

# Cloud5 Contact Center



## Moves Your Customer Communications Beyond the Transactional to the Transformative

Across more than 6 million calls per year and a workforce of 1000+, Cloud5's award-winning contact center has helped some of the world's most discerning brands...

**Transform revenue** through a sales culture that incentivizes up-selling/ conversions and consistently delivers up to 10% higher booking rates and up to 15% higher average daily rates (ADR)

**Transform customer experiences** by operating as a seamless extension of the client brand and delivering on our 20-year reputation for proficient contact handling with outcomes such as:

- 13 second Average Speed to Answer (ASA) (roughly half the industry standard ASA)
- Less than 2% Average Call Abandonment (compared to industry target of 5%)

**Transform their traditional call center** into a full stack communications hub that can efficiently and effectively meet the needs of the 21st-century customer - from standard calls to digital engagements, social media interactions and reputation management.

**Transform expectations** for the performance of an external contact center through a high-touch approach built on a foundation of transparency, accountability and results.

### Cloud5 Advantage

- 20-year history serving the hospitality industry
- 1000+ of the industry's most experienced and tenured agents and staff
- Global coverage with 6 locations onshore and 1 offshore
- Extensive roster of respected, discerning clients
- Exceptional technical and property-level training and brand immersion that creates brand advocate agents
- State-of-the-art, tightly integrated omnichannel communications / operations platform
- Transparent operations and culture of client accountability
- Solid financials and dedicated ownership

Powered by expert agents with a passion for your brand, Cloud5 delivers higher call conversions and greater revenue.



# More Than a Call Center



## A Communications Partner

Cloud5 has developed in-house expertise to support the full stack of hospitality contact needs. We are more than just a call center that takes reservations (although we do that too). We are a comprehensive communications partner that is dedicated to representing your brand across a wide variety of communication needs, including:

- CRO Sales Optimization
- Guest Relations
- After Hours and Call Overflow
- Loyalty Program Support
- OTA Rate Management
- Group Sales Desk Support
- Franchise Help Desk Support
- Property RFP Response Support
- Email/Chat/Social Media Support
- Executive Escalation Support
- 24x7 Customer Care & Support
- Advanced Data Capture & Analysis

## Reviews

Cloud5 partners with some of the world's most discerning brands to deliver superior level service...but do not take our word for it:

“ Since 2008, we've partnered with Cloud5 to deliver superior guest relations and reservations services for our US-based hotel operations. Our relationship with Cloud5 has always been a valuable one. In 2022, with the easing of borders and a significant uptick in the travel industry, it was the right time to expand our partnership to provide the same quality service to our guests in international markets – including the United Kingdom, France, Italy and Singapore.”

Millennium Hotels and Resorts



“ We are deeply committed to providing an experience tailored to the unique needs of every Sonesta guest, and the Cloud5 Contact Center helps us deliver on that promise every day.”

Sonesta International Hotels Corporation



## About Cloud5

In addition to its Contact Center capabilities, Cloud5 is the only hospitality-focused one stop source for the full suite of on property voice, high-speed Internet, and IT management services.

For more information visit: [www.cloud5.com](http://www.cloud5.com)