

Hotelbeds enhances client experience through upgraded Contact Centre

Submitted by Antonia Aguilo on Tue, 30/06/2020 - 09:27

- Hotelbeds announces the successful upgrade of its entire Contact Centre telephony infrastructure.
- Migration onto a cloud-based solution provided by Vonage unifies Hotelbeds Contact Centre onto one platform.
- Clients are already benefiting from improved call response times, automated integration with Hotelbeds' CRM system and cost savings via new local rate calls.

Palma, 30th June 2020. [Hotelbeds](#), the world's leading bedbank, has announced today that it has successfully completed the upgrade of the entire telephony infrastructure that supports its Contact Centre.

The upgrade began late last year and has involved migrating all existing services onto a new cloud-based Salesforce contact centre solution provided by Vonage (previously known as New Voice Media).

As a result of this Hotelbeds' Contact Centre - which provides customer support for both the Hotelbeds and Bedsonline brands, plus the Beyond the Bed portfolio - will now operate on a single platform and will offer customers:

- Greater call stability
- Improved audio quality
- Almost complete elimination of dropped calls
- Full integration with Hotelbeds' CRM system, enabling the client's details to automatically appear to the agent when receiving a call
- Improved call answer times and call answer rates
- Cost savings for clients via offering local rate telephone numbers.

Marc Albert, Global Operations Director at Hotelbeds, commented: "Whilst the migration onto the Vonage platform had been scheduled for some time, clearly this couldn't have come at a more important moment due to the unexpected challenges of COVID-19.

"Therefore I'm very proud to confirm that the improved response times, CRM integration and overall improved call quality introduced by this upgrade has meant that we have been able to maintain our high-standard of customer service, despite seeing very significant spikes in volumes of calls during recent months.

"On behalf of all my senior colleagues I would like to congratulate all those involved in this successful migration and thank them for their hard work. This is yet another great example to our partners of how we are #WithYouAllTheWay!"

About Hotelbeds

Hotelbeds is the world's leading Bedbank.

In a fragmented and complex travel landscape, Hotelbeds provides over 180,000 hotels across the globe with access to high-value, complementary distribution channels that significantly increase occupancy rates and optimise RevPAR - while not competing with the hotelier's direct distribution

strategy.

Hotelbeds does this by offering hoteliers access to a network of over 60,000 hard-to-access B2B travel buyers such as tour operators, retail travel agents, airline websites, and loyalty partners in over 140 source markets worldwide. These channels provide hotel partners with returning guests that book further in advance, cancel less, spend more in-destination and stay longer.

In addition to accommodation, Hotelbeds is also the world's largest B2B seller of travel ancillaries, offering 25,000 transfer routes and 18,000 activities, as well as attractions, tickets and car hire. Operating under the 'Beyond the Bed' product line, it provides both hoteliers and travel distribution partners with an efficient platform and powerful tools to easily integrate and commercialise its leading portfolio of high-margin products.

The company is headquartered in Palma, Spain.

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