

UC for Enterprise Suite

UC Attendant for Hospitality (UNIVERGE® UA5200)



At a Glance

- A cost-effective way to increase attendant/operator productivity
- On-screen call control with flexible routing
- Guest directory data integration with messaging and optional Wake Up service
- Access to an extensive feature set designed specifically for hospitality
- Optional threat recording, 911 alerts, on-call schedules, message taking and procedure management
- HotSOS integration optimizes hotel operations and improves guest service quality

Overview

Hospitality properties need a cost-effective attendant console that makes their staff more efficient while improving the guest experience. NEC's UC Attendant for Hospitality (UNIVERGE UA5200), part of NEC's UC for Enterprise (UCE) suite of applications, was designed specifically to optimize attendant performance and enhance guest services. UC Attendant for Hospitality provides cutting-edge technology to deliver the very latest in advanced call-processing capabilities and productivity enhancements. It gives your attendants the tools they need to efficiently provide the service guests expect, without increasing costs.

With Amadeus Hospitality's HotSOS integration (Hotel Service Optimization System), the most pertinent information is displayed in UC Attendant for Hospitality's screen, streamlining guest services and enhancing the overall guest experience.

Solution

Increase Productivity and Efficiency

The UC Attendant for Hospitality provides multiple productivity-enhancing features to help your attendants process information more quickly, including:

- Calls in-queue display with multi-tenant answering
- On screen, presence-enabled directory and flexibly organized speed dials
- Skills-based directory search
- Intuitive user interface, customizable for frequently used features and color theme preference
- Shortcuts and optional hospitality keyboard for quick call processing
- Distributed Park/Page to optimize performance
- Attendant banners for fast distribution of up to the minute, consistent information to all attendants

- Multiple contact points and click-to-contact buttons
- Instant Message staff members to increase productivity
- SNPP and TAP paging support
- Customizable incoming call alerts and behavior

Optional additions include:

- ACD queuing allowing centralization of tasks such as Reservations
- Call and threat recording
- Personalized automated attendant greetings based on called number and time of day
- On-Call schedules to eliminate the hand written white-board schedules
- Procedure Management for quick access to established processes
- Message taking to communicate with mobile hotel staff
- Emergency On-Site Notification – Listen- and conference-in to 911 calls placed on property

- Guest Link for Agilysis and Micros® – Retrieve rich guest information and interface to the PMS for guest and hotel messages
- Guest Link Basic – Alternative way to populate basic guest data from the PBX
- Room Direct to allow guests to keep their favorite phone number while visiting your property

An Extensive Feature Set Designed for Hospitality

UC Attendant for Hospitality gives you access to a number of features that are designed specifically for the hospitality environment and can make your staff more productive by streamlining their tasks.

Guest Directory Data Integration

The UC Attendant for Hospitality Guest Link connects your property's PMS and UC Attendant to provide access to guest directory data. Guest data can include check-in and check-out information, due in date, confidential data, VIP status, room number, additional non-registered guest information, DND status, group name and information and guest messages.

The Guest Directory XML interface enables you to view guest information on NEC's IP telephones. It can be easily accessed through the telephone and be used, for example, by valets to quickly access guest information to notify them that their car is ready.

Guest Link-Basic is also offered and provides a direct link to guest data by utilizing the voice communications server. No interface to your PMS is required - resulting in quick and easy access to information while avoiding the cost of an additional link from the PMS vendor or specialized integration.

Wake-Up Call Scheduling

Through an intuitive screen, your attendants can easily set wake-up calls for any guests in the directory. These calls can be scheduled quickly for each guest once, for a group of days or for the guest's entire stay. This feature also lets them look up and set wake-ups by guest name and room extension number, set group wake-up calls, recurring wake-up call schedules, snooze and repeat feature, review and edit scheduled wake-ups plus missed wake-up calls so that appropriate personnel can be notified.

Room Direct for Hospitality

Provides Direct-Inward-Dialing (DID) capabilities to guests. A DID number can be assigned to a guest at check-in that enables callers to by-pass the attendant and directly call the guest's room. For frequent or VIP guests, Room Direct allows you to assign a DID number that can be saved specifically for the guest to use during each stay.

Emergency On-Site Notification (E-OSN)

UC E-OSN can notify attendants through a screen-pop and a configurable audible alert when a 911 call is placed on your property.

It enables your attendants to listen- and conference-in to monitor an active emergency call to ensure an immediate and accurate response, and divert authorities if a guest accidentally dials 911 to avoid expensive fines for false alarms.

Attendant Banners

Attendants are often the first point of contact for your guests and they are expected to know a wide array of information. Using a secure web page, you can enter important messages through Attendant Banners to provide consistent information. Clickable hyperlinks to web pages, phone numbers and emails can also be embedded in the messages for quick access to more information or resources.

Custom Keyboard

To further enhance productivity, a specially-designed color-coded keyboard with hot keys can be added that makes operation even faster and more intuitive.

Guest Messages

When Guest Link software is used to exchange information with the PMS, it enables your attendants to quickly and easily input and retrieve messages for hotel guests. This integration with the PMS insures the guest's message waiting light is illuminated after taking a guest message and extinguished after retrieval. Guests' messages are securely stored on the PMS. Copies of these messages are also stored on the UC Application Platform for extra protection. Attendants can also take and retrieve hotel messages that are utilized internally by your staff.

HotSOS (Hotel Service Optimization System) Integration

UC Attendant for Hospitality's integration with HotSOS optimizes hotel operations by combining functionality into one application. When attendants receive a request from a guest, they can easily launch the HotSOS Create Order screen with just one click. Guest names and room numbers are automatically transferred from UC Attendant for Hospitality to the Create HotSOS Order screen - eliminating input errors and ensuring services are delivered accurately and promptly. If attendants receive an inquiry from the guest regarding the status of the request, it is available to them via one screen. Notifications can also be sent to the attendant upon completion of an order and by clicking on the completion notice, they can directly dial the guest's room to make a follow-up call to inquire if the customer is satisfied with the services provided. This enables hotels to offer higher-quality services.

The advanced, easy to use features and enhanced directories can improve the productivity of any hospitality property's staff and help keep their guests happy. Now is the best time to take advantage of this productivity-enhancing application which augments the power and benefits of your UNIVERGE SV9300 and/or SV9500 communications platforms.

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