

CEM software for the management *of tourism service processes*

Complaint management



- Performance-related Complaints processing
- Categorisation
- Compensations
- Replying to e-mails, letters

Integration of Reservation systems

- Booking
- Clients
- Travel agencies
- Products
- Flights

Integrated survey tool

- Satisfaction surveys
- Service quality
- Net Promoter Score
- Create any surveys yourself
- Booking and product related

Changes to services before and during the journey

- Hotel overbookings
- Flight time changes
- Crisis management
- Strikes
- Mass
- Charges passed on to causer



Request comments

- Web-based workflows
- Integration of all service providers and service points

Reporting

- QM statistics
- Customer view
- Cost view
- Product view
- BI
- Dashboards

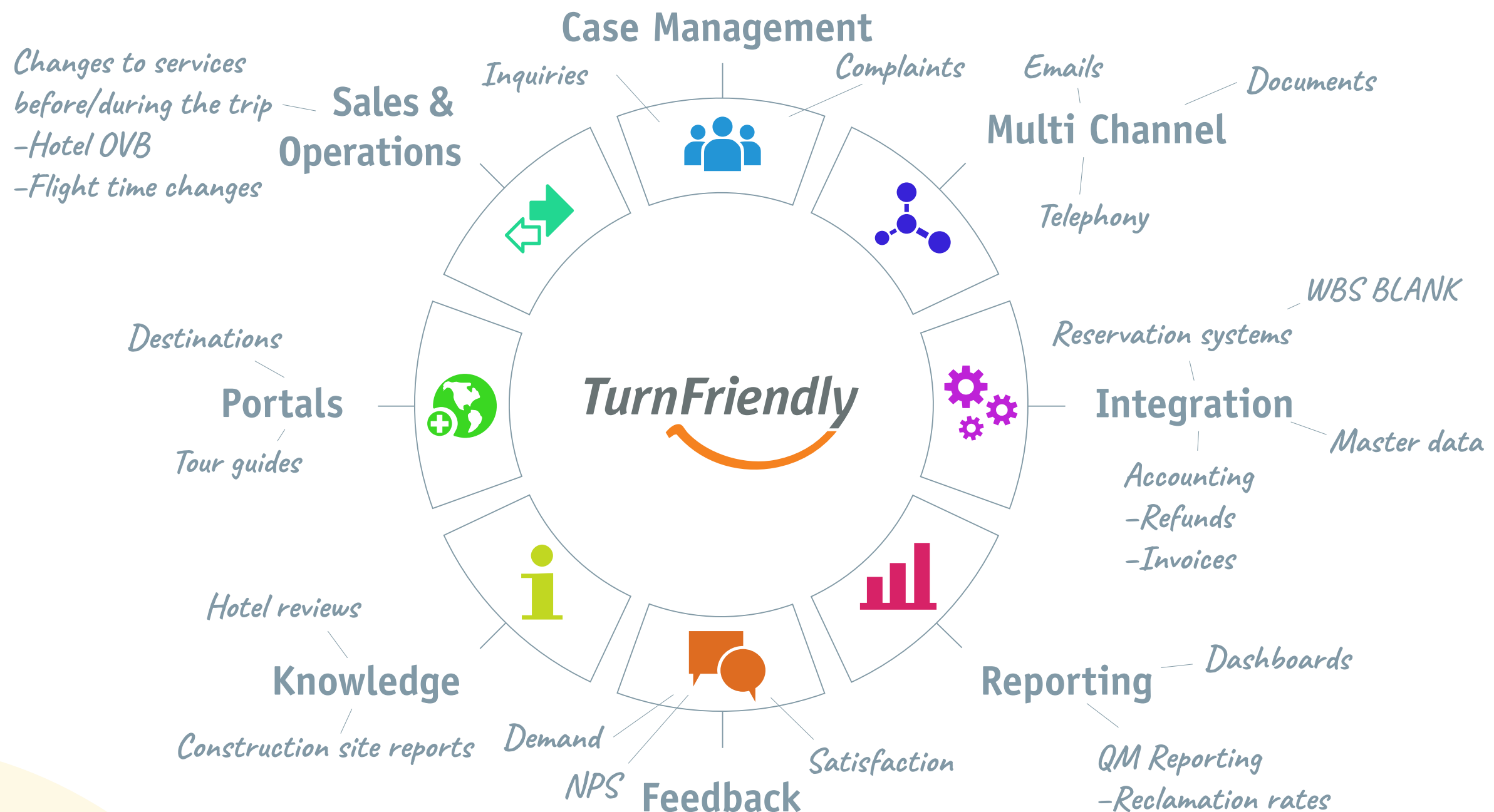


Customer Experience Management for the tourism industry

8 systems
1 platform



- 1 Smart CRM System
- 2 Easy Survey Tool
- 3 Professional Complaint Management
- 4 Interfaces to Backend Systems
- 5 Comprehensive Document Management
- 6 Web-based Workflows
- 7 Active Knowledge Management
- 8 Detailed Reporting



Specialised in
tourism service processes
before, during and after the trip





Improved customer experiences
lead to an advantageous
differentiation in the market



Processes are based on tourism data

- Bookings and all services are the basis for efficient service processes
- Integrated working in one system
- Service processes before, during and after the trip



Working in a team with a system

- Everyone knows their way around
- Complete documentation in electronic accounting files
- You will be much faster



Tourist workflows to the destination

- Statements for hotels, tour guides, car rental companies and other service providers
- Release processes for refunds and oncharges
- To-do lists with resubmissions and traffic light function



Automation and systematisation

- Automatic handling of Incoming e-mails and letters with content recognition
- Automatic provision of knowledge documents that matching the booking
- Skill-based routing of service enquiries and complaints

20 years of industry experience:
these companies trust us

More info under
www.turnfriendly.com/travel

