WINPAC™
HOTEL COMMUNICATION CENTER SYSTEM (CCS)

The ever increasing demand for better guest service has brought forth the application of Computer Telephony Integration (CTI) technology into the hospitality industry. CTI has made possible the setting up of a Communication Center in a hotel to ensure the best customer service and marketting leverage that will bring about a profitable operation.

WINPAC™ HOTEL COMMUNICATION CENTER SYSTEM (CCS) concept is based on a requirement to centralize all guest related communications taking place throughout a hotel. The Guest Service Representative(GSR) can utilise the existing PC stations to assist in processing and managing all guests requirements in the appropriate language as effectively as possible. The system is decided to consolidate several Guest Service functions which will be attended to by a centralize group of GSRs who will respond to various tasks in a quick and effective manner.

Features and Functions of WINPAC™ HOTEL COMMUNICATION CENTER SYSTEM (CCS)

Information Center
CCS provides instant information about incoming telephone calls. It incorporates a pool of information pertaining to the guests and the various services provided by the hotel.

Multiple Tasking Guest Service Representatives
Multiple Tasking Guest Service Representatives handling calls will be able to provide multiple service functions guided by CCS to quickly respond to guests requests.

Cost Saving from Manpower
CCS enables a hotel to centrally locate a group of GSR. Conversely a conventional system requires more manpower to provide the same level of service.

SMS Integration
CCS integrates with SMS system to provide prompt delivery of service requests.

Intelligent Identification
GSR identifies the guest as the call is being answered and therefore respond accordingly.

Consolidation of Transactions
All incoming calls are captured in a centralized database. Management reports & statistics will be provided to enable the management to take action on critical matters.

Human Skill & Technology
Improves guest services by merging personnel skills and technology.

User Friendly Design
CCS is intuitive and easy to learn. It is Window's based and features on-screen instrucions and on-line, context-sensitive Help.

Reduce Overhead & Increase Efficiency
Consolidation of staff force and sharing of responsibilities.

One Call Center
Centralized internal and external communications.

Simplify Communication
Ease of communication with guests and hence improve guest service.

Guest History
A database will be provided to keep guest history & preferences.

HOW DOES IT WORK?

One Button Concept
Just press One Specific Button on phone pad, hotel guests' calls will be routed to Centralized Customer Service Department.

SERVICE CENTER BUTTON → SERVICE CENTER → CCS SERVER → SMS / MOBILE PHONE → EXCELLENT SERVICE

Jurudata SERVICES