

Cloud5 Virtual Guest Services



EXCEPTIONAL GUEST SERVICE WITHOUT COMPROMISE

With travel demand surging, the leisure and hospitality sector is wrestling with staffing shortages and hotel staff are more constrained than ever. It is the perfect recipe for guest frustration and dissatisfaction.

Cloud5's Virtual Guest Services solution helps properties do more – more one-to-one interactions, more answered calls and more high-quality service – without overloading existing staff or hiring new employees. We've taken the cutting-edge power of voice-enabled AI and applied it to an Interactive Voice Response (IVR) tool kit that empowers properties to dynamically offload common guest calls and deliver the highest level of service possible... all while using the same (or less) human resources. But what makes this offering truly unique is that it can be integrated with a property's call handling center - whether it be in house, external or outsourced, like the Cloud5 Contact Center – to provide overflow and after-hours support with targeted human-to-human interactions that drive conversions and guest satisfaction.

Virtual Guest Services Brings Your Hotel:

- Dynamic assistance for property calls to supplement/replace on-property agents
- Centralized operator/front desk
- More time to focus attention on high-value, in-person guest interactions
- Agility to scale as demand fluctuates with no FTE hiring
- Award-winning, expertly trained contact center for overflow and after-hours calls
- Significantly reduced call abandonment rates, decreased wait times and up to 50% of calls offloaded
- Single pane of glass for operator console and business intelligence metrics

Cloud5 Advantage

- Trusted hospitality partner for 20+ years
- Industry-leading Artificial Intelligence platform powered by blUIP
- Service-enhancing integrations to 2800+ hospitality application platforms
- High-level of expertise in voice communications and call-handling
- Premier high-touch call-center capabilities
- Integrated extension to Cloud5 SIP service offerings

Why Now is the Time for Virtual Guest Services



- Post pandemic, the leisure and hospitality sector industry is down by 1.4 million workers
- 70% of Americans plan to take a leisure trip in the next 12 months
- Hotel bookings were at about 85% of pre-pandemic levels at the end of 2021, and have jumped by 36% between January 2021 and March 2022
- 60% of consumers believe that one minute is too long to be on hold. Average wait times in hospitality are 4 minutes, causing deep frustration among prospective guests