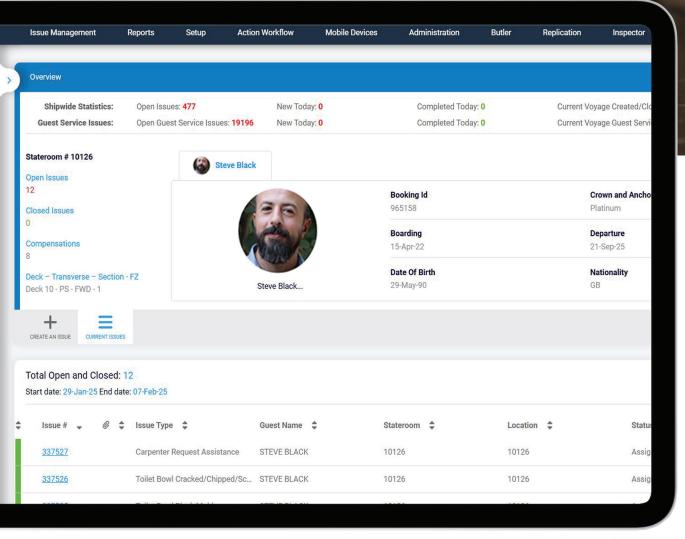


cruisePAL

IssuTrax

Hotel Maintenance & Guest Service Management System

IssuTrax™ is a suite of web and mobile applications used to create, manage, track, and respond to all guest service events and maintain & improve shipboard spaces & assets.



Customer Benefit:

IssuTrax™ enhances the guest experience, productivity, and increases efficiencies by improving internal communications between departments and externally with guests. Improve response times and customer satisfaction goals by reacting in real time and seamlessly communicating with guests about their issues and requests.







HQ DATA WAREHOUSE:

A centralized system designed to manage data setup and system configuration across your fleet, while consolidating all shipboard transactional data into a single database through two-way data replication. This data repository facilitates thorough review, analysis, and reporting, providing management with near real-time insights of shipboard activity.



ENHANCED GUEST SERVICE:

Empowers your team to provide the highest level of service when addressing guest-related matters. By streamlining communications and processes, it ensures swift response times, ultimately enhancing guest satisfaction and overall experience.



CONFIGURABLE WORKFLOW AUTOMATION:

Our configurable, built-in workflow streamlines multi-step processes for managing shipboard issues and complaints by automating communications and manual tasks, boosting efficiency and productivity.



SHIPBOARD PROPERTY MANAGEMENT SYSTEM (SPMS) INTERFACES:

Integrates with industry-standard SPMS systems for capturing guest data, amenities, and special requests.



GUEST HISTORY:

A dashboard and reporting tool to help shipboard staff be proactive and improve the guest experience by providing them with historical data from past cruises across the fleet.



INTERACTIVE VOICE RESPONSE (IVR):

Create, manage and close IssuTrax tickets from any phone connected to your shipboard PBX system.



DASHBOARD:

A comprehensive dashboard featuring customizable charts, intuitive filtering, and search capabilities, delivering real-time alerts and notifications. It provides a clear, real-time overview of guest complaints and maintenance or service tasks affecting the guest experience.



24/7 HELP DESK:

Delivers on-site support and training whenever and wherever it is requested.



MOBILE SOLUTIONS:

Our mobile apps equip shipboard users with tools to perform tasks on-the-go, offering real-time updates, offline functionality, seamless service management, and user-friendly interfaces.



ISSUTRAX CUSTOMER API:

Guests can use their mobile devices to request services and receive progress updates when integrated with a guest facing mobile application.

