

XpressDesk™

PC Attendant Console for Hospitality

With ever increasing worldwide competition, hospitality properties today understand the need to continually improve their product in an attempt to stand out from the crowd. Provide the best possible guest experience and leave the guest with a feeling that they have found a home for their meeting, incentive, convention and exhibition activities.

Guest services begin with the first phone call, and the importance of your property's call center only increases once the guest is onsite. The tools provided by Amcom Software enable call center representatives to serve as a concierge group and provide the level of service expected by both the guest and your General Manager.

XpressDesk enables call center staff to respond more quickly, be more productive, reduce expenses, adhere to standard procedure, and improve the overall guest experience.

Improved Guest Services and Efficiencies

- Automates the guest services functions allowing operators to satisfy guests' needs within seconds
- Integrates guest services dispatch features using wireless systems and other modern communications systems

The Personal Touch

- Allows operators to answer each guest room "dial 0" call in a flash – with all the pertinent information needed at the operators finger tips

Accurate Guest Information

- Phone display provides on-screen information including who is being called, the location of the called party, and the type of call
- As guests check in and out, real time information is sent to XpressDesk from your Property Management System
- Operators can effortlessly perform directory look ups by name, extension, department, or page ID

Unified Communications System

- One system for operationally disparate functions such as call answering, message taking, fax processing, dispatch, and staff paging
- Allows call takers to remain in their seats, process more calls, reduce guest call waiting time, and improve guest satisfaction

For more information about XpressDesk or Amcom Software visit www.amcomsoftware.com.