





Tyme Global offers a decade of experience providing world-class hospitality work-from-home agent services. We remove the burden of costly, time-consuming and headache-inducing HR complications. With fast, on-demand scalability we can provide as many remote agents and hours of coverage as needed in very little time.


Our services are customized for each client. We train our shared or dedicated agents on the specific needs, brand, and details of each engagement for the best customer experience.


We provide fully-transparent analysis and robust reporting to provide our clients with all the data they need.





 Tyme Global remote agents are standing by 24/7/365 to support your guest service needs.

 Our staff are trained to the Forbes 5-Star white glove service quality standards.

 Tyme Global can help you cut operating costs and save office space instantly.

 We handle your inbound and outbound communications seamlessly with integrated omnichannel technology.

 Scale service level and number of agents to your needs, fast.

 Top tier security and compliance.

## Tyme Global Solutions

- PBX/Guest Services
- Skye Virtual Agent Smart IVR
- Email Inbox & Data Services
- Reservations
- Voice/Email/Text/Chat
- Native English-Speaking & Bilingual Agents

## Our Staff

Tyme Global offers a dedicated team of recruiters with access to a 10,000+ strong database of applicants. We boast exceptional retention rates for our industry providing opportunities for growth and mentorship. We have honed our operations for high standards and rapid deployment.

## Our Technology

Integrated technology is the backbone of Tyme Global. It allows our agents to work from home, our managers to track performance and provide detailed reports. Our software provides intelligent routing, on-screen caller and business information, automatic CRM logs, and sentiment analysis.

## Skye Virtual Agent

Skye from Tyme Global is a smart IVR (Interactive Voice Response) system that uses natural language. Skye saves valuable staff time and resources by answering basic inquiries before they reach the front desk. If further assistance is required Skye routes communications to the appropriate person or department.