

TrackPulse + Pulse AI

The reservations contact center built to convert every inquiry.

TrackPulse Turns Your Reservations Channel Into Business Intelligence

»» Multichannel contact center

Voice, chat, and SMS in one agent view, connected to guest and lead records.

»» Real-time reporting

Conversion tracking, campaign attribution, and agent performance, all in real time.

»» Intelligent call routing

Calls reach the right agent automatically. No manual triage needed.

»» Conversion building tools.

Advanced CRM database, outbound calling, and marketing tracking.

»» Call scoring and agent coaching.

Managers score calls against configured templates to better coach agents.



Pulse AI *(Coming Soon)*

Makes Every Agent Your Best Agent

»» AI Call Scoring.

No more waiting on manual samples.

»» AI Lead Processing.

Lead and contact fields automatically filled in.

»» Full Call Transcriptions.

Speaker labeled and timestamped.

»» 100% of eligible calls scored automatically.

No new login. No added steps for agents.

Proven at Scale & Powered by Continuous Innovation

33.5M

historical calls

\$34.9B

in order value attributed to calls

1.99M

recorded call hours

2026 TrackPulse Product Investments

»» Quote Lead Integration.

Tape chart quotes connect straight to leads. No more copying links to track what was quoted.

»» Call filtering by brand.

Faster review and clearer accountability for teams managing multiple brands.

»» Smarter follow ups.

Agents set their own default timing for lead follow ups.

»» Cleaner email threads.

Guest email conversations read as one connected thread, not scattered messages.

»» 20+ additional upgrades shipped in 2026

Straight from customer feedback, across calling, CRM, messaging, and reporting.

The Bottom Line

TrackPulse turns your reservations channel into a proven, ever-improving contact center. **Pulse AI** builds on that core, helping every agent convert more of the demand you already have, without adding headcount.

Schedule Your Demo Today

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trackhospitality.com