✳ kopius *Virtual Concierge*

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CASINO Experiences
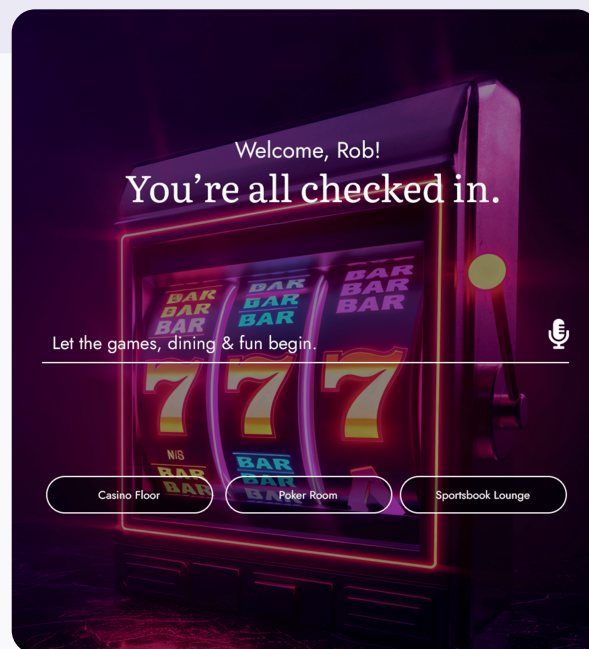
PERFECTLY TAILORED
to each guest.

Deliver personalized experiences and optimize operations with The Kopius Virtual Concierge. This GenAI-driven app provides tailored recommendations and services to every guest.

Gain a 360-degree view of guest behavior across your entire property, not just on the gaming floor, so you can optimize your non-gaming offerings for maximum impact.

The Kopius Virtual Concierge connects to **existing players clubs, loyalty programs, and reservation systems**, and **builds on that data** as guests use non-gaming services. The more guests engage with it, **the more personalized** their experience becomes. You can:

- ✓ **Boost dining revenue:** Offer targeted deals and recommendations based on guest history and preferences, driving traffic to your restaurants and increasing spend.

- ✓ **Upsell related services:** Proactively suggest relevant offerings based on guest bookings and activities—like a golf lesson after a tee time—increasing revenue per guest.

- ✓ **Craft tailored itineraries:** Create personalized plans based on past visits, encouraging longer stays and maximizing guest engagement and spending.

- ✓ **Optimize offers with data:** Leverage real-time data and guest feedback to refine promotions and personalize experiences, driving non-gaming revenue growth.

Welcome, Rob!
You're all checked in.
Let the games, dining & fun begin.

Casino Floor   Poker Room   Sportsbook Lounge

Unlock Enhanced Guest Experiences & Revenue Growth.
Elevate loyalty and drive non-gaming revenue with the Kopius Virtual Concierge's tailored casino experiences.