

# Hospitality Analytics Dash

## Real Time Phone Monitoring, Trend Analysis, Exception Alerting, Analytics & more..

In today's economy competition is stiff and knowing the dynamics & needs of your customers or guests is critical. Offering the right mix of products and services in a timely, efficient manner is no longer optional. But you don't have time to wade through stacks of reports and data to get the answers you need. You need easy access to concise accurate performance information so you make those critical decisions with ease and confidence.

- ✓ Where calls are coming from and going to
- ✓ Areas & individuals generating the most calls
- ✓ Fraudulent, abnormal, abusive and suspect calls
- ✓ Which guests or staff called 911
- ✓ Hourly call traffic volumes, and trends
- ✓ Most active staff phones & guest rooms
- ✓ Longest calls, and much more...



## With Genesis Dash you can now quickly answer:

- ✓ How many calls are being handled by guest services staff, what are their busiest times and what was the total duration and cost of these calls? Do we need more staff?
- ✓ Which local businesses do our guests frequently call? Should we work jointly with them and offer our guests discounts? Should we allow/charge for their advertisement material in our hotel? Should we offer our own alternatives?
- ✓ Have there been any unusual increases or decreases in telephone traffic? Is it seasonal? Is our advertising working? Is our business growing?
- ✓ Were there any abnormal, fraudulent, abusive or malicious calls requiring additional follow-up? Can we track and be immediately alerted when calls are placed or received to certain telephone numbers? Can they be emailed or texted to me?
- ✓ Which staff handled the greatest number of calls and/or spent the most time on the phone? Who are the most efficient call handlers? Do some staff need more training?
- ✓ Where are the majority of our calls coming from and going to? Canada or USA or Overseas? Where should we advertise more?



Specializing in Telemangement  
Solutions Since 1984.

## Solutions

- Call Accounting & Tracking
- Real-time Analytics Dash
- Customizable Hotel App
- Traffic Analysis
- Switch Management
- Contact Center Monitoring
- Emergency Notifications
- PSAP Control

## Contact Us



Sales: 888-993-2288  
Support: 604-530-9348



sales@buygenesis.com  
support@buygenesis.com



[www.buygenesis.com](http://www.buygenesis.com)