

CASE STUDY

Business centre

Antal Business Centre: AI Reception for a Business Centre

Antal Business Centre is a multi-tenant office building in Prague where the AI receptionist Kamila replaced the front desk and now welcomes every visitor around the clock.



COMPANY

SVJ Antala Staška

LOCATION

Brno, Czechia

DEPLOYED

01/2024

350+

visitors handled per month

1,000+

questions answered per month

€1,300

monthly saving

THE CHALLENGE

Antal Business Centre is a modern multi-tenant office and commercial building in Prague 4, with a shared reception in the atrium in front of the access-controlled areas. Visitors come for many different tenants, each with its own rules and opening hours, and the owners association struggled for a long time to keep the desk reliably staffed.

During a lobby refurbishment the owners decided to remove the traditional desk entirely and automate visitor handling. The system had to route each visitor to the right tenant or contact, control the lift so it only serves the correct floor, run around the clock, answer basic building questions and handle parcel deliveries.

THE SOLUTION

aReception.ai removed the old desk and installed an aReception terminal built into a natural tree trunk in the atrium, next to parcel boxes. On screen a lifelike avatar, Kamila, greets every visitor and handles the whole check-in by voice or touch, so the building always has a professional first point of contact.

A visitor says or taps who they are there for, confirms the contact, and the tenant decides whether to come down or send the lift, which then only allows the correct floor. Pre-announced visitors get a QR code for instant entry. Kamila answers frequent questions, collects contact details and notifies hosts, in several languages, around the clock.

THE RESULTS

Kamila now handles more than 350 visitors and answers over 1,000 questions every month, and the building saves around 1,300 EUR a month compared with a staffed desk. Reception runs around the clock without anyone behind a counter, and every tenant keeps its own rules.

For the owners association the biggest gain is consistency: visitors always get the same professional welcome, access to the lifts and floors stays controlled, and there is a clean digital record of who came and where they went.

"We chose aReception to modernize and automate our entrance. We needed a multi-tenant workflow with per-tenant rules and elevator control, Kamila handles it reliably while reducing costs."



Lukáš Procházka

Controlling Manager, Antal Business Centre