Migrating to New Technology for Customers in Hospitality

The top 10 hotel groups worldwide run Avaya solutions

The world's top 10 passenger airlines run Avaya solutions

Transform the Guest Experience with Loyalty2gether

In the hospitality industry, success results from attracting and retaining guests in the target market. Guests evaluate providers based on quality, cost and value – but they return to the establishments that provide them with a distinctive, pleasant and memorable experience.

Providing a first-class experience starts with personalization. It begins in the contact center the moment a guest connects to book a cruise, flight, or hotel stay. The customer journey continues throughout their stay, including check-in, check-out, guest services, and in-room amenities. The most successful providers ensure the experience continues by tracking guest preferences and staying engaged with outbound marketing.

Personalization and communication are the keys. Personalized service attracts and retains guests while building brand loyalty. And seamless real-time guest and staff communications reduce operational costs, improve productivity, and connects staff and guests at every stage of their journey.

Avaya collaborates with the leading providers of property management systems to help you provide the personal, collaborative experiences that keep guests coming back.

Loyalty2gether allows customers to increase their business value and move faster while minimizing migration disruption along with unprecedented incentives to move to the latest technology whether on your premise or in the cloud.

Price, quality, efficiency, and amenities all make a difference.

The capabilities of your communications system put it all in the palms of your customers' hands.

Avaya currently has very attractive promotions to support migration from legacy systems such as the CS1000 to current technology, be sure to ask your Avaya account manager or business partner or visit Avaya.com/Upgrade

Launch the Customer Journey

Make the contact center your engine for superior customer service.

First impressions count, whether your guests call in or launch reservations on the web. Avaya IX™ Contact Center provides call routing capabilities to minimize hold times while enabling multi-channel capabilities so agents respond effectively via your customer's preferred channels, including voice, web chat, and email.

Workforce Management optimizes scheduling and coverage, giving guests the best experience while providing employees what they need to succeed. Auto-notifications keep customers in the loop for booking changes, room readiness, and check-in.

On Premise Intelligent Communication

Expand the role of the guest-room phone to create distinctive customer value and revenue opportunities.

Making it easy for guests to reach staff is table stakes. Touch-screen devices like Avaya Vantage elevate the value of every interaction, making it easy for guests to contact staff members from room service to the concierge to the event-management team. Avaya enables real-time revenue generating opportunities for in-room F&B, retail, and mobile ad sales by promoting pop-up, seasonal, and fee-based amenities. Provide customers with enhanced information, create new revenue opportunities, and reduce your staff burdens!

Track Preferences to Personalize Service

Everyone likes to be recognized.

Intelligent contact center programming helps staff recognize repeat customers, caller histories, and preferences for a first-class customer experience. Avaya Vantage extends the value by tracking data to identify patterns and preferences from preferred room type and location to special room-setup requests and environmental settings.

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.