

FOR IMMEDIATE RELEASE

Travel Outlook Launches *Strong Voices*: A Specialized Off-Site Contact Center for Casino Operations

Santa Fe, NM — [February 2026] — Travel Outlook, the Premier Hotel Call Center™, has announced the launch of Strong Voices Gaming Contact Center, an innovative off-site contact center designed for casino operations. Strong Voices sets a new standard for casino contact center services by combining advanced technology, decades of call-handling expertise, and a unique commitment to supporting tribal communities, and it does all of this affordably.

Strong Voices will be welcomed to the gaming industry at the Indian Gaming Tradeshow & Convention at the San Diego Convention Center

San Diego, CA
March 30 – April 2, 2026

The Strong Voices team will be in booth 1206

Strong Voices offers tribal casinos a unique opportunity to **train and empower younger tribal members** with professional call-handling skills. With hands-on training, modern equipment, and

expert guidance, new team members can make an immediate positive impact in their own casino operations while building long-term careers in hospitality and gaming support.

Backed by Travel Outlook's management team — with more than 60 years of industry experience — Strong Voices delivers **unmatched professionalism and courtesy**, ensuring VIP players and guests receive concierge-level service from the very first call.


John Smallwood
President
Travel Outlook

"Strong Voices was built to provide casinos with a high-performance voice solution that uses AI to guarantee consistent results," said John Smallwood, President at Travel Outlook. "Our approach not only safeguards revenue and enhances guest loyalty but also creates opportunities for tribal communities to build lasting skills."

Key Features of Strong Voices include:

- 24/7/365 multilingual coverage
- Simple, transparent pricing with scalable options
- Voice, chat, SMS, email, and social media support in a single agent desktop
- Advanced routing of high-value players to VIP specialists
- Daily AI-driven call scoring for every agent
- Call recording with selective pause/resume, PII masking, and full audit trails compliant with gaming regulations
- PCI DSS 4.0, SOC 2, and gaming commission security compliance
- Dispute resolution for bets and promotions with seamless escalation of risk and fraud concerns
- Redundant carriers and geo-redundant data centers
- White-glove onboarding experience

Strong Voices handles every type of guest interaction with precision — from booking casino reservations and managing front desk inquiries to coordinating restaurant, spa, golf, and group business requests.

In addition, for its clients the Strong Voices team can integrate Annette, The Virtual Hotel Agent™, a guest-led powerful **conversational AI assistant** designed specifically for hospitality industry. Annette can handle hundreds of FAQs and route calls effectively, allowing casinos to reduce fixed labor expenses.

By streamlining communication across voice, chat, and digital channels, Strong Voices resolves guest needs quickly and enhances the overall experience. The result: stronger VIP loyalty, improved operational efficiency, and increased gaming and lodging revenue.

For additional information on Travel Outlook and Strong Voices Gaming Contact Center:

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About Travel Outlook and Strong Voices Gaming Contact Center
Travel Outlook and Strong Voices are innovative, custom off-site reservations offices that serve as either a primary or overflow reservations department for hotels. The companies use industry-leading talent combined with hospitality-specific AI-powered technology to enhance customer satisfaction and increase conversion.

Travel Outlook is the leading voice reservations team in hospitality. Travel Outlook's valued client list includes Viceroy Hotel Group, the Ojibwe Band's Mille Lacs and Hinkley Grand Casinos, Spokane Tribe Casino, Curator Hotels and Resorts, Outrigger, KSL Resorts, Proper Hospitality Group, Atlantis, The Irvine Company, Sage Hospitality, Noble House Hotels, HEI Hotels, Pyramid Global, and many others. Travel Outlook increases sales conversion and helps to create more effective voice communication between hotels and their guests, resulting in improved social scores in addition to increased voice channel revenue. https://traveloutlook.com / www.thestrongvoices.com

About Annette, The Virtual Hotel Agent™
Annette is a guest-led conversational AI assistant designed specifically for the hospitality industry. Annette has been programmed using a breakthrough approach to conversational AI, using Generative AI and natural language understanding software built from human conversations. Using social media, chat forums, and movie dialogue, Annette learns from billions of casual human conversations to understand human inflections and multi-turn queries. This revolutionary approach means Annette understands callers no matter what they say, when they say it, or how they speak. Annette can answer FAQs specific to your property, understand multiple languages, route calls, send follow up texts, and more. For more information, visit https://traveloutlook.com/annette/

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