

KaptureCRM for Travel Companies



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Challenges in Travel Industry

Tours & Travel agencies have complex sales and service process that needs a tailored made solutions because of the workflow



Travel agencies depend on manual workflows or use basic technologies like the MS Office tools



Higher response time for each sales and service enquiry



Poor customer management



No track of emails, calls leading to loss of business



Inefficient complaint and feedback management



Multiple platforms to manage clients

End to End Solution for Tours & Travel Companies



KaptureCRM can manage all your business processes. Starting from Handling enquiries and building travel itineraries to taking payments and managing commissions with suppliers

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Manage Your lead Sources



Capture all your leads from various sources in a single dashboard



Follow ups



More closures on leads

Client Management

Productivity tools for efficient management of clients



Detailed enquiry page for each client



Track progress of each client journey



Assign enquiries to respective teams



Dig deep inside together a historical view of each client



Create a follow up action



Increase team performance by 20% within 6 months



Predefined email templates for instant responses



Sales Funnel Chart

Productivity tools for efficient management of clients

View your clients progressing towards conversion



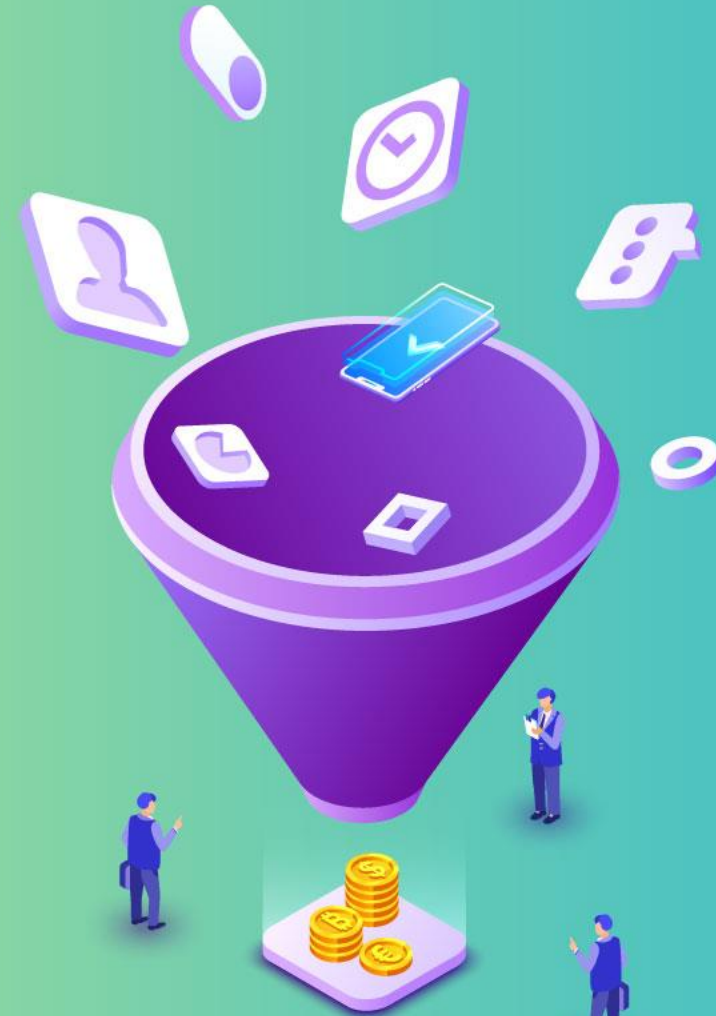
Dig deep inside to view specific stage clients



Track lead process through the funnel



Filter clients stage wise



Client enquiry

Prospect

Quotes sent

Itinerary Planned

Travel done

Manage Itinerary & Packages



Send your customers bespoke documentation including vouchers, booking confirmations and itineraries via Kapture



Customize the itinerary as per client requirement



Get reports and stats on itinerary and client plans

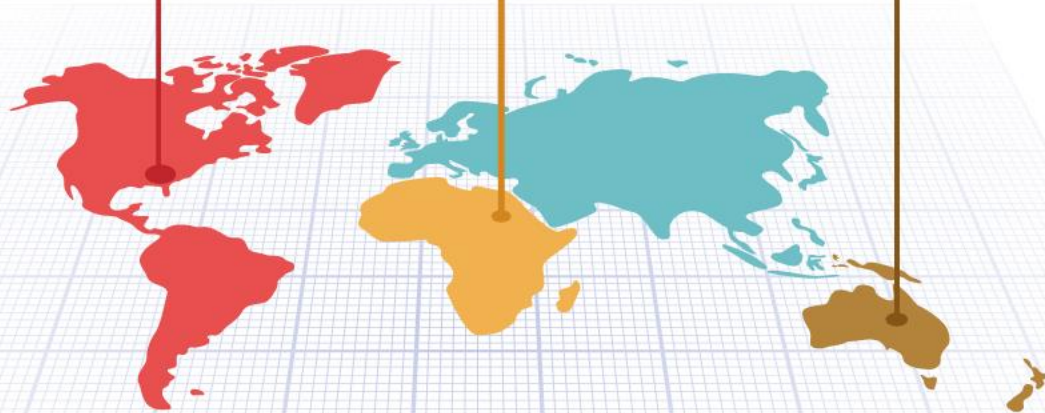


Create custom packages to suite your client needs



Booking Management

Integrated Inbox - Reduced Response Time - Escalations & Alerts



Track status of all booking from customers and stay on top of each client mail



Reduce the time taken for each employee to close cases



Set SLA's for different types of prospects as well as important ones



Create consistent experience for your guests for better retention

Omni Channel

Integrate multiple enquiry sources



Travelers are using more channel to search, compare and book trips.



Personalized experience on each channel, which helps winning customer loyalty

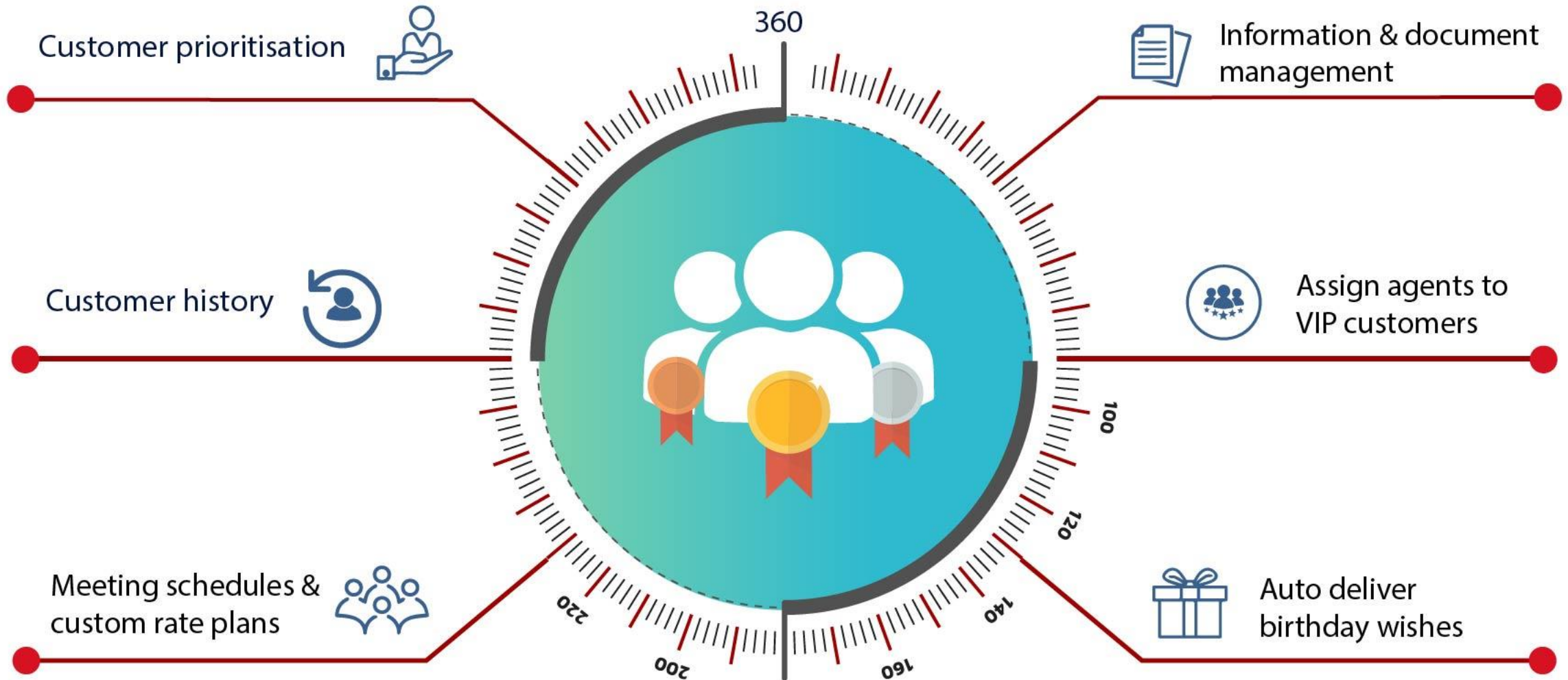


Seamless integration with email, website, Cloud telephony and more.

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Customer 360

Get a complete view of your customers and their requirements



Corporate Client Management

Productivity tools for efficient management of clients



Modify Corporate Information



Track all your team member



Upload Data from Excel



Regular follow up with corporate clients



Manage your corporate team expenses



Focus on turning the prospect to clients



Escalation Matrix

Track agents' response time for each email



Set up maximum response time for each mail



With a good escalation process, ensure client is not left unattended



Escalate to reporting managers when left unattended



With a good escalation process, ensure client is not left unattended



Notify agents for unresolved mails

Feedback Management

Good, bad, Ugly we hear it all out with patient ear



Allow your customers to send feedback and complaints from multiple channels



Measure customer satisfaction



With the customer feedback, now you can take the right business decision

Integrations & More



Next level of integration with websites and Travel Portals.



Manage Multi-location business with a single platform.



Integrated Call Centre solution to generate more leads and close more sales.



Marketing Mailers & Campaigns

Stick with your customers throughout their journey

Set communication templates and automatically deliver notifications to future prospects and VIP customers



Custom Content Templates



Automated Communications



Continuous Engagement



Emails



SMS



Payments & Invoice Management



Automatically deliver rate cards and invoice to customers



Set tax rates, discount limits and payment schedules



Integrate payment gateway links for one click payments and download payment receipts



Send payment follow ups and reminders automatically



Set payment credit limits to individual customer



Automatically prepare quotations as per pre-defined values



Analytics & Reports

Generate daily, weekly, or monthly reports for performance tracking



Booking reports -
Location / Routes wise



Pending ageing analysis



Status reports -
pending / resolved
/ Cancelled



Report engine allows
you to create multiple
reports of your choice



Employee reports -
assigned / pending



Some Of Our Happy Clients



AxisRooms



Radisson

Google



ExxonMobil

bigbasket



CRAVATEX



Tree House

bloomrooms

SAROVAR HOTELS & RESORTS

StanleyBlack&Decker



ROYAL ORCHID HOTELS

EWELL

PharmEasy



abhibus HAR SAFAR MEIN APKA HUMSAFAR

FCM TRAVEL SOLUTIONS

SURYAGARH



treebo

Know More About Us...



While Kapture services to clients from across the globe, we have offices located in the below four cities.



[BENGALURU](#)



[MUMBAI](#)



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