



The Key To Guest Satisfaction

Here's what your hospitality franchise can accomplish when you partner with Callcap.



Recover more reservations.

We'll notify you immediately if a potential booking is lost, so you can call the guest back. We know it works—46% of potential guests who are called back become customers.



Forecast trends with seasonal analytics.

Get precise answers to the question, "What's going on with my phone calls?" Our analytics help you compare call volume by season, and show you if marketing needs to ramp up.



Ensure excellent employee performance.

We're listening to every call 24/7, so you get real-time gains knowing your guests are being treated well—even when you're away.



Monitor your network.

We'll immediately identify problems or outages with your property's phone lines, so you can fix them ASAP and never leave a potential guest out in the cold.



Rule out robocalls.

Our system blocks robocalls, so your front line won't waste time answering calls that aren't from real opportunities.



Be prepared with disaster recovery.

Never miss a potential guest's call due to severe weather or power outages. Callcap's disaster recovery lets you re-route calls with the click of a mouse, so there's someone to help a customer whenever the phone rings.



Manage your first-class reputation.

Manage your reputation and handle issues before an unhappy guest takes it to social media or writes an angry review about your franchise.



Understand staffing requirements.

Get insight that will help you adjust your staffing levels by season, so you're never over-staffed or short an employee.



Stay PCI Compliant.

Protect your guests' sensitive information with our best-in-the-industry PCI compliance solutions that automatically redact credit card numbers from recordings.



Limit liability.

No more "he said/she said" guessing games. Callcap's system gives you the facts, so you'll be able to hear exactly who said what between customers and employees.



Callcap's system gives us unique visibility to location performance, as if we're sitting at the front desk. We take thousands of calls each month—we want to provide the utmost care and attention to every one of them.



- Robert Hubbard, SVP Revenue Management,
WoodSpring Suites/Value Place



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