



# CALL CENTER

## What it is

phoneNG is the call center module of rezNG that allows processing voice bookings in reservations department of one or many hotels

phoneNG helps you achieve consistent sales revenue growth with far-reaching, Communication-as-a-Service (CaaS) solutions

## What does it do and how

- Queries real-time availability and prices from the CRS rezNG and PMS's
- Easy to book multiple guest and rooms during a stay
- Quick access to detailed availability, property and inventory information
- Helps decrease talk time and close sales
- Customized, dynamic greetings and conversation texts
- Modify and cancel booking options included
- Can continue and convert (incomplete) online bookings from bookNG booking engine (optional)
- Can issue simple offers instead of real bookings when customers are undecided
- Simple to use, intuitive interface
- All property information and call activity log accessible online through private account
- Customized based on your hotel's unique requirements
- Connection to the CRS rezNG and PMS's
- No hardware or software requirements, phoneNG operates in an internet-based environment and can be accessed from anywhere

## Your benefits

- Responding to customer's needs by offering multiple ways to book rooms
- Reduce booking time and close deals quicker
- Offering the "Human touch" that some customers need
- No system maintenance requirement, as phoneNG is internet-based

## What you need to use it

- PC and an internet connection
- Sign up for phoneNG

RECEIVE UPDATES FROM REZNG ON PRICE AND AVAILABILITY:

03 phoneNG  
Call Center



DATA INPUT FROM:

01 PMS - Availability  
yieldNG - Price Recom.  
performNG - Price Recom.  
compNG - Comp Data

04 Booking received by the PMS