



Vitec Hotellinx and LastBot bring AI customer service integrated into Hotellinx Cloud

LastBot ONE's AI contact center is now built into Hotellinx Cloud PMS, automating hotel service across phone, email and chat.

HELSINKI, FINLAND, August 7, 2026 /EINPresswire.com/ -- Vitec Hotellinx Oy and LastBot Europe Oy have entered into a strategic partnership in which LastBot ONE's AI-powered contact center has been integrated directly into the Hotellinx Cloud PMS. Through the partnership, hotels can automate customer service on the phone, by email and in web chat, fully connected to Hotellinx Cloud. This means, for example, that bookings can be made across multiple channels at any time of day.

Hotellinx Cloud brings the front desk, sales, restaurant and management together in a single system. With the LastBot ONE integration, AI can handle recurring customer service tasks: booking enquiries, arrival details, special requests and upsell offers, keeping all information consistent in the PMS and freeing staff for personal service.

"By integrating LastBot ONE, we extended the Hotellinx PMS more broadly into customer communications as well. Hotels get a new solution that helps them respond faster, sell more intelligently and, above all, retain the human touch where it matters most.": Antti Käppi, CEO, Vitec Hotellinx Oy

"When AI gains real-time access to bookings, guest profiles and pricing, it can resolve more requests end to end and free staff to create unforgettable experiences.": Janne Timonen, CEO, LastBot Europe Oy

Vitec Hotellinx Oy is a Finnish hotel and restaurant software house that has delivered solutions to the hotel and restaurant industry for over 30 years. Vitec Hotellinx is part of Vitec Software Group, a leading Nordic player in the vertical software market.

LastBot develops the LastBot ONE platform, an AI-powered contact center and CX AI solutions. The platform supports over 70 languages and integrates with existing customer service infrastructure.

Further information

Vitec Hotellinx Oy – www.vitec-hotellinx.com

CEO Antti Käppi

LastBot Europe Oy – www.lastbot.com

CEO Janne Timonen

janne@lastbot.com

Janne Timonen

LastBot Europe Oy

+358 50 4010315

janne@lastbot.com

Visit us on social media:

[LinkedIn](#)

This press release can be viewed online at: <https://www.einpresswire.com/article/932496669>

EIN Presswire's priority is source transparency. We do not allow opaque clients, and our editors try to be careful about weeding out false and misleading content. As a user, if you see something we have missed, please do bring it to our attention. Your help is welcome. EIN Presswire, Everyone's Internet News Presswire™, tries to define some of the boundaries that are reasonable in today's world. Please see our Editorial Guidelines for more information.

© 1995-2026 Newsmatics Inc. All Right Reserved.