



The Customer Support Team

User Group Meeting 2007

Supplier Training and Support

- ✦ Our goal is to give suppliers the tools they need to put Inntopia to work for them.
- ✦ Best Practices to achieve this goal.
- ✦ Communication is essential from introduction to follow-through.



Working together for your suppliers

- ✦ Introduce Inntopia to your suppliers
- ✦ Tell us who your suppliers are & what they do (example: Hummer)
- ✦ Customer Care agent trains supplier
- ✦ Schedules follow-up



Completing the Communication Loop

Once your supplier is active

- ★ Tell us if supplier needs a refresher, is not managing their account efficiently
- ★ Customer Support reports any supplier issues to YOU



Other Supplier Benefits

Please let us know if you think any of your suppliers could make use of these added benefits

★ Interfacing with Property Management Systems

The Customer Support crew sets up, tests and oversees the two-way availability synch

★ GDS connectivity

Also set up and managed in Customer Care

New interface with RedX now updates rates and minimum stays



Why Account Managers?

We recognized the uniqueness of each CRS client

- ✦ Consistency and Accountability
- ✦ On-site training for your Sales Agents and Administrative Staff
- ✦ Bridge between CRS set up and supplier training
- ✦ Provides ongoing support with & advocates for your organization



Steps to Complete the loop: CRS>Account Managers> Customer Care

- ✦ Project Plan to be implemented for new CRS accounts
- ✦ Resource Center for Internal Communication
- ✦ Meets with support staff to acquaint them with all aspects of your account



User Manuals

- ✦ **24 Hour Support** – our comprehensive user manuals are a great resource after hours.
- ✦ **Easy to Navigate** – fully indexed and with internal links to add more depth of information.
- ✦ **Supplier Manual** – the “help” tab on the Supplier Admin tool bar has all the answers for setting up and managing a supplier account.
- ✦ **CRS Agent Training Manual** – Access this from the link on your CRS home page. This guide, although fully accessible now, is being updated for fall training.
- ✦ **CRS User Manual** – debuting in July - Our new, comprehensive user guide features an indexed and searchable database with automated video shots...



Extended Hours

- ✦ We heard you!
- ✦ You wanted longer hours of operation...
- ✦ Customer Care hours have been increased by 18 hours/week



And... We're still listening!

**★ Customer Care will be open on
Sundays, beginning next Fall 2007**



✦ Are we meeting your expectations?

✦ How can we serve you better?





Thank You

For your support !!

