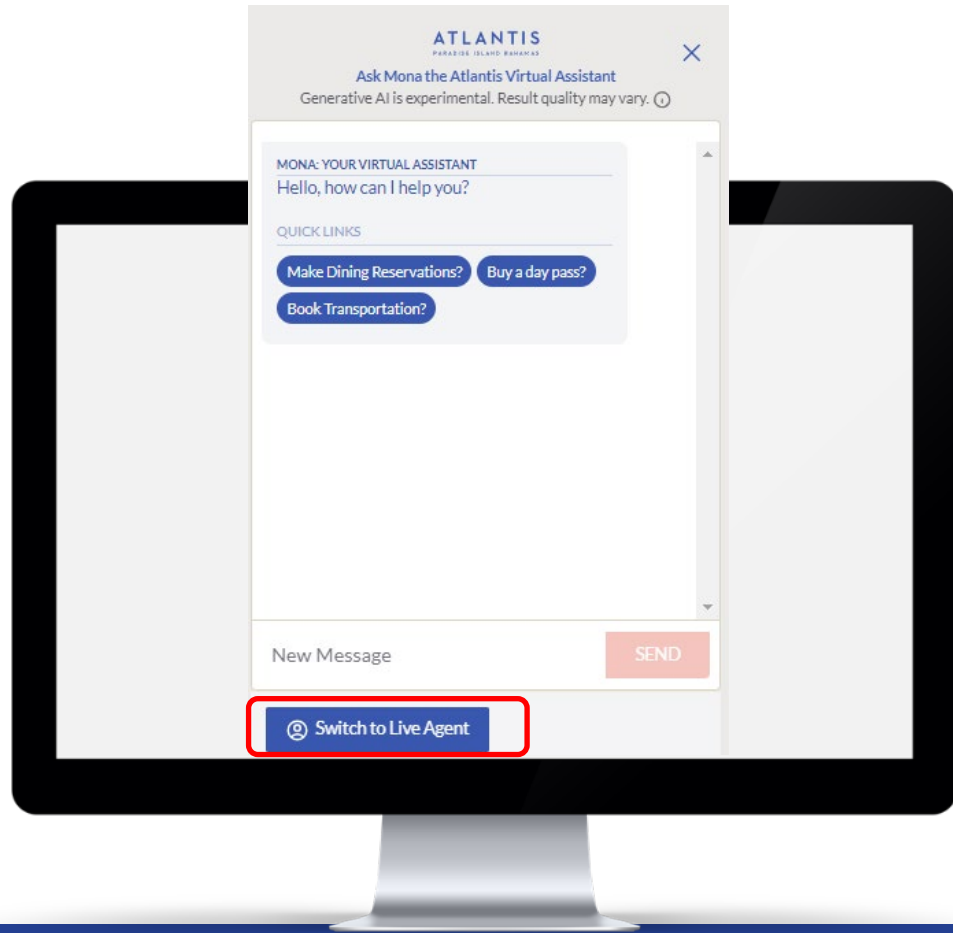
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CHATTING WITH AI

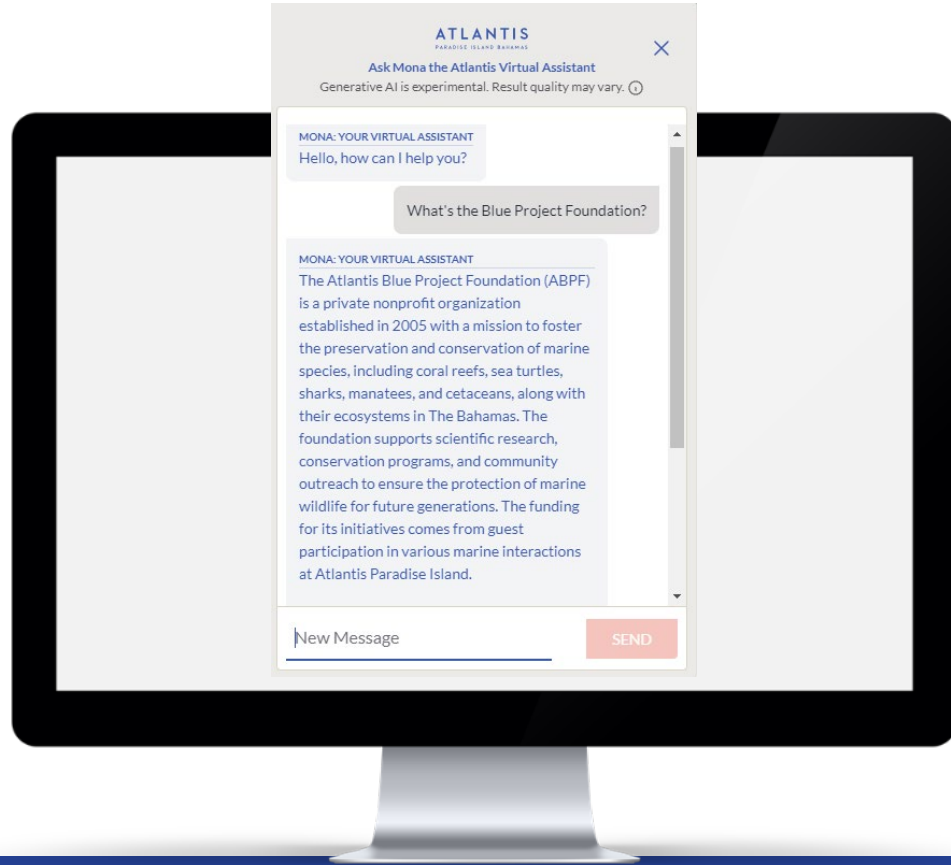
- When a user inputs an inquiry, MONA uses AI and leverages advanced natural language processing models to understand the intent and context of the message.
- The API generates a response in real-time based on the inputs from our website.





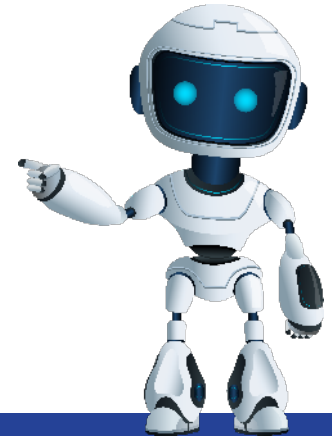
SWITCHING TO LIVE AGENT

- An option is provided to users to switch to a Live Agent for when they have a specific service or reservation question.
- The Live Agent is a system where guests can connect with a call center team member.



LEARNINGS

- Gave us a better understanding how AI systems like Google Bard or ChatGPT will be crawling our website and serving up content to their users. We are adjusting our content strategy accordingly.
- AI Bots crawl the website differently than SEO
- Context is everything



ATLANTIS
PARADISE ISLAND BAHAMAS

Ask Mona the Atlantis Virtual Assistant

Generative AI is experimental. Result quality may vary. ⓘ

MONA: YOUR VIRTUAL ASSISTANT

Hello, how can I help you?

What Restaurants is best for couples?

MONA: YOUR VIRTUAL ASSISTANT

For a romantic dining experience at Atlantis Paradise Island, here are some excellent restaurant choices for couples:

Café Martinique: This upscale French restaurant features an elegant ambiance and a menu filled with classic dishes reflecting the bounty of The Bahamas. The atmosphere is enhanced with live piano music on Thursdays to Sundays, making it a perfect spot for romance.

Nobu: Known for its world-renowned Japanese fusion cuisine, Nobu is ideal for a special occasion or romantic date night. The restaurant's unique dishes and sophisticated setting make it a memorable dining choice.

New Message

SEND

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My family is considering staying at your resort. We have twin 5-year-old boys and an almost 1 year old baby. Our 5-year-old has special needs and is wheelchair bound and on oxygen. Does your resort have accessible options for kids?

MONA: YOUR VIRTUAL ASSISTANT

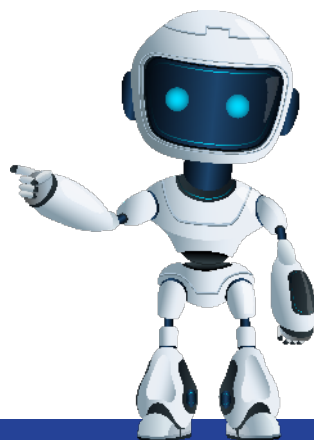
Atlantis Paradise Island is dedicated to providing a welcoming and inclusive environment for all guests. The resort features wheelchair-accessible pathways, ramps, and elevators throughout, ensuring you can easily navigate. They offer handicap-friendly accommodations with features such as safety bars, lowered sinks, and roll-in showers.

If you are interested in booking a special needs room, it's recommended to contact them directly to check availability in advance at 242-369-2000. The resort also provides

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SAMPLE QUESTIONS & RESPONSES



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MONA: YOUR VIRTUAL ASSISTANT

Hello, how can I help you?

Hi there - I'm coming to the Atlantis this upcoming Thursday through next Tuesday. I'm looking to book some Yoga Classes but can't seem to figure out how to do that

MONA: YOUR VIRTUAL ASSISTANT

To book yoga classes at Atlantis Paradise Island, you need to sign up in advance. You can do this by calling the Fitness Center at extension 65246 or by stopping in to register for a class. The Fitness Center is located adjacent to Mandara Spa and offers a variety of yoga classes, including complimentary options.

QUICK LINKS

Fitness Center

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MONA: YOUR VIRTUAL ASSISTANT

Hello, how can I help you?

What is the difference between The Royal and The Cove?

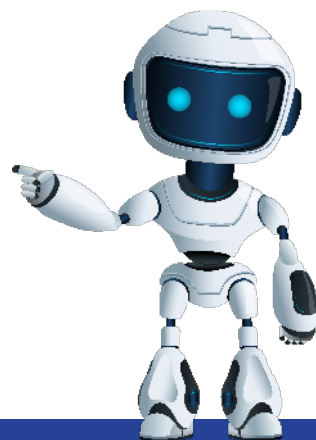
MONA: YOUR VIRTUAL ASSISTANT

The Royal and The Cove at Atlantis Paradise Island offer different experiences. The Royal is the central hub of the resort with iconic towers, providing easy access to multiple amenities including five miles of white-sand beaches, open-air marine habitats, the casino, various restaurants, and numerous water activities including the Aquaventure water park. It is known for being family-friendly and lively. In contrast, The Cove is more of a sophisticated and upscale retreat, nestled between two private beaches. It features an adults-only pool, elegant cabanas, and

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Do you have any celebrity restaurants?

MONA: YOUR VIRTUAL ASSISTANT

Atlantis Paradise Island features several celebrity chef restaurants that provide exceptional dining experiences. Notable options include:

Fish by José Andrés - This upscale seafood restaurant is known for its innovative dishes and stunning design.

Nobu - A renowned restaurant by chef Nobu Matsuhisa, offering exceptional sushi and Japanese-Peruvian fusion dishes.

Paranza - An Italian seafood restaurant led by Chef Michael White, focusing on regional Italian cuisine with a fresh seafood approach.

Silan - A Mediterranean-inspired restaurant by Chef Alon Shaya, celebrating Israeli heritage with Bahamian influences.

QUICK LINKS

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MONA: YOUR VIRTUAL ASSISTANT

Hello, how can I help you?

What should a family do in 3 days at Atlantis?

MONA: YOUR VIRTUAL ASSISTANT

For a family spending three days at Atlantis, here's a fun-filled itinerary:

Day 1: Aquaventure Water Park and Marine Habitats

Start your day at Aquaventure, the expansive 141-acre water park featuring thrilling water slides and lazy rivers.

Explore the marine habitats, including The Dig, where you can discover over 50,000 marine animals.

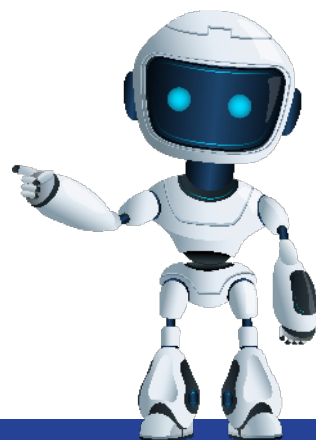
Spend the afternoon relaxing on the beaches or enjoying various pools.

In the evening, consider dining at one of Atlantis's family-friendly restaurants like *Resident's Table* or *Germino's* for delicious

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SAMPLE QUESTIONS & RESPONSES



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THANK
YOU

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