RSM

RESERVATIONS SERVICE
MANAGEMENT

EMAIL & SOCIAL MEDIA

INTEGRATION

KEY FEATURES

RULE-BASED JOB ASSIGNMENT AND TRACING

ADVANCE / CUSTOMIZED REPORTS

MESSAGING LOGIC

PRIORITY SETTING

QUEUE CONFIGURATION

REAL-TIME ANALYTICS

SUPPORT EMAIL CONNECTION

WEB INTERFACE

SUPPORT SOCIAL MEDIA CONNECTION

THE SYSTEM

RSM is a web-based solution for Reservations Center to manage reservations services and to automate reservation process with agent KPI reports for resource allocation management during peak seasons in one single web platform.

With email and social media integration, RSM is able to do auto-job dispatching to agents who are providing service through different channel in one unified platform.

moxlink

THE VALUE

The core value of RSM is to fully automated the reservation and customer service operations of a Customer Contact Centre through email and social media integration. With queue and agent skill KPI report capability to increase the overall efficiency of the operations, while maximizing the revenue.

Agents

RSM

Workforce Efficiency

Customer Satisfaction
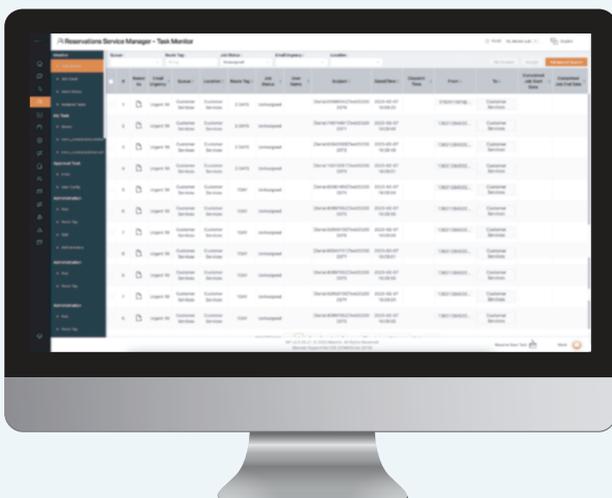
Customers

Workforce Efficiency

Efficiency Analytics

Service Quality

Customer Satisfaction

KEY BENEFITS

1. Multiple views of team's activity to measure workflow efficiency. Supervisors can double check resource allotment.

2. Search and generate reports with different criteria based on requirements. KPI tracking and monitoring.

3. Operation automation management.

4. Rules-based job dispatch.

5. Central Reservation Centre.

6. Delivery seamless, consistent and personalized customer experience.

7. Workforce Optimization. Increase Workforce Efficiency.