



# Guest Communications Just Got Even Better!

We're thrilled to announce some powerful new features for your Guest Communications platform, designed to make managing your guest interactions smoother and more efficient than ever. **Get ready to enhance your workflows and keep your guests happy, which will lead to loyal customers and repeat bookings!**

## Connect with Guests Everywhere They Are

### VRBO Messaging

You're already masters of communication on Airbnb, and now we're bringing that same seamless experience to your VRBO conversations! No more juggling multiple platforms or manually copying messages. Respond to your **VRBO** guests directly within your Track dashboard, just like you do with Airbnb. It's all about keeping your guest conversations flowing in one familiar place, which will lead to **faster responses and satisfied guests who are more likely to book with you again.**

### Email Messaging

Our enhanced Email Messaging feature now allows you to manage **all** your guest email correspondence directly within Track – from post-booking inquiries to post-stay follow-ups. This means a complete history of every guest interaction, right where you need it, fostering **clearer communication and a stronger guest relationship that encourages repeat bookings.**

**"Track gives us centralized visibility into every message, whether it came through Airbnb, Vrbo, or direct."**



**Heather Haire**

CRO | Cape & Coast

## **Your Guests Get Instant Replies, Around the Clock!**

### **Auto Responder**

Imagine your guests getting instant, helpful replies even when you're off the clock. Our enhanced Auto Responder, now a fully integrated part of your Guest Communications platform, makes this a reality! This feature automatically replies to inquiries from Airbnb and **email**, ensuring your guests always feel heard. Your business never sleeps, and now, neither does your guest communication, which will lead to **guests feeling valued and attended to**.

## **Ready to Experience the Difference?**

Want to learn more about how these features can specifically benefit your operations or need a personalized walkthrough?

**Reach out to your dedicated Track representative today, or email [saascustomersuccess@tnsinc.com](mailto:saascustomersuccess@tnsinc.com).**

They're ready to show you how to maximize these powerful new tools.