

SKYRUN PHONESYSTEM

www.SkyRun.com | 877-SKYRUN-1

Bring the power of professional business phone systems into your Vacation Rental operation.



The VOIP Phone System designed for the vacation rental industry.



A Vacation Rental company needs a reliable phone system to manage customer phone calls 24x7. SkyCall is a VOIP (Voice over Internet Protocol) phone system designed for the vacation rental market as a stand alone phone system or for integration into SkyConnect and SkyTrax for a complete vacation rental management communications system.

For the price that phone companies charge for individual phone lines and no central PBX system, you can have a complete PBX system with features.

- A customized IVR / Auto-attendant to route callers by voice depending on the time of day and their needs.
- Wide range of phone choices starting with Internet-connected commercial grade IP phones with wireless and wired professional-

grade headphones from manufacturers like Polycom or Cisco supporting advanced transfer and call-holding features.

- Follow-me features to existing land-lines or cell phones. Phones can be rang one at a time, or all at the same time to connect your guest promptly while only disturbing you if your staff is unavailable.
- Professional call queues where if all of your agents are busy, callers hear how many people are ahead of them and estimated hold times or can go into voicemail. Your choice.
- When callers call in, you see what they dialed to get there on your phone. So whether it's a reservation or guest services call, and which property or location if you have multiple locations) so that you know why they're calling before you pick up and can answer (or let it go to voicemail) as appropriate.

- Ability to set up calling to on-call phones only after making sure it's an actual emergency and offering to take a message if it can wait until morning.
- Voicemail with voicemails optionally emailed to you.
- You can have as many phone numbers as you want (toll free or any area code) and transfer existing numbers. Track results of marketing by using different call-in numbers that can start your caller into any part of your IVR menu system.
- Ring groups where you can dial multiple lines in AND OUTSIDE of the phone system simultaneously, or in order.
- Optional Voice Recognition where you can have your guests say 'guest services' or 'reservations' or staff names for better and safer customer service with smart or car phones where you don't have to take down the phone and use the keypad.
- Optional Video calling.

And Vacation Rental specific options like:

- **Cleaning and maintenance dial-in** number where they can update the unit status by entering the unit number on the keypad when the unit is cleaned or inspected or report maintenance all from their cell phone.
- **Call guests** when their unit is ready.
- Set up **guest wake-up calls** to call a cell phone or the property phone at a set time.

“Our SkyCall phone PBX is HALF the cost of our previous phone system from Ring Central. Add to that, the capabilities for Vacation Rental customizations and it’s a no-brainer. I’m particularly excited about the feature where my housekeepers and inspectors call in their status. This season, we’ll even be calling our early-arriving guests automatically to let them know when their room is ready.”

Paul Meyers - Owner, SkyRun Vacation Rentals Copper and Breckenridge.

- When used with SkyConnect CRM: **Outbound auto-dialing or inbound 'screen pop'** like major call centers where the callers information is retrieved and shown on the screen when the phone rings.

Setup and Maintenance comes standard

A PBX can be very difficult to design and set up. So with SkyCall, WE work with you on a design based on our experience with vacation rental phone systems AND your experience with the needs of your clients. Then we program the system for you and make changes as you add new extensions and functions. We use a graphical layout tool to work with you to design your IVR interactively with you and change it as your needs change.

The SkyCall Design Tool
 We work with you to configure a 'dial plan' that works for you and your guests.

 The custom dial plan shows exactly how calls will route through your menus and allows for easy customizations.

