



# ChatBot

CRUISINGPOWER ADVANCED AI

**MEET YOUR NEW  
PERSONAL ASSISTANT**

Royal Caribbean International® and Celebrity Cruises® are excited to introduce the latest tool to help make your job easier and faster — the Intelligent Chat Bot. This time saving, game changing resource is an automated and interactive tool on CruisingPower.com designed to assist you with everyday tasks when managing your clients' bookings. Process payments, request invoices, view balances, payment schedules, and get answers to common questions in just a few clicks — the Chat Bot can do it all and more. And the best part? The Chat Bot has made hold times a thing of the past. It's here for you 24/7, always ready to help. Can't find what you're looking for? No problem, you can connect with an agent and chat live to answer all your questions.

The Chat Bot is in its beta stage — but don't be shy! Chat Bot's a quick learner and the more you interact with it, the smarter it becomes.

**Start using the new Chat Bot today!**



# FREQUENTLY ASKED QUESTIONS

## Cruising Power Intelligent Chat Bot

### 1. What is the Intelligent Chat Bot?

The Chat Bot is an artificial intelligence tool that has been designed to help answer your Royal Caribbean International and Celebrity Cruises questions, and/or guide you to the appropriate resources, all within a simple, friendly, and easy-to-use chat window.

### 2. Where will I be able to locate the chat bot?

As soon as you login to CruisingPower.com, you'll notice the Chat Bot icon in the lower-right corner of your screen. Clicking this icon will start your chat session.

### 3. What everyday tasks can the Chat Bot help me with vs the call center?

The Chat Bot has been designed to help with some of the most frequent questions and tasks that our trade users have, such as: Making a payment on an individual reservation; Requesting an invoice for a reservation; Checking the payment schedule for a booking; and answering some basic FAQ questions. If your question or need is more complex, the Chat Bot can also guide you directly to a representative who will be able to help with your needs.

### 4. What brands are supported by the Chat Bot?

At this time the Chat Bot supports the Royal Caribbean International and Celebrity Cruises brands.

### 5. Can the chat bot answer questions regarding a specific booking?

Yes! The new Chat Bot has been designed to help you retrieve core information, and support basic tasks (like making a payment, or requesting an invoice) for specific reservations.

### 6. Will the Chat Bot grow to handle more items in the future?

Yes, the Chat Bot is designed to evolve over time, and will learn to handle more scenarios in the future, such as Groups.

