

# Cloud5 Virtual Guest Services



## Exceptional Guest Service Without Compromise

Hotel associates are more constrained than ever, which can directly affect guest satisfaction. Brands and ownership groups need to find ways to optimize service delivery and generate cost savings, but often don't have the baseline metrics or performance insights they need to understand where economies can be experienced.

The combination of Cloud5's voice technology expertise, call center reporting analytics and skilled guest service agents provides hotels an alternative to quickly scale, offload calls from hotel associates and gain greater insights into service demand.

## Your Brand Identity, Delivered

- **Lower Optional Costs:** Quick ramp-up with shared or dedicated agents, trained to address a variety of guest calls.
- **Maximize Revenue Opportunity:** Focus on lowering time-to-answer, reducing dropped calls and optimizing the delivery of service via chat method.
- **Set and Track Objectives:** Use call data to set SLAs and design service flows to increase success ratio and lower response times.
- **Offset Low Value Calls:** Have you considered what type and how many calls your agents are answering today? Fitness Center, restaurant or pool operating hours are examples of low-value calls that we can quickly offset, allowing your team to focus their time and attention where needed most.
- **Service Delivery Automation:** The evolution of property systems allows for seamless transition from our team to yours. A guest needs towels on room 232? We can dispatch it to your hotel runners as well.

## Cloud5 Advantage

- Trusted Hospitality Partner for 20+ Years
- Industry's Most Experienced and Tenured Agents
- Proven Comprehensive Training and Brand Immersion Process
- 100% North American Support & Multilingual Capabilities
- Highly Customizable Models (incl. After Hours and Call Overflow)

## Our Expertise

- Social Media Engagement
- Loyalty Services
- Voice and Chat Options
- 24x7x365 Customer Agents

Move from fighting fires to accurately staffing based on historic values and projected call volume.

