

TravelCarma

Call Center Module

Provides Agency employees with an interface to make online reservations on behalf of their registered clients, be it their b2c customers or their sub-agents

HOW IT WORKS



The Client sends an inquiry to the Agency

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The employee can either email the quote to the customer or book instantly on their behalf with live pricing

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The employee logs into the system and makes a search based on the client requirements

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The customer receives the voucher in the email. They can also log into the b2c portal and view their bookings online

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TOP BENEFITS

Simplifies customer booking management as every customer's purchase history is stored in one place

Allows you to define customer class wise markups and promotions to optimize yield

Enhances customer experience as they can log in and see all their booking details online

Streamlines Accounting and provides branch wise and employee wise reports