

April 28, 2025

To,  
National Stock Exchange of India Limited  
(NSE: RATEGAIN)

BSE Limited  
(BSE: 543417)

**Sub: Press Release on “RateGain Launches the First CRS Integrated AI voice agent for hotels”**

Dear Sir / Ma'am,

In accordance with Regulation 30 read with Schedule III of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed the press release on '*RateGain Launches the First CRS Integrated AI voice agent for hotels*'.

Please take the above information on record.

Thanking you.

Yours faithfully,  
For RateGain Travel Technologies Limited

Mukesh Kumar  
General Counsel,  
Company Secretary & Compliance Officer  
Membership No.: A17925

RateGain®

## RateGain Launches the First CRS Integrated AI voice agent for hotels

**Noida, 28<sup>th</sup> April 2025: RateGain Travel Technologies Limited (RateGain)**, a global provider of AI-powered SaaS solutions for the travel and hospitality industry, today announced the launch of **UNO VIVA, the first CRS integrated AI voice agent built for hotels**.

UNO VIVA is an AI agent built on UNO—RateGain's AI-powered hotel commerce platform designed to streamline and optimize the reservation journey for hotels. Designed to be deployed independently or with CRS, UNO VIVA manages reservation-related calls with high efficiency and responsiveness.

Built on top of an automatic speech recognition system with multi-lingual capabilities to manage 18+ languages, it ensures that every guest inquiry is addressed promptly and accurately, enhancing customer satisfaction and operational efficiency.

Nearly 90% of inbound calls in hotels are repetitive, yet inconsistent responses often lead to missed opportunities, especially for high-value or complex bookings. Meanwhile, challenges like agent fatigue, high attrition, inadequate training, language gaps, and lack of real-time data drive up costs and result in dropped calls. With 40% of voice reservations going unanswered, UNO VIVA provides a scalable, intelligent solution to reduce operational strain, recover lost revenue, and ensure consistent guest experience.

UNO VIVA directly addresses this gap by providing hotels with an always-on, intelligent assistant that reduces front desk workload, ensures accuracy, and delivers consistent service across every interaction. Designed to integrate smoothly with existing PMS, it empowers hotels to optimize team efficiency while delighting guests.

Easy to integrate and to train, UNO VIVA can start providing results within a week and improve average value per booking. Available 24/7, UNO VIVA AI agent can easily process conversations in 18 languages, syncs live rates and availability to eliminate pricing errors, and seamlessly manages bookings sending instant confirmations to guests.

Guests can use it to make new reservations, modify existing ones, or even cancel bookings. It can also understand the context of a guest's need and recommend suitable properties based on location and preferences.

Commenting on the launch, **Bhanu Chopra, Founder and Managing Director, RateGain**, said, *"UNO VIVA represents a new era in hospitality technology. As an AI first company, RateGain is focused on building products that automate complexity and help our customers grow faster. Thus, UNO VIVA is not just about answering calls about creating intelligent touchpoints that boost revenue and elevate the guest experience. With UNO VIVA, we're enabling hotels to stay ahead in a rapidly evolving landscape."*

UNO VIVA is now available for hotels worldwide. To explore how it can revolutionize your property's reservation process, visit <https://uno.rategain.com/distribution/viva-ai-voice-agent/>

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### About RateGain

RateGain Travel Technologies Limited is a global provider of AI-powered SaaS solutions for travel and hospitality that works with 3,200+ customers and 700+ partners in 100+ countries helping them accelerate revenue generation through acquisition, retention, and wallet share expansion.

RateGain today is one of the world's largest processors of electronic transactions, price points, and travel intent data helping revenue management, distribution and marketing teams across hotels, airlines, meta-search companies, package providers, car rentals, travel management companies, cruises and ferries drive better outcomes for their business. Founded in 2004 and headquartered in India, today RateGain works with 26 of the Top 30 Hotel Chains, 25 of the Top 30 Online Travel Agents, 3 of the Top 4 Airlines, and all the top car rentals, including 16 Global Fortune 500 companies in unlocking new revenue every day. For more information, please visit [www.rategain.com](http://www.rategain.com)

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**Media Contact:**

Aastha Khurana, Director- Corporate Communication  
[media@rategain.com](mailto:media@rategain.com)

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