BuddyX

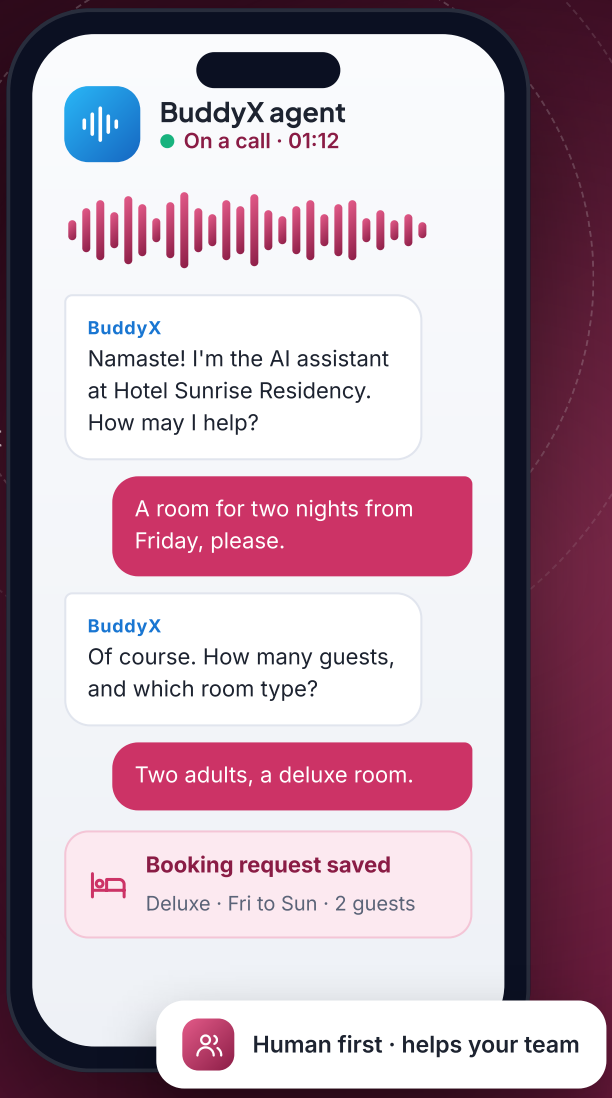
HUMAN-FIRST AI · FOR HOTELS & RESTAURANTS

HOTELS · RESTAURANTS · BANQUETS · TRAVEL

Every booking call answered. Every guest welcomed.

BuddyX gives your hotel or restaurant a human-first AI front desk on the number guests already call. It takes booking requests, sends confirmations and reminders on WhatsApp, asks for feedback after the stay or meal, and writes down every word, in Hindi, English and more.





Booking requests
Rooms, tables and events, repeated back and saved.

Reminders by WhatsApp
A confirmation after booking, a reminder before arrival.

Feedback calls
Asks guests how the stay or the meal went.

Your own number
No new SIM or line

Hindi, English & more
Male or female voice

Calls + WhatsApp
Confirmations & reminders

Book a free demo

Call or WhatsApp +91 88496 99134

A PRODUCT BY Plotex

WHY BUDDYX IS DIFFERENT

Human first. AI second.

Most voice agents are built to replace people. BuddyX is built the other way round: it is another pair of hands for your front desk and reservations team. It takes the routine calls off your team, and your people stay first and in charge of every call.

The AI-first way

- Built to replace your team
- The AI picks up every call
- People step in after something goes wrong
- Your team works around the AI

BuddyX: the human-first way

- Built to help your team
- Your team picks up first; BuddyX takes the calls they miss
- Not sure? It hands the call to your team
- The AI works around your team

What human first means, every day

Your team comes first
Calls ring for your team for the time you set. BuddyX answers only the calls they miss.

Another pair of hands, not a replacement
It takes the routine calls, so your team has time for the guests in front of them.

Take over any call
Watch a call live and take it over on your phone with one click.

Not sure? It hands over
When BuddyX is not sure, it passes the call to your team instead of guessing.

You set the rules
What it says, when it calls and how many calls a day. One click stops everything.

Every call summarised
The BuddyX app shows each call's short summary, recording and full transcript, so your team knows the next step.

How a call goes

Your team · BuddyX

1. **A guest calls** — On your own number
2. **Your team picks up first** — It rings for them first
3. **BuddyX takes the missed call** — Answers, books, reminds
4. **Not sure? Back to your team** — It hands the call over
5. **Your team stays in charge** — Take over any call

Another pair of hands for your team. Never a replacement.

BuddyX does the routine calls, so your people have time for the work only people can do.

MEET BUDDYX

Guests keep calling. Your desk is busy with guests.

BuddyX is an AI voice agent that works on your hotel's or restaurant's own phone. It talks to guests the way your best front-desk host would: warmly, clearly and with the right answers, so your team can look after the guests in front of them.

Busy lines lose bookings

When the desk is busy, guests can't get through and book elsewhere.

No-shows

Without a reminder, guests forget a table or an event booking.

Nothing is written down

Who called, what they asked and what was promised is lost when the call ends.

How it works

1

Choose your setup

Your PC, a BuddyX device or a BuddyX phone, all connected to the BuddyX web portal.

2

Teach your agent

Add rooms, menus, timings, hall details and FAQs, or upload documents. Pick a voice.

3

Set the rules

Choose calling hours, days and a daily limit. One click stops everything.

4

Let it work

It answers and makes calls, and saves each one with its recording, transcript and result.

What it can do

Answer incoming calls

Lets your team pick up first, then answers the calls they miss.

Make calls for you

Reminders, follow-ups and feedback calls to your own lists.

Speak the guest's language

Hindi, English and more. It switches to English when the caller does.

Know your property

Answers from the details and documents you give it.

Keep every word

Recording, full transcript and a short summary of every call.

Hand over any time

Watch a call live and take it over on your phone with one click.

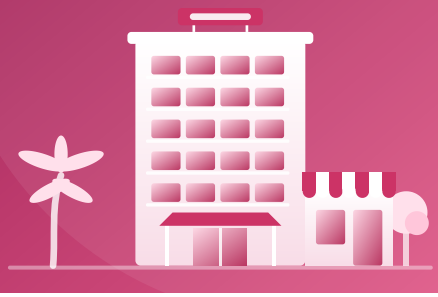
Guests see the number they already know.

BuddyX uses your own SIM, so guests see your familiar number on every call and WhatsApp message.

FOR HOTELS, RESTAURANTS, CATERERS, BANQUETS & TRAVEL

A warm, polite voice on every booking call.

Guests call to book, to ask and to change plans. BuddyX handles these routine calls warmly and politely, so your team can look after the guests in front of them.



Room booking requests

Asks the dates, number of guests and room type, repeats it back, and saves the request for your front desk.

Table reservations

Takes the date, time and party size, repeats it back, and confirms it on WhatsApp.

Banquet, catering & tour enquiries

Notes the date, number of guests and what they need, or the trip they plan, for your team.

Reminders before arrival

A call or WhatsApp before check-in, the table or the event, with the time and address.

Feedback after the stay or meal

Asks how it went, and marks unhappy guests for your manager to call back.

After-hours calls

Picks up late at night, answers from your details, and saves each request for the morning team.

EXAMPLE CALL — A guest calls the restaurant

BuddyX: Namaste, Spice Route Restaurant mein aapka swagat hai. Main yahan ki AI assistant hoon. Kya madad karoon?

Guest: Saturday raat ke liye chaar logon ki table chahiye.

BuddyX: Ji zaroor. Saturday ko dinner 7 se 11 baje tak hai. Kis samay aayenge?

Guest: Saade aath baje. Naam Mehra.

BuddyX: Theek hai: Saturday raat 8:30, chaar log, Mehra ji ke naam par. Confirmation WhatsApp par aa jayega.

Table booked · Saturday 8:30 pm · 4 guests · saved for the restaurant team

Works from your lists

Add your guests and enquiries, tag them, and set up a campaign: once, on chosen days, or as a follow-up to how the last call went. No answer? It tries again at the times you allow.

What your business gains

- More booking calls answered at the busiest hour
- Reminders that help guests keep their booking
- Feedback from every guest, not a few
- Every call on record, with a short summary

Hotels & resorts · Guest houses · Restaurants · Caterers · Banquet halls · Travel agencies

WHATSAPP AUTOMATION

Every booking confirmed on WhatsApp. Every guest reminded on time.

Calls and WhatsApp work together from your one number. After a booking call, the details arrive on WhatsApp; before arrival, the reminder does; and a guest who writes "please call me" gets a call back.

Booking call
Guest calls or is called

Confirmation
Date, time, guests

Reminder
Before arrival

Stay or meal
The guest arrives

Follow-up
A feedback request

Booking confirmations

After every booking, the guest gets the date, time and address on WhatsApp.

Reminders before arrival

A reminder before check-in or the table, with a call as well if you like.

Event & trip reminders

Before a banquet, a catered event or a tour, a reminder of the date and time.

After an enquiry

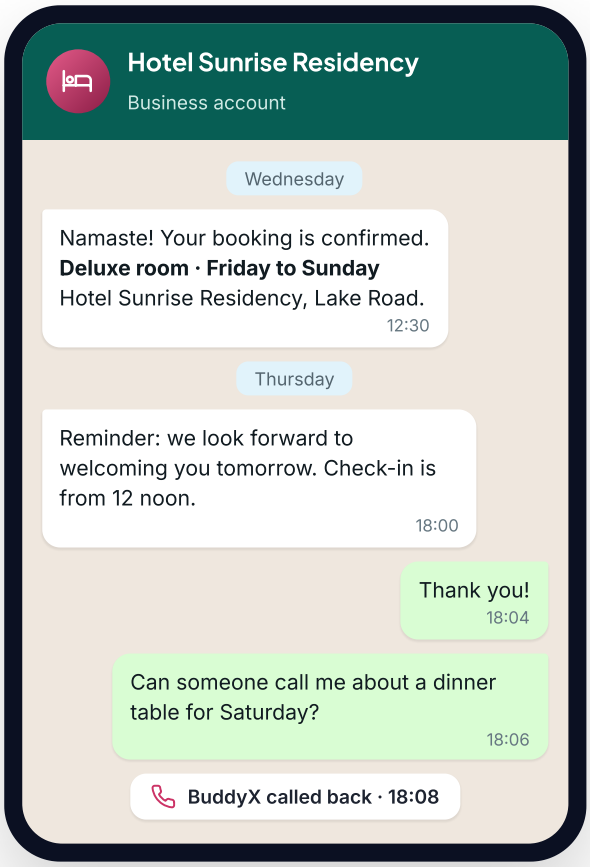
After an event or tour enquiry call, a follow-up message keeps the conversation going.

Feedback after the visit

A short message after the stay or meal, with a feedback request.

"Call me" becomes a call

When a guest writes asking for a call, BuddyX rings them back by itself.



One number for calls and WhatsApp.

Guests get calls and messages from the number they already know, so they recognise you and reply.

A DAY WITH BUDDYX

From the morning reminders to the late-night table request.

This is how a day can look at a hotel and its restaurant with BuddyX on the phone. Your team decides what it does and when; it keeps to your calling hours and limits.

09:30

Arrival reminders

Today's arrivals get a WhatsApp reminder; tomorrow's guests get a call.

11:00

Booking calls

While the desk checks guests out, BuddyX answers: rooms, timings, directions and booking requests.

14:00

Feedback calls

Guests who left yesterday are asked how the stay went; unhappy ones are marked for the manager.

17:00

Event enquiries

The day's banquet enquiries are called back; the date and number of guests are noted.

22:30

Late-night calls

A caller wants a table for tomorrow. BuddyX takes the request and saves it for the morning.

Calls & messages today

Your day at a glance

09:31	••••4417 · WhatsApp Arrival reminder	Sent
09:36	••••8178 · outgoing Arrival reminder	Coming
11:12	••••0932 · incoming Room booking request	Request saved
11:13	••••0932 · WhatsApp Booking confirmation	Sent
14:05	••••5521 · outgoing Feedback after the stay	For the manager
17:10	••••7310 · outgoing Banquet enquiry call-back	Details noted
22:34	••••2209 · incoming Table request	Request saved

Each call opens with its recording, full transcript and summary. Illustration; numbers hidden.

Your team spends its time on guests, not on the phone.

The routine calls are handled and written down. The guests who need a person are clear at a glance, ready for your team.

INSIDE BUDDYX

Powerful on every call. In your hands at every step.

It runs on your PC, a BuddyX device or a BuddyX phone, all connected to the BuddyX web portal. Set it up once and change any setting whenever you like.

Your own number
Calls and answers on your usual number. No new SIM or line.

Voices & languages
Male or female voice; Hindi, English and more. It switches to English when the caller does.

Teach it your property
Your rooms, menus, timings and answers to common questions, or upload documents.

Your team first
Calls ring for your team first; BuddyX answers the ones they miss.

Hands over when unsure
When it is not sure, it passes the call to your team.

Watch & take over
Follow any call live in the BuddyX web portal and take it over in one click.

Every call saved
Recording, full transcript and a short summary for each call.

Bookings repeated back
Each booking request is read back to the guest and saved with the call.

Calling campaigns
Call a list once, on chosen days, or on a schedule.

Follow-ups on the result
A follow-up campaign starts from how the last call went.

Tries again
No answer? It tries again at the times you allow.

WhatsApp automation
Confirmations, reminders and follow-ups, and "call me" becomes a call.

What you need

- A Windows 11 PC or a BuddyX device (no computer needed), paired over Bluetooth with your business Android phone
- Or a BuddyX device or a BuddyX phone with your business SIM
- An internet connection: all three connect to the BuddyX web portal
- We set it up with you

You stay in charge

- It calls only in the hours and on the days you set
- A daily limit you choose
- It calls your own guests and enquiries
- One click stops everything

GET STARTED

Hear BuddyX welcome your guests.

Tell us how guests reach you today. We will show you BuddyX handling those very calls, and set it up for your team when you are ready.

1

Free demo

See and hear the agent on a live call, set up with your own rooms, menus, timings and questions.

2

Set-up, your way

We set BuddyX up on your PC, a BuddyX device or a BuddyX phone, and teach the agent your details, in your words.

3

Go live, one step at a time

Start with reminders or booking calls, check every call, then let BuddyX take on more.

BOOK YOUR FREE DEMO

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Call or WhatsApp us

Hotels & guest houses

Restaurants & caterers

Banquet halls

Travel agencies

BuddyX

A PRODUCT BY Plotex

BuddyX places and answers calls through your own SIM and number. Use it to call your own guests and people who have enquired with you, with their consent and within the TRAI rules for calls; it is not for cold or promotional calls. WhatsApp messages go only to people who have shared their number with you. The agent's answers are only as good as the information you give it, and your team can review every call. Conversation examples and the hotel and restaurant names are illustrations.