

Ivy: Agent user education starter pack

Learn how to navigate and use Ivy to enhance the guest experience.

Videos

 [Introduction to Ivy](#)

 [More Ivy functions](#)

Articles

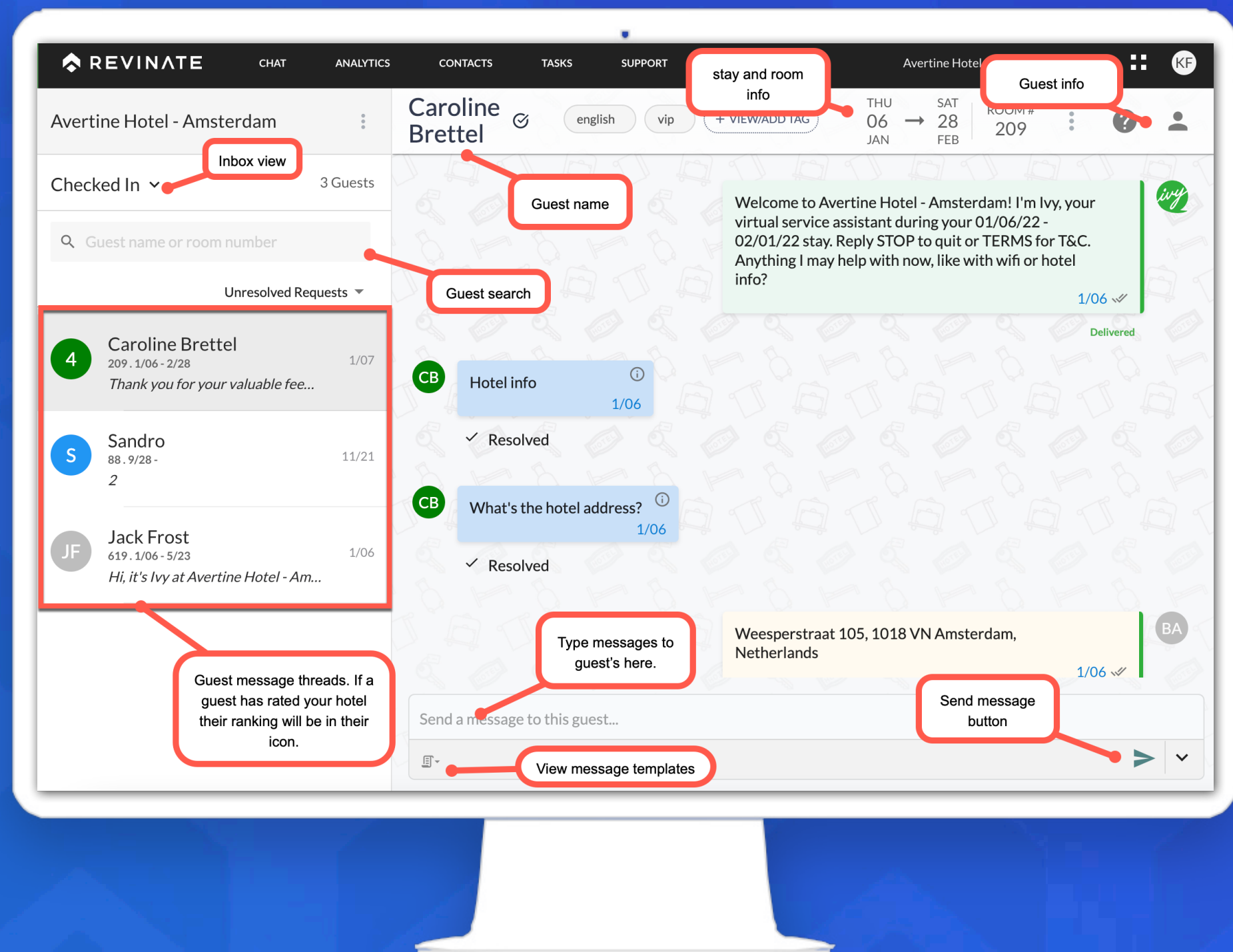
[View guest information and profile](#)
Explains how to view guest info

[How to send a message to guests](#)
Message guests within the Ivy interface

[General messaging best practice](#)
Best Practices for Ivy interactions with guests

[Smart responses, campaigns & templates](#)
Explains the differences between these message types and how you might use them.

Learn the dashboard



The screenshot shows the Revinate Ivy dashboard for 'Avertine Hotel - Amsterdam'. The interface includes a top navigation bar with 'REVINATE', 'CHAT', 'ANALYTICS', 'CONTACTS', 'TASKS', and 'SUPPORT'. The main area is divided into a left sidebar and a right chat window. The sidebar contains 'Inbox view' (3 Guests), a search bar for 'Guest name or room number', and a list of 'Unresolved Requests' for three guests: Caroline Brettel, Sandro, and Jack Frost. The chat window shows a conversation with Caroline Brettel, including a welcome message from Ivy and two resolved requests: 'Hotel info' and 'What's the hotel address?'. A message input field at the bottom contains the address 'Weesperstraat 105, 1018 VN Amsterdam, Netherlands' and a 'Send message button'. Red callout boxes highlight various elements: 'stay and room info', 'Guest info', 'Inbox view', 'Guest name', 'Guest search', 'Guest message threads', 'Type messages to guest's here', 'Send message button', and 'View message templates'.