

CASE STUDY

Chamber of commerce

Brno Regional Chamber of Commerce: AI Reception

Brno Regional Chamber of Commerce uses a virtual aReception receptionist to welcome members and visitors, answer questions faster and present itself as an organisation that embraces modern technology.



COMPANY

Regionální hospodářská komora Brno

DEPLOYED

06/2023

24/7

visitor reception

50+

languages supported

0

staff tied to the desk

THE CHALLENGE

Regionální hospodářská komora Brno (the Brno Regional Chamber of Commerce), part of the Czech Chamber of Commerce network, is an important partner for businesses in the region. Entrepreneurs, members and visitors come in for information and meetings, and the chamber wanted to handle reception more efficiently while signalling that it embraces modern technology.

Tying up staff time on routine reception and repetitive questions did not fit an organisation that promotes innovation to its members.

THE SOLUTION

aReception placed a virtual receptionist at the chamber. It makes reception work more efficient, welcomes visitors and answers their questions quickly, and improves communication with entrepreneurs and members.

The solution was implemented smoothly: aReception analysed the needs of the chamber and delivered a tailored set-up, with training and support so the team could rely on it from day one.

THE RESULTS

The chamber serves entrepreneurs and visitors faster and more consistently, saves staff time and cost on reception, and presents itself as an organisation that uses modern technology to improve its services.

RHK Brno is very satisfied with the performance and efficiency of aReception, which strengthens how members and visitors perceive the chamber and points to wider use across the Czech Chamber of Commerce network.