

# Hotel Voice Connect

**A VOICE OPERATED IVR THAT LETS YOUR CUSTOMERS CONNECT STRAIGHT TO THE NEAREST ACCOMMODATION!**

Delacon has developed an IVR system that allows your customers to connect straight to the nearest or their preferred hotel. Increase your customer satisfaction through reduced waiting times as the system connects within two rings, eliminating cues. It can work as a stand-alone system or in conjunction with an existing call centre.

Because the system operates through voice recognition, there is no need to press any numbers once the call is connected, perfect for people on the road. PLUS, it can work through either an existing number that you may have or we can give you a new number (1300 or 1800). AND we can integrate seamlessly with your call centre.

## Benefits:

- Reduce call centre loads by allowing customers to connect straight to their nearest hotel
- Increase customer satisfaction through reduced waiting time
- Concise reporting can track all call outcomes and duration
- Great for showing the leads that you generate if you have a franchise network

## HOW IT WORKS:

An example of how the system works is offered below, but as it is completely flexible we can tailor the prompts to your needs.

Customer calls a central 1800/1300 number. Caller hears:

*'Thank you for calling Better Hotels. Please say the state in which you require accommodation'*

Caller says state required. If no state is said call is diverted to call centre.

*'Please say the name of the motel, or city, suburb or town in which you require accommodation'*

If a motel name is entered the caller is connected directly. If there are more than one hotel in the city or suburb a list of motels is offered for selection.

If the motel phone is unanswered or busy the system takes a message and emails it to the motel.

**Contact our helpful consultants now, call 1300 990 999 and ask for 'sales' or visit [www.delacon.com.au](http://www.delacon.com.au).**

**If you are not the best person to send this information to, please let us know who is by emailing [sales@delacon.com.au](mailto:sales@delacon.com.au)**