

Unified Inbox

[UnifiedInbox.mp4](#)

WHAT IS UNIFIED INBOX?

Unified Inbox is a new tool from Avantio which allows you to centralise your communications with all the stakeholders associated with a booking in one place.

With *Unified Inbox* you can easily communicate with different guests in a booking, with the owner and also with the different providers associated with a booking.

It does not matter which portal/channel the booking comes from. *Unified Inbox* works with bookings from any channel whether it's a portal, your website or a manual booking.

In addition, *Unified Inbox* synchronises with Airbnb and VRBO (HomeAway) and will be visible to the guest in the messaging app of those portals.

ADVANTAGES

Unified Inbox facilitates seamless communication between the agency and the other entities associated with the booking which can be the guests, the owner and the providers.

A major advantage for the agency is the centralisation of all messages associated with a booking in one place without the need to consult the different messages in your email inbox.

This will allow the reservations team to deal quickly with enquiries and will prevent sending duplicate messages by mistake because you can clearly see what messages have been sent.

It's also possible to send either a quick message or use a template for more detailed information.

For the guest, communicating through *Unified Inbox* will make the user experience much more pleasant when contacting the agency. This will incentivise them to communicate more with you and provide information such as the arrival time, etc. (if the guest has not already done so using [check-in online](#)) - essential information to provide a problem-free welcome for your guest.

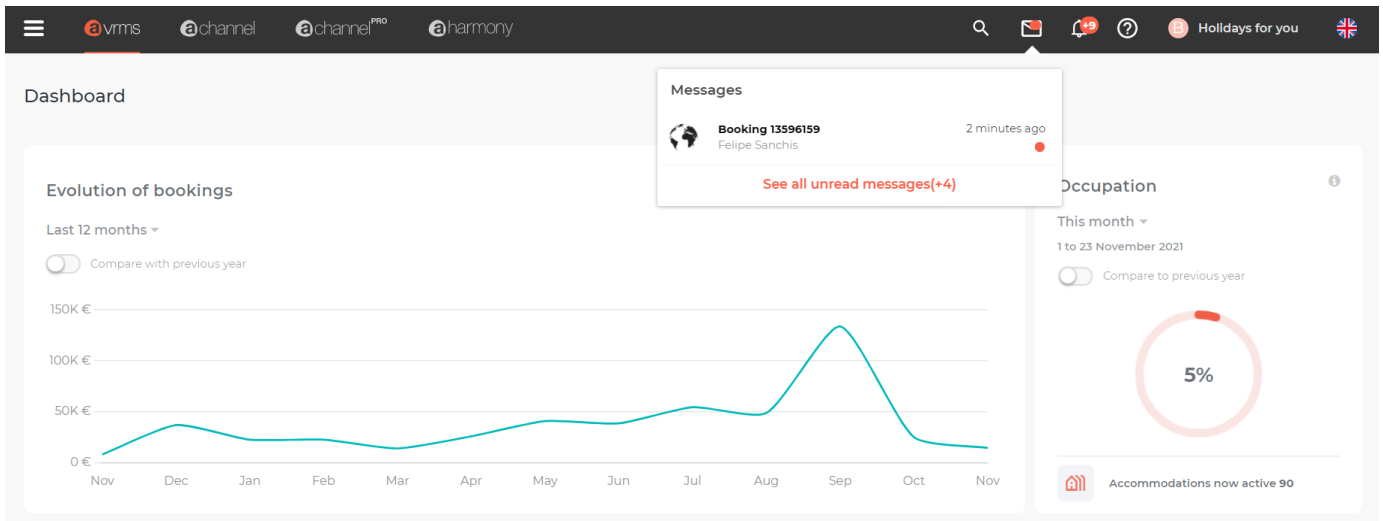
You'll be able to gain access to the new Unified Inbox feature with the envelope icon in the top bar of your VRMS account.

The *Unified Inbox* module is included in the price of your subscription. There is no additional cost for the agency.

ACCESS

AGENCY

The agency can access *Unified Inbox* through the VRMS from the messaging icon in the top right of the screen.



Once *Unified Inbox* has been activated all messages will be sent from this section.

On the booking page under "Send message to the tourist" when you click on "new message" you will be redirected to *Unified Inbox*. This also applies when viewing the message history.