

Case management

Read the conversation and choose the correct answer.

Agent: Thanks for calling HotelesColorido.com. This is *(your name)*, how can I help you?

Partner: I have a problem with a virtual card.

Agent: I am going to do my best to help you but first, can I have your hotel ID number?

Partner: 32

Agent: Can I have your phone number?

Partner: It is 32561

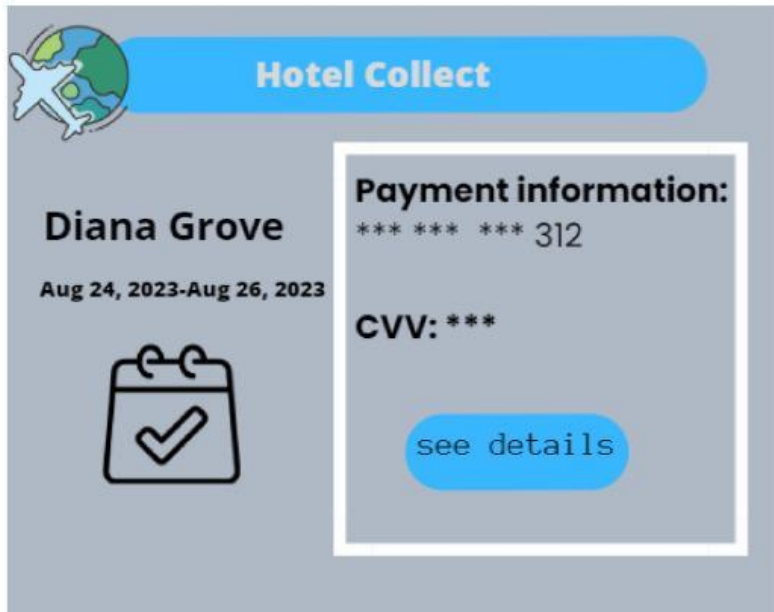
Agent: Can I have your email?

Partner: anl@gmail.com

Agent: Can I have the booking ID?

Partner: It is 658

Booking:



The image shows a digital booking confirmation card for 'Hotel Collect'. At the top left is an icon of a globe with an airplane. The title 'Hotel Collect' is in a blue rounded rectangle. Below this, the name 'Diana Grove' is displayed in bold, followed by the dates 'Aug 24, 2023-Aug 26, 2023'. To the right of the name and dates is a calendar icon with a checkmark. On the right side of the card, there is a white-bordered box containing 'Payment information: *** ** 312' and 'CVV: ***'. At the bottom of this box is a blue button with the text 'see details'.

Agent: I found that this reservation is:

- A. prepaid and we do not have access to the guest's personal card for security. Therefore, you can look up the details in ColorfulHotels partner Central.
- B. It is not a prepaid reservation; therefore, you can look up the details in ColorfulHotels partner Central or request payment directly at the hotel.

Partner: OK, I'll keep it in mind.

Agent: Have I answered all your questions?

Partner: Yes, thank you.

Agent: OK, thanks for calling HotelesColoridos.com, Have a wonderful day.