centaman

Customer Engagement Solutions to Give Guests the Experiences They Crave

Prioritizing your guest experience and strengthening your attraction go hand-in-hand. Create deep connections with your guests and offer them the seamless experiences they have come to expect. Our customer engagement solutions provide a comprehensive look at data across your attraction and the technology you need to stay competitive. With guest experiences at the top of our focus, our solutions are built to identify and improve processes resulting in happier guests who are sure to keep coming back to your attraction.

Customer Engagement Solutions Built For Attractions

Better Staff Performance

When you utilize our customer engagement solutions, like self-service kiosks for ticketing, food ordering, attraction purchases, and donations, your team can jump in and concentrate on connecting with guests. If you're short-staffed or have a busier day than usual, staff can grab a portable tablet POS system with line-busting capabilities to clear out queues.

Seamless Guest Journey

Delight your guests at every step of their journey. Print-at-home, mobile, and self-serve kiosks give guests a variety of ticketing options. Once guests have entered your attraction, allow them to pay with cash, credit, debit, or cashless options. Finally, our business analytics features allow you to gather guest data and stay in touch with email marketing.

Why Guests Love Our Customer Engagement Solutions

- ✓ Personalized coupons and discounts

- ✓ Robust data to create connected experiences that meet guest's changing expectations

- ✓ Upselling and add-ons to guide your guests to the perfect day

- ✓ Cashless options with gift cards and member records

- ✓ Easy waiver validation and access control to avoid bottlenecks at the entrance

Mobile-Friendly Webstore

Make a strong first impression with our mobile-responsive webstore, which simplifies online ticketing. Utilize a calendar, list, or hybrid view model to display ticket availability and use color coding to indicate variable prices. Our features and functionalities make it simple for customers to manage their reservations, make cancellations, and issue refunds.

Decrease Ticketing Errors

There's nothing worse than underselling or overselling tickets due to errors. With inactivity timers at self-service kiosks, you can assure you'll sell the right amount every time. Additionally, utilize abandoned cart timers in the webstore to motivate guests to make a purchase right away. Regardless of the purchase procedure, all ticket inventory is monitored and shared across all platforms in real time.

Additional Customer Engagement Features

- Validate military and other discounts using identity verification integration
- Built-in reporting with real-time data
- Create and review guest segments
- Credit card tokenization for changes, cancellations, and refunds
- Email marketing with integration
- Pop-up surveys at POS systems
- Email, print, or no receipt options
- Easily apply member benefits
- Abandoned cart timers

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We strive to ensure our software helps customers deliver a better guest experience and operate more effectively from the onset with a dedicated project manager and 24/7 support team. Our out-of-the-box solution is loaded with powerful features, and our scalable solution has the flexibility for custom development and integrations.

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