

TrackPulse: Call Routing

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NEXT
SESSION

The **Heart** of Hospitality

STRATEGY

GOAL: Increase direct booking revenue

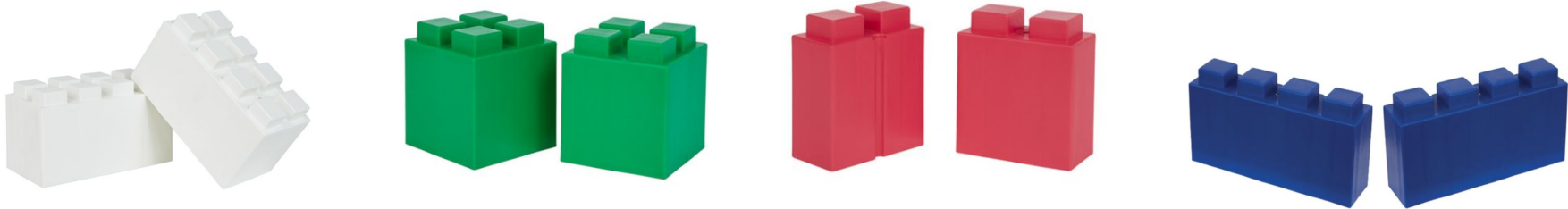
PROBLEM: Unsure where to focus efforts or how to affect change

INSIGHT: Data from TrackPulse & CRM can point out potential roadblocks

SOLUTION: Leverage data in conjunction with call routing tools to smooth the way for sales

Call Routing Key

Each size building block represents a call routing component.



FULL BLOCK	HALF BLOCK	QUARTER BLOCK	LINE BLOCK
Call Plan	Menu	Directory #	Queue



Ask fellow Track-Stars

Q&A | Build Together

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