

Centralized Call Reception Service

For Multi-Property

Used in conjunction with our Reservations Call Centre, the Centralized Call Reception Module for Multi-property will generate important savings and dramatically improve the level of service to your Guest.

The mode of operation is simple; Hotels linked to the service can forward incoming calls to the Centralized Service when local resources are low, or during high traffic periods.

When a call is received at the Central, it is immediately assigned to an available agent with a context screen Pop-Up identifying the target hotel as well as the proper greeting message to use.

For example, "Welcome to *Hotel ABC* ..."

The call may then be transferred back by the agent to any extension of the target hotel. If the call is for a reservation, the agent can optionally handle the customer's request rather than just transfer to another queue.

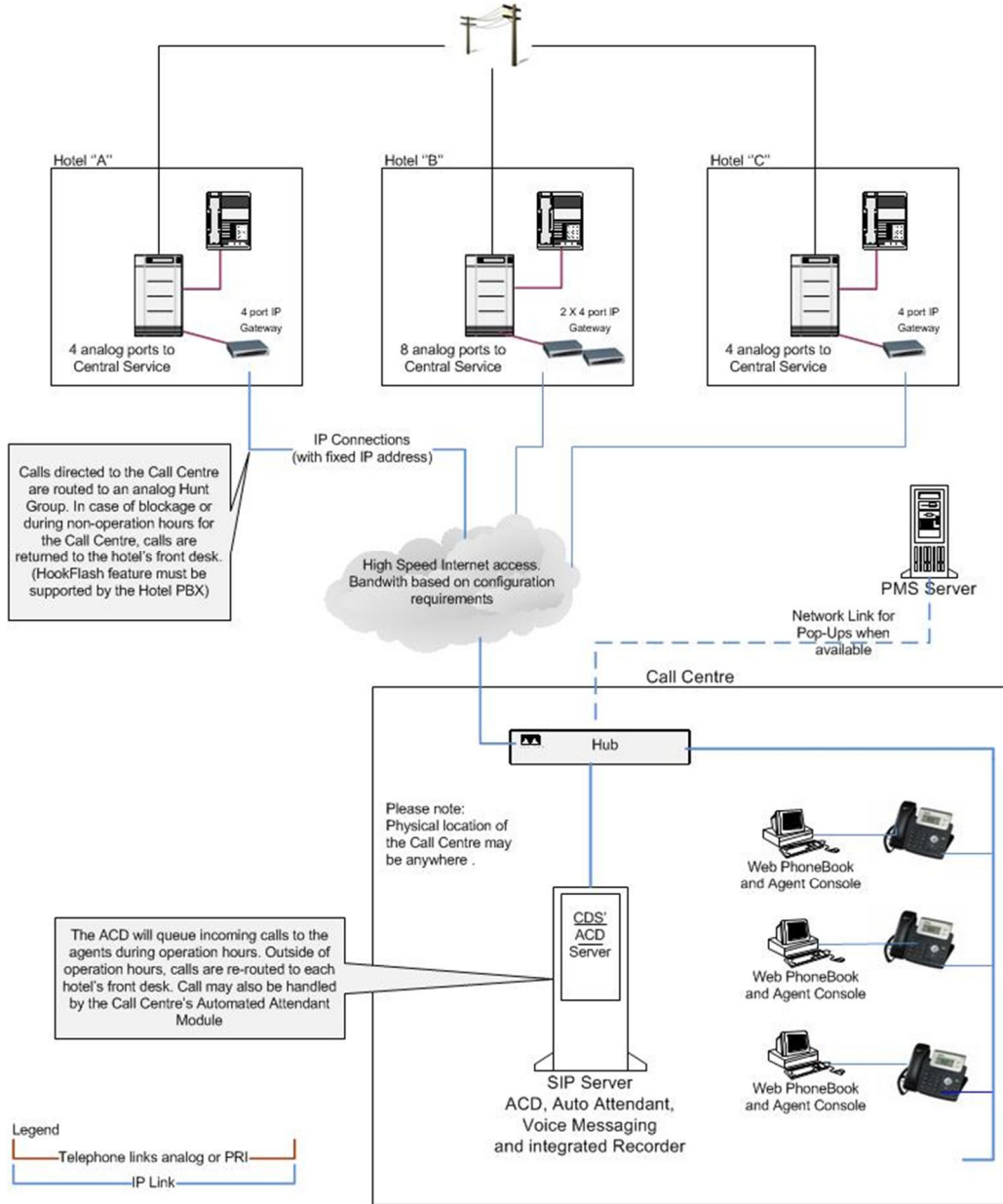
The Centralized Reception service can be used as overflow or when local resources are low.

Technical highlights:

- Ability to group multiple Call Receptions of different properties towards a Centralized Service
- Works in conjunction with the ACD Module of STAT-HVS / IP-PBX
- The agent context Pop-Up will identify the targeted hotel as well as the caller-id (when available)
- Transfer back to any extension into the targeted hotel
- Call Wrap-up feature may be forced or voluntary
- Transaction reports by hotel

On the following page, the diagram illustrates a typical multi-property configuration of the service.

Typical Configuration
CDS' Centralized Call Reception Service for Multi-Property



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