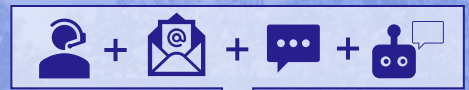


Innovative platform for contact center, sales, marketing and customer support



One App

Powered by Microsoft and Azure AI, for a multi-language, omnichannel communication

## Your (ultimate, untold) Challenge

In hospitality, using multiple channels (phone, mailing, Messenger, WhatsApp, Viber, Instagram, SMS) often results in a fragmented service, which leads to missed or delayed communications.

The processes for handling high volumes of mixed inquiries are complex and result in inefficient handling, while limited flexibility and cluttered systems contribute to inappropriate routing and poor service quality.

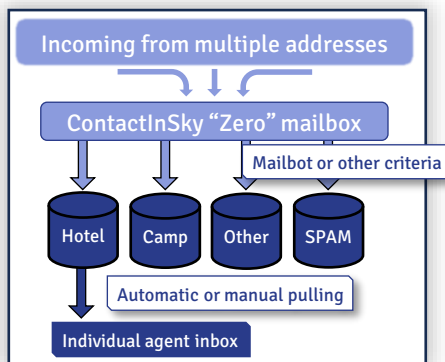
All the data from various sources being disconnected, and thus a lack of insights, may lead to missed up-sell and cross-sell opportunities, for example, with returning guests.

## Our (Innovative) Solution

A comprehensive solution to the challenges faced by you - a unique contact center interface for all channels and a centralized database for all data on-demand.

With an automatic, fully customizable system for segmentation and assignment of emails and incoming calls.

Featuring caller recognition, along with skill-based routing of calls, forwarding, deduplication methods and more!



## How we differentiate

- Nothing else needed to operate!
  - Access all guest data while on call
  - Recording of calls
  - Conversation scripts
  - Display and handling of missed calls
  - Direct/Attended transfer of calls
- AI Mailbot to prioritize and segment
  - Fully tailored Queues system
  - Signatures, templates and pinning
  - Internal comments for context
  - Activities associated to email comms

Internal chat for agents

Text agents and send info and data

Chatbot for guest communication

Possibility for in-app agent takeover of convo

Dashboard and statuses

Statistics and caller extensions

Personal calendar

Set up individual reminders



>70% growth of direct sales rev €

40% rise of share of individual sales

Improved guest satisfaction KPIs

Simplified and clearer guest comms

## Key References

