

Bedsonline launches native language customer service support in key markets across Europe

Submitted by clatruiyols on Tue, 27/07/2021 - 10:52

Bedsonline demonstrates its commitment to continually improving service delivery for its clients by:

- Launching 24-hour customer service support in French to its French clients.
- Launching native language customer service support during office hours in a number of its key European markets.
- Incorporating new enhancements to 'SelfSeT', its online self-service tool kit, that helps customers to manage their most common queries more quickly and efficiently online.

Palma, Spain, 27th July 2021 - [Bedsonline](#), the leading global provider of online accommodation and ancillary products exclusively for travel agents, has today launched a series of significant customer service improvements in key markets across Europe, including the provision of 24-hour call centre support for its French clients in their native language.

As one of the most important source markets for Hotelbeds, the company is proud to now be able to offer 24 hour call centre service in French 7 days a week, an upgrade that it is confident will become a game changer for its clients. From now on, travel agents based in France will be able to take advantage of a native-speaking client service team to assist them as required.

In addition, local language customer support will also now be provided during office hours in Germany, Italy, Portugal and Greece as the company makes further strides forward in its commitment to offer the best possible customer service to its clients.

As well as the expansion in native language support, Bedsonline clients can also continue to take advantage of the many online, self-service tools recently launched as part of its 'SelfSeT' suite giving them the power to manage their bookings and most frequent requests in a frictionless way via the Help Desk without the need to call a service centre.

Fermín Iribertegui, Clients Operations Director, said: "It is essential to us that our customers feel 100% comfortable every time they contact us. That is why it is important for us to be able to offer our clients customer service in their native language. These services will provide them with increased confidence to book with Bedsonline, knowing they will be assured of the highest quality of support possible.

"In addition, we strongly believe that in order for the relationship to be successful we need to make working with us as frictionless as possible, which is why we are working hard to incorporate new features and improvements to our Service Centre and our original SelfSeT self-service toolkit, which has proven to save our customers time and make it easier to manage everything from one place."

About Bedsonline

[Bedsonline](#) is the leading global provider of accommodation and complementary travel products exclusively catering to travel agents. Through its online platform, it distributes accommodation, excursions, tickets and transfers to more than 60,000 travel agencies backed by local sales teams in over 30 countries covering over 100 markets globally.

The company offers an extensive portfolio of over 180,000 hotels, 25,000 transfer routes and 18,000 activities in 185 destination countries worldwide, guaranteeing high availability, competitive prices and unique offers. This portfolio is backed by personalized local service and a powerful yet intuitive booking engine making Bedsonline the defacto partner for many travel agencies around the world.

Bedsonline is part of Hotelbeds, the world's leading bedbank and business-to-business provider of services to the travel industry globally, headquartered in Palma, Spain.

Hotelbeds Media Contact

PR & Media Relations

Clara Truyols - clatruyols@hotelbeds.com

Thumb image

