AI Roadmap

NEWHOTEL



INITIATION

Foundations & Internal Alignment.

DATA

Documentation + Knowledge Encoding (Current Stage)

DEV

Development, QA & Internal Dry Runs

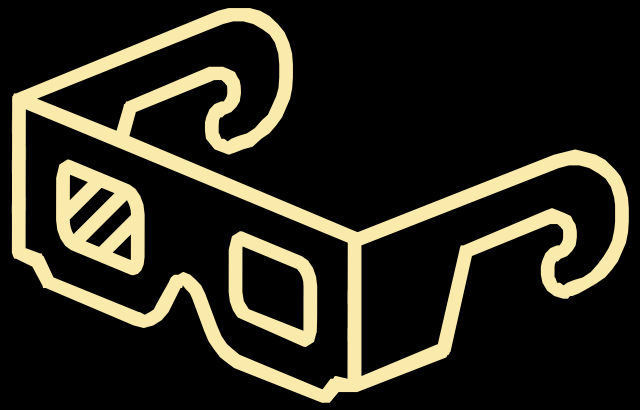
LAUNCH

Launch: Helper Agent v1 (Manual-Only Assistance)

MONITOR

Monitoring, Hallucination Control & Stability Hardening**

QUALITY ASSUSRANCE SOFTWARE



PHASE 1 -INITIATION

Foundations & Internal Alignment

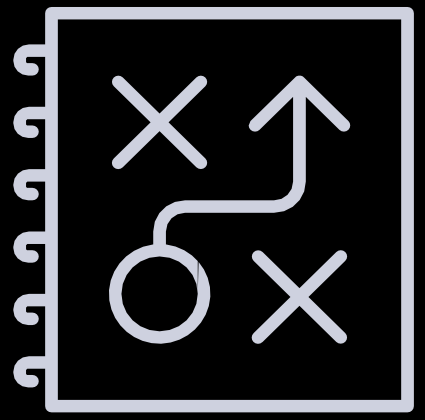
- Process mapping
- Data flow inventory
- AI gateway + logging pattern
- Permission tiers
- UX concepts for the Helper



PHASE 2 - DATA

Documentation + Knowledge Encoding

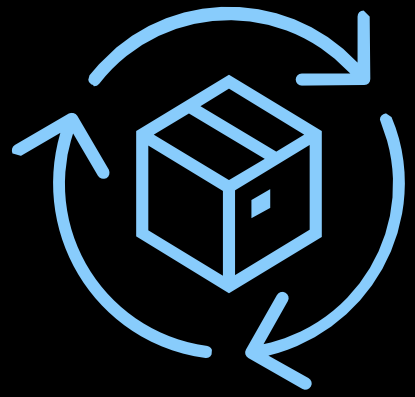
- Agent behavioural specification
- PMS workflow encoding
- Error dictionary
- Operational test cases
- Evaluation metrics



PHASE 3 - DEV

Development
QA & Internal Dry Runs

- Build Helper Agent
- Connect read-only data sources
- Scenario-based evaluations
- Refine logic and prompt structure
- Prepare onboarding material



PHASE 4 - LAUNCH

Launch: Helper Agent v1
(Manual-Only Assistance)

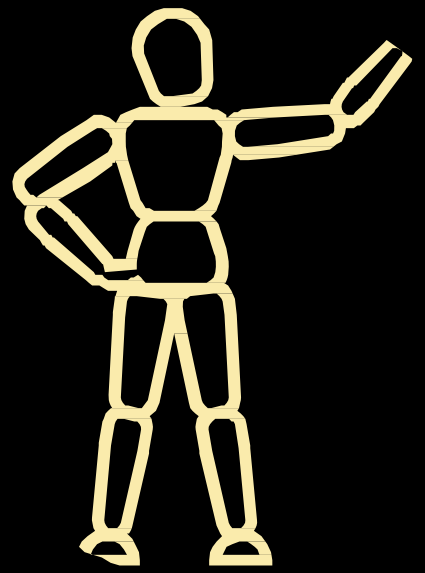
- Pure guidance
- No actions executed
- Context-aware help
- Internal knowledge base exposed
- Logging layer active



PHASE 5 - MONITOR

Monitoring, Hallucination Control & Stability Hardening

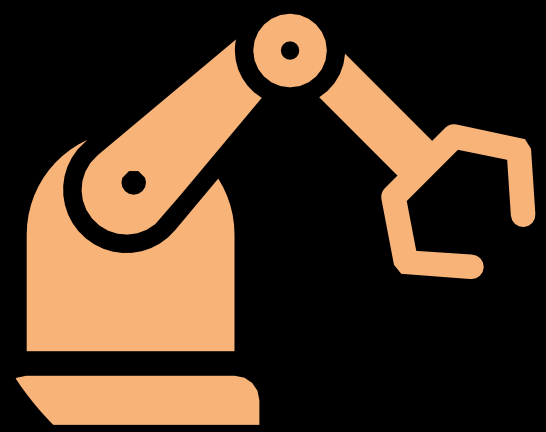
- Observe real-world usage.
- Detect hallucinations or incorrect guidance early.
- Strengthen rules, constraints, and fallback behaviours.



PHASE 6 - ACTIONS

Assisted Actions
(Human Approval Required)

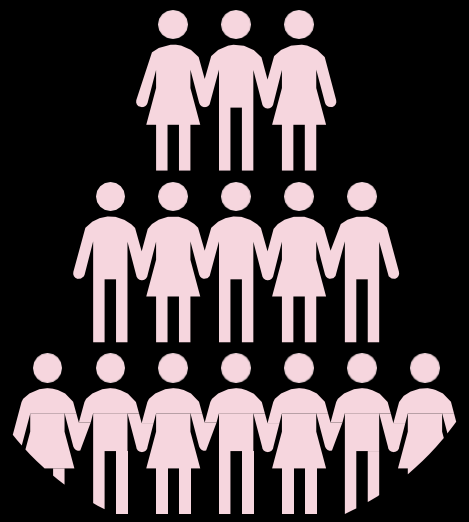
- Suggestions for reservation operations
- Drafts for billing adjustments
- Housekeeping planning suggestions
- Prepared guest message templates
- Action cards requiring approval



PHASE 6 - AGENT

First Autonomous Actions
(Low-Risk Tasks)

- Automatic room status updates
- Housekeeping task allocation
- Morning report automation
- Routine operational task execution



PHASE 7 – MULTI-AGENT

Multi-Agent PMS Ecosystem

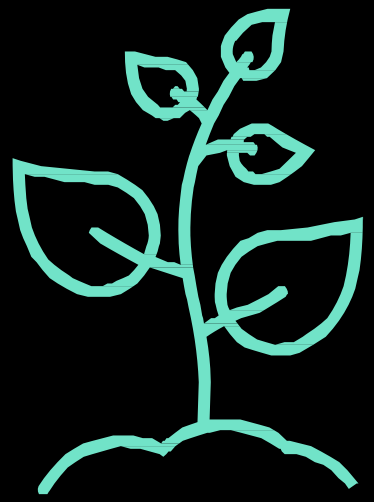
- Front Desk Agent
- Revenue Agent
- Housekeeping Agent
- Back-Office Agent
- Guest Relations Agent



PHASE 8 – MONITOR

Monitoring, Hallucination Control & Stability Hardening

- Observe real-world usage.
- Detect hallucinations or incorrect guidance early.
- Strengthen rules, constraints, and fallback behaviours.



PHASE 9 – ECOSYSTEM

Implement other apps

- SPA
- EVENTS
- POS