

TravelDesk™ for Call Centers

Taking your travel request calls from minutes to seconds!

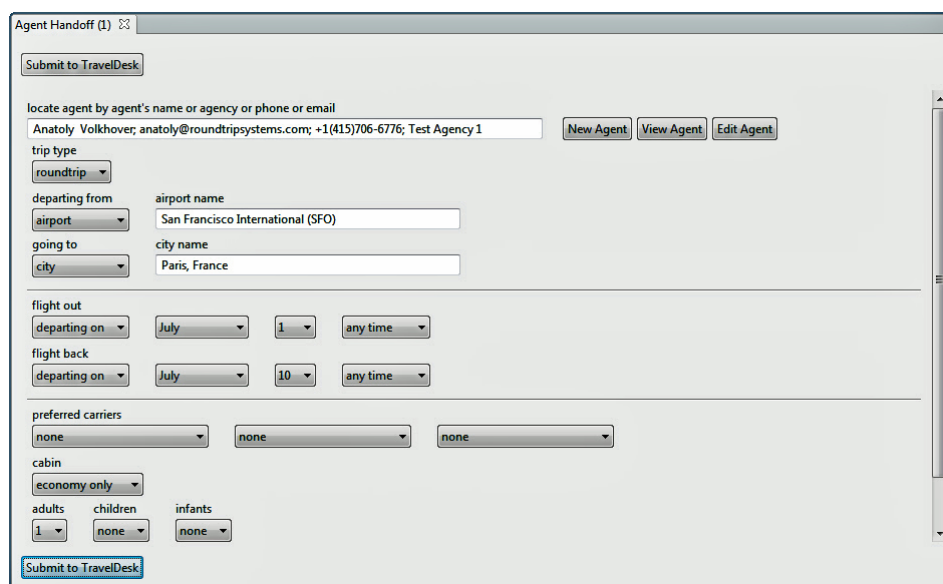
Does your call center experience high call volumes during peak times making it impossible for call operators to answer the phone? Would you like to make your call centre operators more effective by selling value added services? Learn how the TravelDesk call center service enables travel requirements to be captured and input in seconds.

TravelDesk automates the search, quote, booking and payment process dramatically improving the productivity of your call centre operators, while providing enhanced convenience, choice and effectiveness to both agency and consumer customers.

How to cut call times:

1) For agency customer simply enter the requested information

- Access the agents profile, found using either their first or last name, email address or phone number
- Select whether it is a roundtrip or one-way journey then enter the travelers destination and travel dates
- You, the agency or the traveler may have a preferred airline which can then be selected, this information is followed by the fare type; economy business or first class and the number of adults and children traveling
- The final stage is for the operator to enter the markup required if any by the agency, as an amount or percentage, before the travel request is submitted to TravelDesk



2) TravelDesk emails a reply in seconds with a list of great travel options

- The agency (B2B) or the end traveler (B2C) will receive an email in their inbox with the itinerary
- TravelDesk provides everything they need to find the right Flight (or Hotel, Car etc)
- A great feature of the TravelDesk service is the ability to view additional information on the travel products
- This includes details of the airport, the airline, travel times, hotel pictures and amenities etc
- TravelDesk is designed to ensure the agency and the traveler have all of the information they need to make an informed choice

TravelDesk
trip to Paris, TX, USA on Tue Jul 01 '08: suggested itineraries

Dear Oliver,

We've received your travel inquiry as follows:
roundtrip air from San Francisco, CA, USA (any airport) to Paris, France on Tue Jul 01 '08, departing from Paris on Thu Jul 10 '08

If the above is incorrect, you can either use our [online assistance form](#), or contact us directly.

Thank you for choosing TravelDesk.

Tue Jul 1	stay	Thu Jul 10
leaving San Francisco		leaving Paris
arriving Paris		arriving San Francisco

Select

recommended itineraries

\$383.80 for the whole package

Air 5h 55m CO coach SFO 07:35am to TYR 03:30pm stop at IAH for 1h 5m
6h 17m CO coach TYR 05:45am to SFO 10:02am stop at IAH for 0h 55m

Request Quote

3) The traveler simply needs to push a button to approve the booking, and they're on their way!

- Once the traveler has selected their flight they can request a quote – directly or via their agency
- TravelDesk, upon receipt of the email request, will then send a final quote for the products selected, after making sure of availability
- The traveler then simply needs to decide whether or not to approve or decline the booking
- Secure payment from a credit card can be entered once the selection has been made
- And a confirmation will be sent by TravelDesk

TravelDesk
trip to Paris, TX, USA on Tue Jul 01 '08: your travel quote is here

Here is the detailed quote you requested for trip to Paris, TX, USA on Tue Jul 01 '08

If you prefer making a different selection, please send us a new search request.

Thank you for choosing TravelDesk.

Approve Booking Decline Booking

Financial Details
The price of the entire package is **\$383.80**, tax and fees included
Respective payment will be collected in accordance to your company's ex

Traveler(s)
The booking is made out for
1. Oliver March

Itinerary
Outbound Flight from SFO to TYR

Continental Airlines flight C01444 cabin COACH/S Boeing 737-800
departure Tue Jul 01 '08 07:35am SFO San Francisco International
arrival Tue Jul 01 '08 01:20pm IAH Houston Intercontinental

Continental Airlines flight C09547 cabin COACH/S Saab Sf 340
departure Tue Jul 01 '08 02:25pm IAH Houston Intercontinental
arrival Tue Jul 01 '08 03:30pm TYR Pounds Field

time in transit: 5h 55m



Downtown Travel

Mira Borukhin, Owner Downtown Travel

“We selected TravelDesk for its ability to cut our in-bound call time from several minutes to seconds, while at the same time offering our customers a better service. TravelDesk is being extremely well received by our staff and customers, and for us it dramatically reduces costs through efficiencies gained. It’s self-service that benefits everyone”

Finally, a Call Center Tool with *Travelers* in Mind

There are lots of ways that TravelDesk makes the business of managing your call center a whole lot easier:

- **Freeing up call operators time:** Do you ever wish that you were able to shorten the length of time it takes for your call center staff to answer a callers travel request? TravelDesk makes that possible. Calls can collapse from minutes to seconds. And the service delivered to customers will also be significantly improved.
- **Start offering valued added services:** TravelDesk allows your call center staff to shorten the time it takes to capture essential travel information; this allows them to discuss additional value added services such as insurance which they may not be offering.
- **Never miss a call again:** Using the TravelDesk ‘voice to text’ service you can automate the entire booking process, allowing your call center staff to never miss another customer call.



ROUNDTRIP

Just Send and Reply to Buy

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About Roundtrip

Roundtrip Systems is creating a revolution in e-commerce: fully transactional services via email. Roundtrip Systems has developed an asynchronous transaction platform for all messaging infrastructures that integrates natural language recognition with search, profiles and business rules to deliver an end-to-end e-commerce service requiring no human intervention or use of a browser. The first application of the Roundtrip platform is TravelDesk, offering email-based trip request and confirmation for the managed corporate travel marketplace. The company is based in Burlingame, CA.

For more information, visit www.roundtripsystems.com