

# Cloud5 Contact Center



## Move 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 inbound calls into revenue** through a sales culture that incentivizes up-selling and conversions to drive significant value & differentiation. For example, some Cloud5 clients in the hospitality industry have seen inbound sales 10 points higher than industry bookmarks.

**Transform customer experiences** by operating as a seamless extension of the client brand and delivering on our 25-year reputation for proficient contact handling.

**Transform their traditional call center** into a full stack communications hub that can efficiently and effectively meet the omnichannel 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

- 25-year history serving some of the world's most discerning brands
- 1000+ of the industry's most experienced and tenured agents and staff
- Global coverage with 4 locations onshore and 1 offshore
- Exceptional training that and brand immersion that creates brand advocates
- 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



## 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



## A Communications Partner

We are more than just a call center. We are a comprehensive communications partner that is dedicated to representing your brand across a wide variety of communication needs, including:

- CRO Sales Optimization
- Client 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

## About Cloud5

Cloud5 is a comprehensive IT solutions and services provider, offering Internet solutions, Voice services, Managed IT Services and Contact Center services for companies across the Americas.

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