

CRO Efficiency

1. CRO Efficiency functionality

Within the call center, there is a new button → Proposal Request.

Proposal request

Call Center

Incoming call Go to reservation **Proposal request**

Client's identification

Main Customer: 0000001003 Guest TA Company All
Main client's name: REWARDS, NH Branch cust.:
Guest Id:
Contact name:
Company:
CRS:

Queue CRO:
Branch comp.:
Branch CRS:

Search parameters

Arrival date: Nights: 0
Departure date:
Rooms: 0
Guests: AD 0 JU 0 CH 0 BB 0
Room type:
Meal Plan:

Selection criteria
Result by selected criteria

By clicking on this button, the search parameters (dates, number of rooms and occupancy) and the selection criteria (hotel search) will be activated in order to make a quotation:

Call Center

Finish Call Go to reservation Proposal request

Client's identification

Main Customer: 0000001003 Guest TA Company All
Main client's name: REWARDS, NH Branch cust.:
Guest Id:
Contact name:
Company:
CRS:

Queue CRO:
Branch comp.:
Branch CRS:

Search parameters

Arrival date: 04.12.2017 MO Nights: 1
Departure date: 05.12.2017 TU
Rooms: 1
Guests: AD 1 JU CH BB
Room type:
Meal Plan:

Hotels Rooms

Hotel filter: Max. kms: 10 Max. hotel: 40
[N]ESMD.EUROB-NH Collection Eurobuilding

Selected Hotels (1 hotel)

Hotels	Ca...	PAR	PET	RST	SHU	TRA	OUT	SPA
ES Madrid ESMD.EUROB-NH Collection Eurobuilding	COL...	✓	✓	✓		✓		✓

In order to search availability, click again in Proposal Request:

Call Center

Finish Call Go to reservation Proposal request

Client: 0000001003-REWARDS, NH || 04.12.17-05.12.17 Rooms: 1 PAX: 01AD ||
[N]ESMD.EUROB-NH Collection Eurobuilding

Shopping cart (1)

Send proposal

Cond.	Distan...	Arrival date	Departure date	H. Hotel	AD	CH	BB	Hotel features
	0,00	04.12.2017	05.12.2017	NH Collection Eurobuilding	1	0	0	

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If the hotel doesn't have availability, the conditions column will be red:

Client: 0000001003-REWARDS, NH || 04.12.17-05.12.17 Rooms: 1 PAX: 05AD ||

[N]ESMD.BALBO-NH Balboa

Shopping cart (3)

Cond.	Distan...	Arrival date	Departure date	H...	Hotel	AD	CH	BB			Hotel features
	0,00	04.12.2017	05.12.2017		NH Collection Eurobuilding	1	0	0			
✖	0,00	04.12.2017	05.12.2017		NH Balboa	5	0	0			

When we request an extra bed or a baby cot and there isn't availability, a red cross will be shown in the column (as the call center works):

Client: 0000001003-REWARDS, NH || 04.12.17-05.12.17 Rooms: 1 PAX: 03AD ||

[N]ESMD.BALBO-NH Balboa

Shopping cart (3)

Cond.	Distan...	Arrival date	Departure date	H...	Hotel	AD	CH	BB			Hotel features
	0,00	04.12.2017	05.12.2017		NH Collection Eurobuilding	1	0	0			
✖	0,00	04.12.2017	05.12.2017		NH Balboa	5	0	0			
	0,00	04.12.2017	05.12.2017		NH Balboa	3	0	0	✖		

You can make as many searches as you need (differ hotels, occupancies, dates...) in the same request.

In order to remove one of the lines, select the line and click on the remove button:

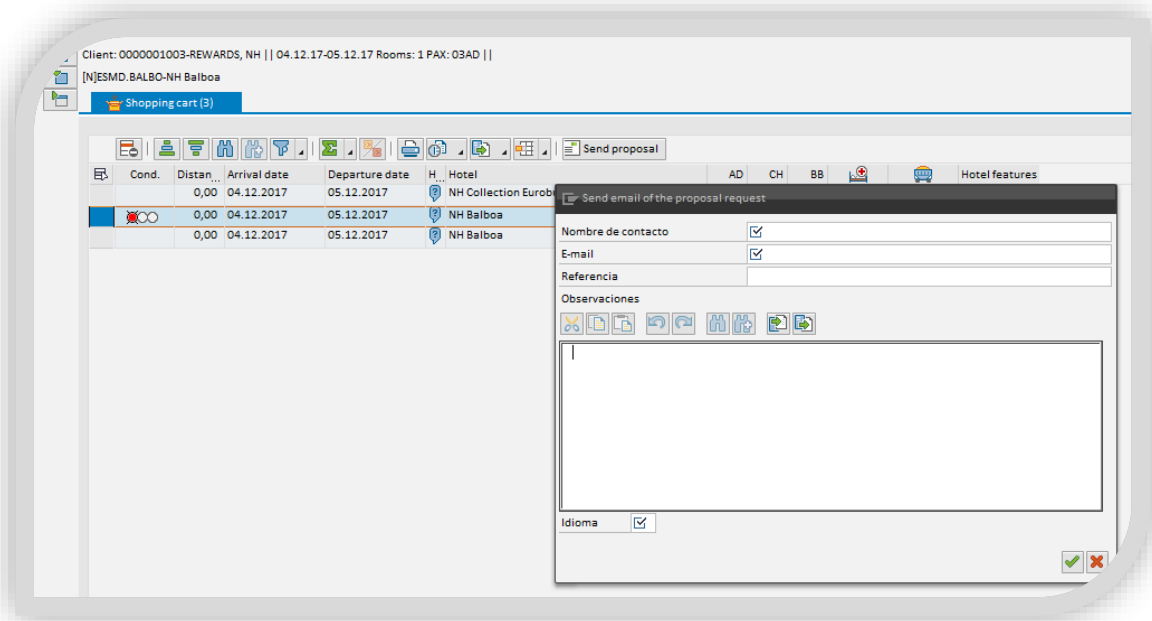
Shopping cart (3)

Cond.	Distan...	Arrival date	Departure date	H...	Hotel	AD	CH	BB			Hotel features
	0,00	04.12.2017	05.12.2017		NH Collection Eurobuilding	1	0	0			
✖	0,00	04.12.2017	05.12.2017		NH Balboa	5	0	0			
	0,00	04.12.2017	05.12.2017		NH Balboa	3	0	0	✖		

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To send the email, select the lines you want to send click on Send proposal fill in the following data:

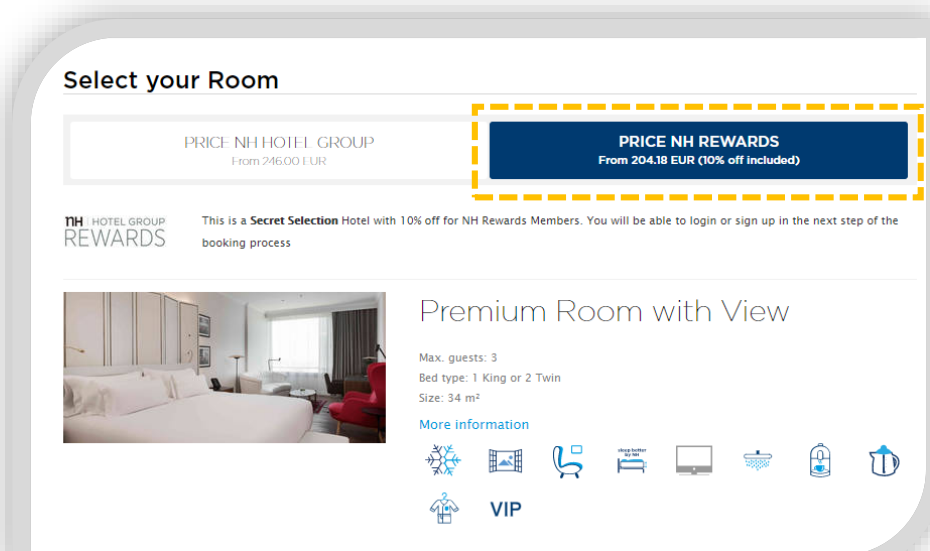
- ✓ Contact name (mandatory)
- ✓ Email account (mandatory)
- ✓ Reference (again case/activity)
- ✓ Remarks
- ✓ Language (mandatory)



2. Email

The customer will receive an email with information about the hotels he requested with a linked to the website (with a preselection of the hotel, dates and occupancy).

The rates offered by Efficiency are NH Rewards rates, so the web link will arrive at the NH rewards rates page:



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Dear Mr./Ms. PAOLA MARIN

Thank you for your email and for your interest in NH Hotel Group. In order to check our best prices and real time availability, or to make a reservation, please click on "Rates". For assistance, please contact us on +44 (0) 870 80 71 359.

We are at your disposal 24 hours a day, 365 days a year, and will be pleased to help you.

If you are calling from outside the UK, you can find the correct phone number for your country on our website: www.nh-hotels.com.



Spain | Madrid | From 20171213 until 20171214 | Room 1 (1 adult / 0 children) | Room 2 (3 adult / 0 children)



Padre Damián, 23, 28036 Madrid (Spain)

The NH Collection Madrid Eurobuilding hotel is a stylish retreat in the city's financial district. Re-opened in September 2014; it's unveiled a brand-new, ultra-contemporary look and is considered one of the best hotels in Europe for business or leisure.

Lowest price **107.55 EUR**

Average rate per night, including VAT. Please check rates, conditions and availability. Booking conditions. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Quisque eu velit ac sapien aliquet viverra.

Rates