



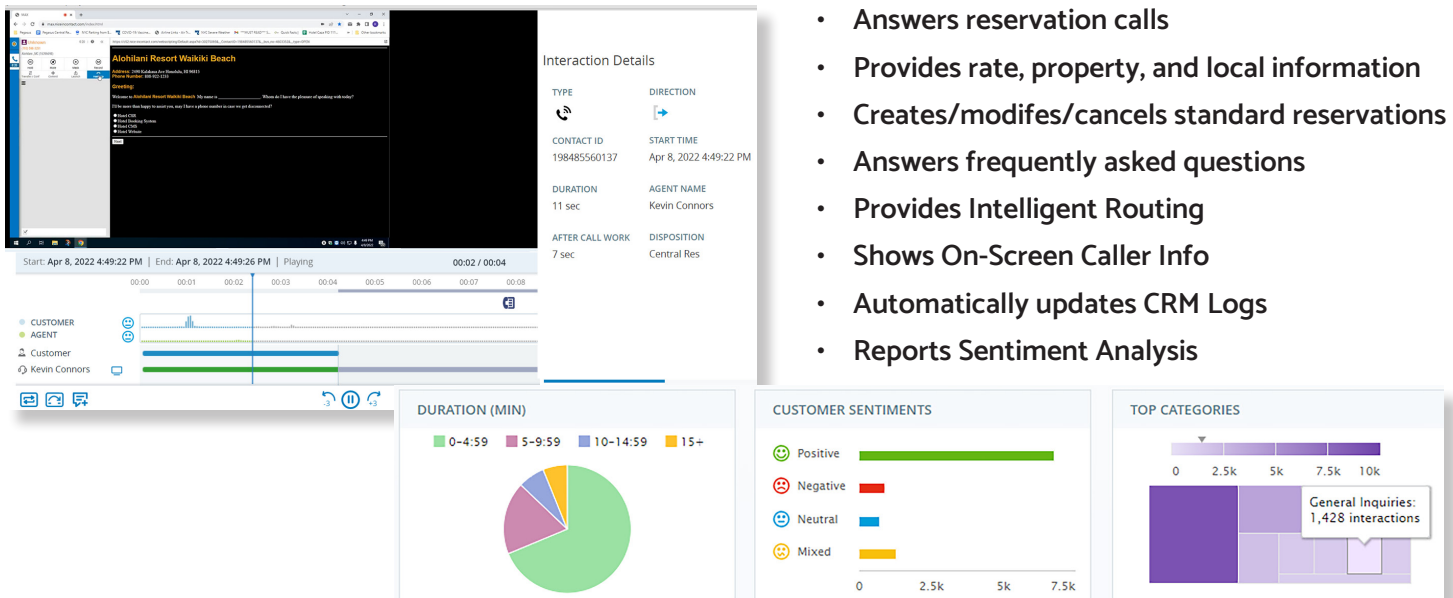
Tyme Global's central reservation staff are ready to improve your conversion rate, secure more bookings, and lower abandon rates by providing a best-in-class customer experience. Our **conversion rates** are typically **higher than 25%**, a full 6% above the industry average.

The secret to our success is a unique combination of **staffing excellence** and custom technology.

Everything is automatically logged to your CRM. Sentiment analysis reveals valuable customer insight. We **integrate all communication** channels with interaction history to provide context for every conversation. Intelligent routing ensures calls are sent to the right agent. Customer and local information is at their fingertips.

TYME GLOBAL:

- Answers reservation calls
- Provides rate, property, and local information
- Creates/modifies/cancels standard reservations
- Answers frequently asked questions
- Provides Intelligent Routing
- Shows On-Screen Caller Info
- Automatically updates CRM Logs
- Reports Sentiment Analysis

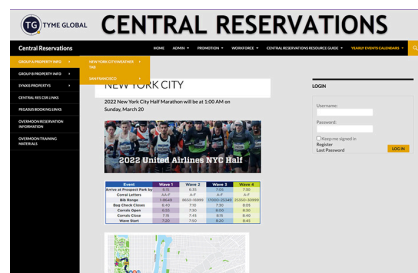


Tyme Global CMS

Our CMS has all the information that agents need to serve your guests. Not only do we take reservation calls, we can assist with general questions, decreasing the number of calls going to the Front Desk.

Our CMS displays location based information such as:

- Annual event calendars
- 7-day weather forecast
- Promotion tabs/hotel
- Property fact sheets
- Hotel layouts
- City guides/maps



Online Booking

List your properties on the Global Distribution Systems (GDS) and Online Travel Agency (OTA) systems such as Hotels.com, Expedia, Booking.com, and more.* We provide the avenue for controlling current pricing and inventory through your Property Management System (PMS).

**separate contracts apply*

Our Staff

Tyme Global agents are trained to the Forbes 5-star standard of customer service. Further, we take the time to understand your needs so that our agents become an extension of your brand. Excellence in recruitment, onboarding, training, and management gives our team the tools they need to create the best possible customer experience for your guests. Most call centers offer a 15:1 agent to manager ratio. We cap workgroups at 10:1.