

UC for Enterprise Suite

HotSOS Integration: UC Attendant for Hospitality (UNIVERGE® UA5200)



At a Glance

- Combines UC Attendant for Hospitality and HotSOS functionality into one application screen - eliminating the need to change from one application to the other
- Simple and intuitive interface matches the native HotSOS look and feel for easy transition and use
- Easily launch HotSOS service order screen with a simple mouse click; guest information is automatically transferred ensuring accurate and prompt delivery of services
- Pre-filled guest information into the HotSOS service order screen speeds creation and reduces input errors – resulting in increased efficiency
- Incoming guest call screen-pop displays HotSOS service order status which provides immediate access to information that may be needed - improving ease of use and decreasing response time
- Quickly search all open HotSOS orders from within UC Attendant and filter by guest name or room number
- Easily edit existing open orders when needed from within UC Attendant - eliminating the need to open the native HotSOS client
- Receive HotSOS notifications when orders are closed and by simply clicking on the notice, it directly dials the guest's room to make a follow-up call to inquire if the service was completed to their satisfaction

Overview

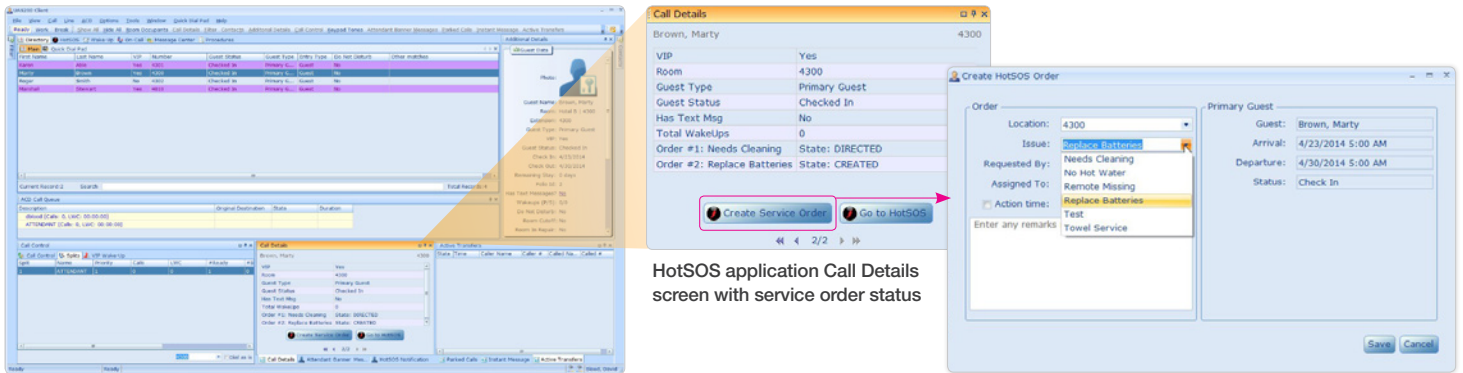
NEC's UC Attendant for Hospitality provides cutting-edge technology to deliver the very latest in advanced call-processing capabilities and productivity enhancements. Newmarket® International, Inc.'s Hotel Service Optimization System (HotSOS) streamlines delivery of essential services by automating and tracking preventive maintenance, service orders, and guest requests. Both of these solutions already improve the overall guest experience, but when combined together, they take guest service to a new higher level.

Solution

UC Attendant for Hospitality's integration with HotSOS optimizes hotel operations by combining functionality into one application. The most pertinent information is displayed and available within the UC Attendant for Hospitality's screen. With this integration, attendants/operators no longer have to toggle back and forth between the two applications - resulting in increased efficiency. The intuitive interface matches the native HotSOS look and feel, and even uses the same icons – making it easy to transition to and use.

Quickly Create Service Orders

When attendants receive a call from a guest requesting a particular service, 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 HotSOS Create Order screen - eliminating input errors and ensuring services are delivered accurately and promptly.



UC Attendant for Hospitality application screen with HotSOS integration

Create HotSOS Order application screen – guest information is automatically transferred from the UC Attendant guest database into the service order form

Easily View Status of Service Orders

Once service orders have been entered, they can be easily viewed by clicking on the HotSOS tab in the main menu of the UC Attendant screen and sorted by guest name or room number. If a change needs to be made to an existing service order, simply open the order, make the edit and save – all from within the same application screen.

Order#	Priority	Status	Location	Guest Name	Issue	Request time	Assigned To	Created By	Requested By
310	↑	⌛	4300	Brown, Marty	Needs Cleaning	5/7/2014 11:07:02 AM	Blood, David	Blood, David	Blood, David
311	↔	!	4300	Brown, Marty	Replace Batteries	5/7/2014 11:28:32 AM		Blood, David	Blood, David

If a guest calls an attendant checking on the status of a service request, their incoming call presents the attendant with the Call Details screen pop. The Call Details screen provides the attendant with guest information as well as the status of all their open service requests. By including all of the information on one screen, the attendant can immediately respond to the guest's inquiry without having to spend time searching for what they need.

Additionally, notifications can be sent to the attendant upon completion of an order. By simply 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.



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