

GUIHER.AI

AI customer service that answers, books and learns.

Shops, practices, agencies, online stores, software companies: an agent on your website, on the phone, on WhatsApp and by email, that improves every week.

Bistrot Le Comptoir

Online · replies in seconds

A table for 4 tonight?

Yes! We have 7:30 pm or 9 pm.
What name should I book
under?

9 pm, under the name
Martin.

Confirmed for 4 people at 9
pm. A confirmation SMS is on
its way.

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THE PROBLEM

Your customers write everywhere, at all hours



On five channels at once

Phone, website, WhatsApp, Instagram, email: each customer picks their own.



Evenings and weekends

Questions arrive when the team is no longer there to answer.



At the worst moment

Mid-service, on a viewing, in a meeting: the same questions keep interrupting the team.

WHAT IT COSTS

Every unanswered message is a customer going elsewhere

A lost booking

A customer who gets no answer in the evening books elsewhere, often without calling back.

An interrupted team

Every repetitive call disrupts a service, a viewing or a treatment.

A forgotten lead

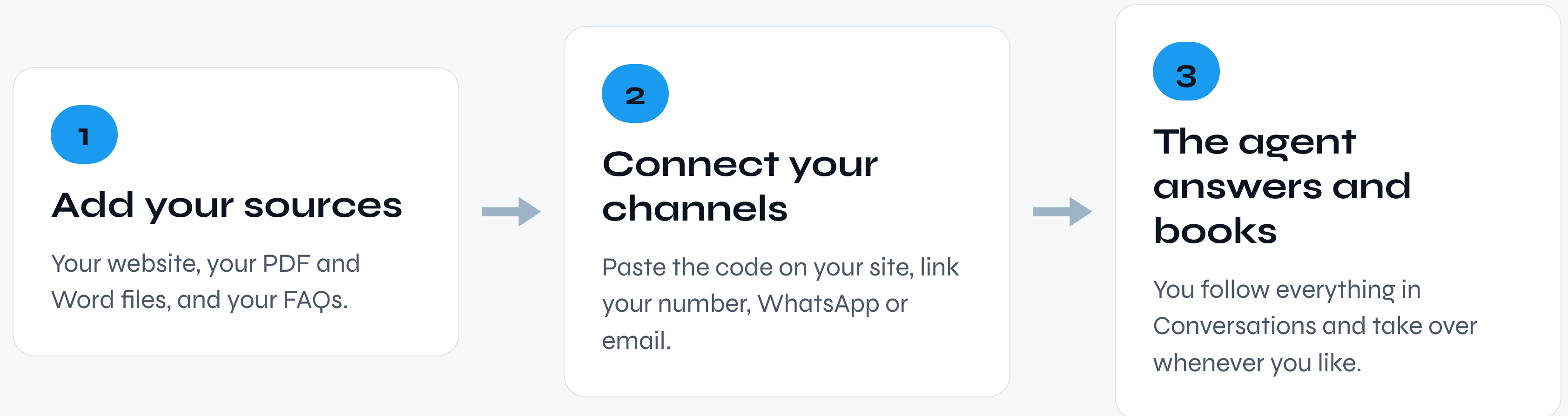
A request sent at the weekend isn't handled until Monday, if at all.

THE SOLUTION

Giiher.ai answers your customers, takes their bookings and learns from every question.

In writing and on the phone, 24/7, in the customer's language: French, English or Spanish.

Three steps to get started



OMNICHANNEL

All your channels, one inbox



Website

Chat and voice calls



Phone

Calls on a real number



WhatsApp

Questions and appointments



Instagram

Direct messages



Messenger

Your Facebook page



Email

Replies in the thread



Telegram

Bot connected in minutes



Simulator

Every channel tested first



Your team

One-click takeover

BOOKINGS AND APPOINTMENTS

It fills your calendar, not just your FAQ

- Time slots and capacity respected automatically
- Customer confirmation by email and SMS
- Cancellations and changes by the customer
- Calendar synced (iCal, Calendly, Cal.com)

NEW BOOKING

Friday · 9:00 pm

4 people · Martin

Source: WhatsApp

Confirmed

✓ Confirmation SMS sent

IT LEARNS

Every unanswered question makes it better



A “To complete” filter groups the conversations to handle; every Monday, an email summary.

HUMANS STAY IN CONTROL

Your team takes over the conversation whenever it wants



One-click takeover



Round-robin assignment



Response time alerts



Shared internal notes



Saved quick replies



Automatic escalation alerts

REPORTING

See what the agent brings you



Conversations

Resolved, handed off,
response time



Satisfaction

Ratings left by visitors



Acquisition

Where your leads come
from



Usage

Credits, voice and storage
per agent

A Statistics page per workspace, exportable to PDF, CSV or Excel, plus an email summary every Monday.

TRUST

An agent that stays in its lane



Your identity, nothing else

It introduces itself under your company name and only gives your contact details. Widget in your colours, light or dark.



No making things up

Information missing from your sources? It says so and hands off to the team.



Protected data

One-click GDPR export and deletion, documents stored in France.



Secure access

Two-factor authentication, SSO, roles and active session control.

WHO IT'S FOR

17 industries, a template for each

The template pre-fills the agent's role, typical requests and limits. You fine-tune it in minutes.

Restaurants

Bookings and menu

Real estate

Leads and viewings

Insurance

Requests and claims

SaaS companies

Product support

E-commerce

Orders and returns

Dental practice

Appointments and emergencies

Law firm

First consultations

Medical practice

Front desk and triage

Hair and beauty

Appointments and services

Spa and wellness

Treatments and gift vouchers

Gym

Memberships and classes

Classes and workshops

Sign-ups and groups

Events

Ticketing and access

Travel agency

Trips and travel documents

Car garage

Workshop and quotes

Training

Enrolment and funding

Recruitment

Applications and follow-up

And also

Banking, telecoms, energy, internal IT helpdesk

RESTAURANTS

Tables booked, even mid-service

- Table bookings, capacity respected
- Changes or cancellations by the customer
- Menu, allergens and dietary needs
- Groups and private events

Key channels: phone, website, WhatsApp, Instagram. SMS confirmation.

Do you have gluten-free dishes?

Yes, they're marked on the menu.
Shall I book you a table?

Saturday, 8 pm, 2 people.

Booked. A confirmation SMS is on its way.

REAL ESTATE

Every request qualified, every viewing offered

- Property search, to buy or rent
- Valuation and listing
- Viewing appointments
- Rental application file

On the phone or in writing, leads arrive with their budget and area.

Is the two-bedroom flat in the centre still available?

Yes. What's your budget, and are you buying alone or as a couple?

€350,000, as a couple. A viewing on Thursday?

Thursday at 6 pm has been proposed to the agency. Your email?

INSURANCE

Policyholders served around the clock, within the rules

- Policy lookup and routine requests
- Surrender, beneficiary clause: procedure explained
- Complaints: timelines and ombudsman referral
- Handed to an advisor whenever needed

By phone and in writing, no policy sales.

How do I change the beneficiary on my policy?

Here are the steps and the documents needed. I'm also passing your request to an advisor.

 Conversation handed to the team

SAAS COMPANIES

Fewer tickets, self-sufficient users

- Onboarding and “how to”
- Errors, account and login
- Billing and subscription
- Bugs and requests escalated to the team

Key channels: in-app widget, email.

How do I invite a colleague?

Open Settings, then Members, and enter their email. They get the invite right away.

And the export isn't working.

I'm passing the issue to the tech team with your details.

E-COMMERCE

Customer service stays open while you ship

- Order tracking, with number and email
- Returns and exchanges per your policy
- Refunds and missing parcels
- Product questions, sizes and stock

Key channels: website (Shopify, WooCommerce, Wix), WhatsApp, Instagram, email.

Where's my order 4512?

Could you confirm the email used for the order?

And if the size doesn't fit?

You have 30 days to exchange it. I'll send you the steps.

DENTAL PRACTICE

The phone gets answered, even during treatments

- Booking, rescheduling and cancelling appointments
- Urgent requests spotted and passed on
- Documents and instructions before the appointment
- Hours, fees, direct billing, access

Key channels: phone, website, WhatsApp. No medical advice: the agent redirects.

I have a terrible toothache, do you have a slot?

I'm flagging your request as urgent to the practice. You can also take tomorrow at 9:30 am.

Tomorrow at 9:30 am, perfect.

Noted. Remember to bring your health insurance card.

LAW FIRM

Every call becomes a qualified first consultation

- The firm's practice areas
- Routing to the right partner
- Consultation booking
- Fees, documents to bring, access

Key channels: phone, website, email. No legal advice: the agent redirects.

My employer wants to fire me, what are my options?

I can't give you legal advice, but our employment law partner can see you.

I'd like to meet her.

How about Thursday at 2 pm? Bring your contract and latest payslips.

Full calendars, without leaving the chair

HAIR AND BEAUTY

Appointments get booked while you cut hair

- Appointments by service
- Price and duration of each service
- Changes, cancellations or running late
- Products and gift cards

🛡️ Never promises a result before the professional's assessment.

Key channels: Instagram, WhatsApp, phone

SPA AND WELLNESS

Every treatment booked, every gift voucher sold

- Booking a treatment or access
- Help choosing a treatment
- Gift vouchers and gift sets
- Changes, cancellations, practical info

🛡️ No medical advice: pregnancy or medication, it refers to the venue.

Key channels: website, Instagram, phone

Sign-ups that take care of themselves

GYM

Members find their class, the front desk breathes

- Memberships and prices
- Class schedule and booking
- Referral to a coach
- Cancellation, freezing, practical info

 No medical advice or rehab programmes.

Key channels: website, WhatsApp, Instagram

CLASSES AND WORKSHOPS

Full workshops, from trial class to groups

- Booking a session
- Choosing the workshop and level
- Packages and gift cards
- Groups, companies, birthdays

 Allergens confirmed by the instructor, parental consent for minors.

Key channels: website, Instagram, WhatsApp

Your customers plan their outing, the agent answers

EVENTS AND TICKETING

Ticketing questions handled before the big day

- Booking or buying tickets
- Programme and practical information
- Ticket not received, exchange, refund
- Groups, private hire, seminars

🏆 Only announces the line-up found in your sources.

Key channels: website, Instagram, email

TRAVEL AGENCY

Qualified trip requests for your advisors

- Advice and trip search
- Quote requests and bookings
- Travel documents: passport, visa, health
- Follow-up, changes or cancellation

🏆 Travel documents: points to the official source; price confirmed by an advisor.

Key channels: website, WhatsApp, email

The switchboard no longer rings unanswered

CAR GARAGE

The workshop fills up, the phone calms down

- Maintenance and servicing
- Breakdown or repair: initial triage
- Workshop appointments
- Quotes, prices and job tracking

✓ No firm diagnosis or price without a quote; safety is never downplayed.

Key channels: phone, website, WhatsApp

MEDICAL PRACTICE

Lighter front-desk load, patients pointed the right way

- Booking, rescheduling and cancelling appointments
- Documents and preparation
- Hours, practitioners, fees, direct billing
- Life-threatening: referral to emergency services

✓ No diagnosis or medical advice; health data handled discreetly.

Key channels: phone, website

Well-informed learners and candidates

TRAINING PROVIDER

Enrolments move forward, even in the evening

- Programmes and upcoming sessions
- Enrolment and required documents
- Funding: possible schemes
- Course access and learner follow-up

🛡️ Guarantees neither funding nor exam success.

Key channels: website, email, WhatsApp

RECRUITMENT

Every candidate gets an answer

- Information on job openings
- Application and required documents
- Application tracking
- Process and interviews

🛡️ No discriminatory questions, no job promises.

Key channels: careers site, email

PRICING

A plan for every company size

Essential

Small firms, shops, practices

€29 excl. VAT/month

- 2 users
- 800 AI credits per month
- 20 min of voice
- Channels, leads, appointments

Pro

RECOMMENDED

SMBs, agent on the phone

€79 excl. VAT/month

- 5 users
- 3,000 AI credits per month
- 150 min of voice
- Everything in Essential, scaled up

Business

Networks and support teams

€199 excl. VAT/month

- 10 users
- 8,000 AI credits per month
- 500 min of voice
- Branding, SSO, SLA, audit

7-day free trial on Essential and Pro · guided onboarding · minute packs and Custom branding (€9 excl. VAT/month) as options.

GET STARTED

Create your agent today, from your own website.

7-day free trial · no commitment · live demo on request

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