



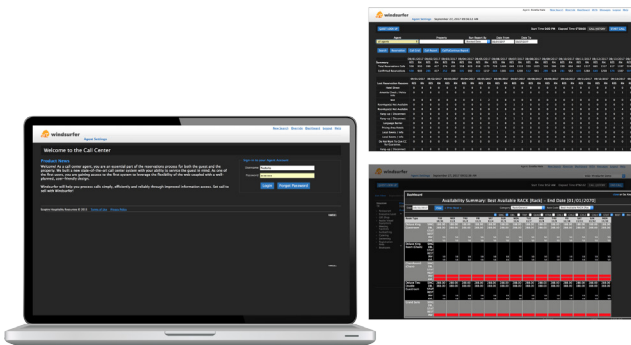
SHR Windsurfer[®] CRO Voice

Increase Conversions.

SHR Windsurfer CRO Voice brings the excellent customer experience from your call center to your guests as they book. With features thoughtfully designed to meet the needs of chains and independent properties alike, the application brings the most relevant information to agents, reducing talk times, and increasing booking speeds.

SERVICING IN-HOUSE AND EXTERNAL CALL CENTERS AROUND THE WORLD

The Windsurfer CRO cloud-based application allows hoteliers to supply their in-house or external call centers with the most up-to-date booking information directly from the content and information distributed to the CRS. In addition, we can connect you to a call center, providing a Toll-Free number, skill-based routing, configuration, and initial property training for the agents.



Windsurfer CRO also provides an easy-to-use application UI, smoothly leading the agents through all necessary steps and relevant information, helping to increase conversions as it becomes a true extension of your sales force.

ONLINE APPLICATION

Per Reservation Pricing	Private Label Voice service provided by SHR Call Centers.
Transactional	Use with your own call center, and we will train your agents.
Hybrid	Browser-based and accessible to multiple call centers.

WHY WINDSURFER CRO?

Configurable Search Options

Designed to meet the needs of both multi-property and multi-chain clients.

Full Property Details

Enables call center users to have full property details available at their fingertips to better-service guest requests.

Easy Guest Look Up

Reduces talk times, reservation processing times, supporting increased guest loyalty.

Availability Dashboard

Gives agents full visibility into the shoulder dates of the guest's original search to offer additional available dates and/or rates to complete the booking.

Learn more at www.shr.global, or contact us at 713-333-9944.