protel Messenger

Automatic messages sent directly from protel

Short, fast and easy: With protel Messenger hotel departments and guests stay in touch.

With protel Messenger, you can create and send e-mails or text messages automatically or manually via protel. Whether time-controlled or triggered by a specific event – simply set the rules and determine whom to send what message to and when.

protel Cloud Solutions

protel Messenger is a protel Cloud Module. The setup of this hybrid Cloud solution with protel SPE or MPE, such as defining parameters or setting the rules for sending texts, can be accomplished in a convenient and easy way via the protel Cloud Center, the Internet based tool for the central administration of all protel Cloud modules that are used in the hotel.

The options are limitless. A few examples:

▼ *„Your room is now ready!"*

Automatic text to your guest as soon as the room status changes to „clean" in protel

▼ *„Mrs. Johnson is checking in! (VIP-7)"*

Automatic text to the hotel manager when a VIP guest checks in

▼ *„Happy Birthday, dear Mrs. Neil!"*

Automatic text to a birthday guest currently in-house

▼ *„Did you enjoy your stay with us?"*

Automatic message to guests who checked out two days ago including a link to a survey, e.g. with protel Survey

▼ *„We're looking forward to your stay. Here are directions to our hotel…"*

Automatic message to a guest one day before his arrival with a link to a map

▼ *„Your taxi is now waiting for you in front of the hotel."*

Message from the front desk to the guest

▼ *"New work order. Please check your task list for details."*

Automatic text to the janitor when a new maintenance order has been created in protel

And many, many more …