

# Q2 / 2018

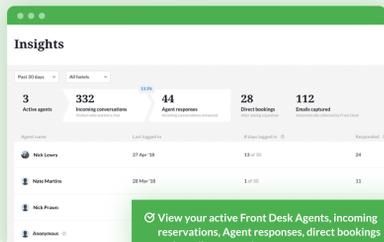
## Product innovation

TRIPTEASE

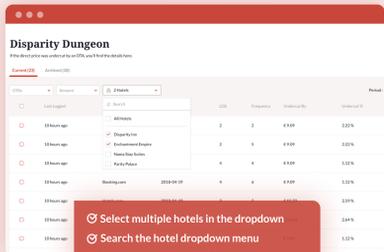
### Front Desk Conversation Insights

03 APRIL

[Find out more](#)



- View your active Front Desk Agents, incoming reservations, Agent responses, direct bookings and emails captured
- See a breakdown of data for each staff member using Front Desk including name, last login date, number of days logged in and number of responses



- Select multiple hotels in the dropdown
- Search the hotel dropdown menu
- Disparity frequency added to downloadable CSV

### Disparity Dungeon search, dropdown and CSV updates

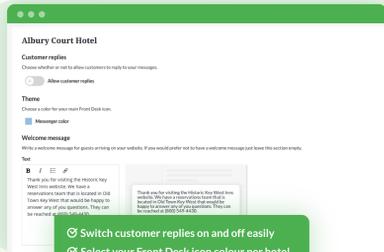
06 APRIL

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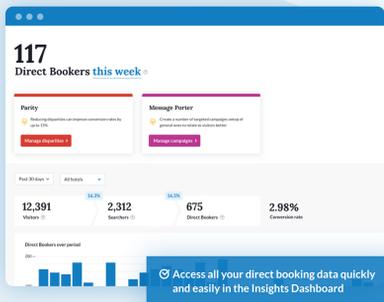
### Control customer replies & Front Desk icon per hotel

06 APRIL

[Find out more](#)



- Switch customer replies on and off easily
- Select your Front Desk icon colour per hotel, for an even more tailored brand experience



- Access all your direct booking data quickly and easily in the Insights Dashboard

### Your Insights dashboard

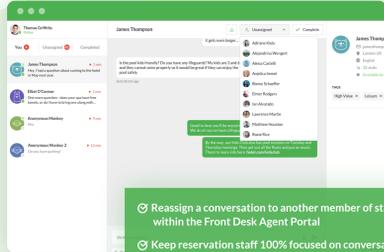
11 APRIL

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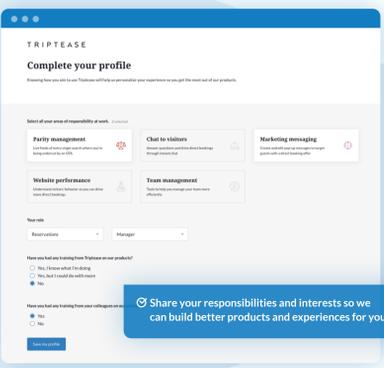
### Reassign a conversation

12 APRIL

[Find out more](#)



- Reassign a conversation to another member of staff within the Front Desk Agent Portal
- Keep reservation staff 100% focused on conversations related to bookings
- Send questions to a member of staff at a specific hotel



- Share your responsibilities and interests so we can build better products and experiences for you in future

### Complete your profile

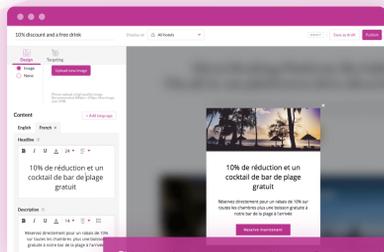
09 MAY

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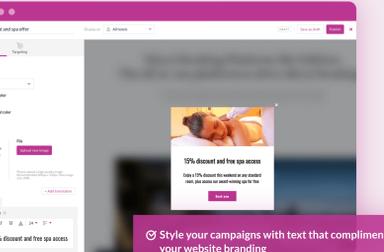
### Create campaigns in multiple languages

11 MAY

[Find out more](#)



- Automatically translate your Message Porter campaigns to match the languages your website is available in
- Measure all language variants as one campaign in the Campaign Monitor



- Style your campaigns with text that compliments your website branding

### Custom fonts for Message Porter campaigns

23 MAY

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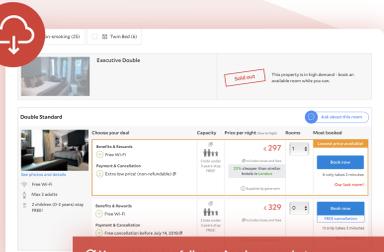
### Open conversation queues in Front Desk

01 JUNE

[Find out more](#)



- See all conversation queues in the Agent Portal - even those that have been picked up by another Agent
- Mark a conversation as Complete or Open, so that other Agents can step in if needed



- You can now see full page Agoda screenshots - including the search parameters
- Easily download the screenshot so you have proof of the disparity

### Full page Agoda screenshots

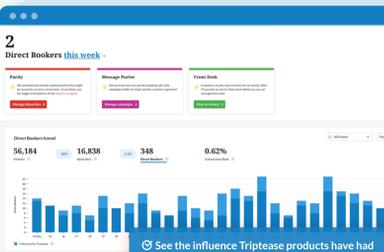
07 JUNE

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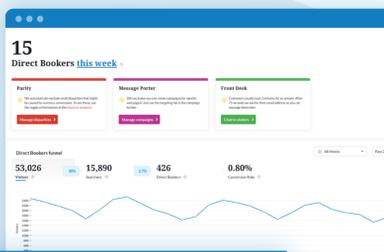
### 'Triptease Influenced' bookings

08 JUNE

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- See the influence Triptease products have had on your direct bookings
- In order to be counted as 'influenced' a website visitor must have taken at least one of three specific actions



- Track your website Visitors, Searchers and Conversion Rate
- View and analyze your data on a graph over time

### New dashboard data: Visitors, Searchers and Conversion Rate

29 JUNE

[Find out more](#)