

CALL GATING SERVICE

iANSWER is a service that provides professional servicing of your hotel's reservation calls after regular reservation office hours (weekends, evenings, during staff meetings) and during overflow situations. When the number of calls in queue exceeds a set amount, calls roll over to call gating. Calls are serviced by the same group of agents that handle the Historic Hotels of America toll-free reservation lines.

iANSWER FEATURES

- Line is answered in the hotel's name, ensuring a seamless transition for the caller
- On-demand denial and rate-resistance statistics
- Tracking provided, including number of calls received, talk time, time of day, and conversion ratio
- Available 24/7
- Available from most countries
- English-speaking only
- Custom wrap-up question

iANSWER ADVANTAGES

- Eliminate missed calls and revenue opportunities
- Phone answered by trained reservation professionals, not less experienced front desk or back-up departments
- On-demand reporting provides consumer feedback on rate strategies
- Voice agent system designed for reservation agents ensures maximum conversion
- Custom wrap-up question for consumer insights



FOR MORE INFORMATION

Contact your Historic Hotels of America
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ITools: ESSENTIAL INGREDIENTS TO BUILD AND TRACK YOUR BUSINESS.

