

Your Central Reservation Service...

...is generally your guest's first contact with your property

Do you know how efficient the service is?

Whether you have 2 or 20 agents, for one or multiple properties, the requirements are usually the same.

Do you have any statistics on your Reservations Services such as...?

- Number of calls processed by agent
- Average call duration by agent
- Peak periods of the service
- Average wait time of your customers
- Average wait time tolerated by your customers
- Uncompleted calls ratio (customers on hold and hanging-up)
- Successful calls ratio (positive outcome)
- Successful calls ratio by agent
- Call handled for changes or cancellations
- Geographic origin of your callers

For your completed sales do you know the breakdown?

- Gift Certificates
- Corporate Reservations
- Individual Reservations
- Group Reservations

When a call does not result in a sale, was it due to...

- Pricing
- Availability
- Stay restrictions
- Information request only

If you have multiple properties, would you like to...

- Regroup activities
- Standardize your procedures
- Improve the quality of your guest services
- Take advantage of new savings

If you invest in a promotional campaign, do you have any means of verifying the results?

All of this information is vital to the successful management of these services, but are these easily available to you?

In case of conflict with a guest, can you quickly access a recording of the reservation?

“Accurate information is essential”

“Information update is of great value”

ACD Features:

- Runs independently from your current phone system (PBX)
- Can be installed “behind” your current PBX
- Totally integrated to STAT-HVS/ IP-PBX Solution
- Agent phone sets are IP sets connected to CDS’ ACD
- Supports teleworkers (remote agents)
- System size adjustable to your needs

Available Modules include:

- Call response and on-hold messages
- Programmable Call Queues based on requirements or received information (caller-id, VIP codes etc.)
- Agent status screen with number of agents logged-in and number of calls in queue
- Voice mail in case no agent is available
- Enhanced “Wrap-up” feature (forced or voluntary) with corresponding reports. Agents will select result codes on the completed call for statistics
- RTD, real-time display of activities on large screen
- All reports are web-based
 - Daily agent summary
 - Wait-time by agent
 - Etc.
- Data export to Excel (CSV) or HTML
- And more....

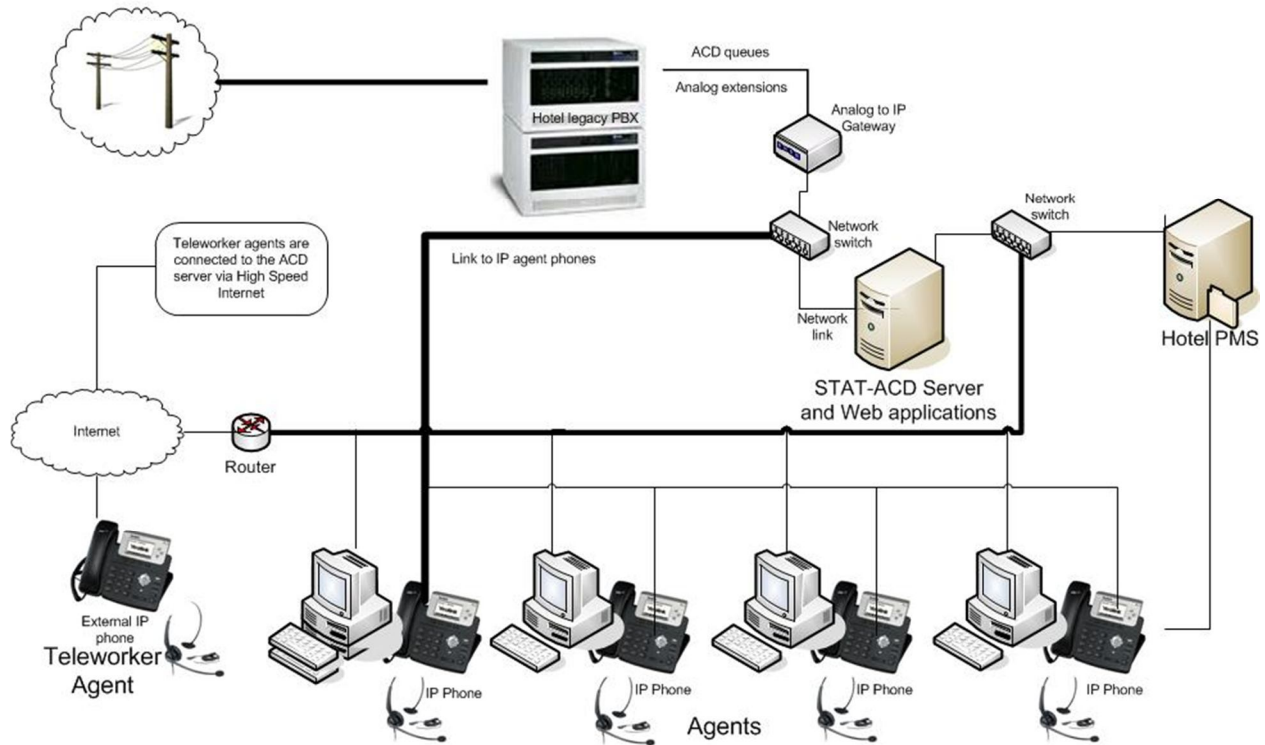
Options:

- Interface to your PMS to Pop-Up a guest while a call is presented¹
 - As per caller-id received
 - As per VIP code entered by caller
- Call Recording will also link to information seized in the Wrap-up screen for quick retrieval (i.e., reservation number)

The diagram on the following page illustrates a typical “behind PBX” STAT ACD configuration

¹ Your PMS must support standard queries

STAT-ACD Sample Config behind legacy PBX



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Multi-property configurations with legacy PBX or with STAT-HVS / IP-PBX are also available

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