

UNIVERGE® UM4730/UM8000 Hospitality Solution



At a Glance

- Powerful suite of capabilities designed specifically for the hospitality industry
- Supported on the UNIVERGE UM4730 and UM8000 Unified Messaging solutions
- Offers customized features that satisfy the messaging needs of both guests and staff
- Provides personalized guest messaging in every room
- Enables staff to manage messages from most PCs, smartphones and mobile devices
- Expands easily as business needs dictate
- Installs easily and is managed through an intuitive, web-browser interface

Overview

Designed specifically for the hotel/motel industry, the powerful Hospitality feature set for the UNIVERGE UM4730 and UM8000 offers a complete messaging solution that combines many types of communications services into one state-of-the-art system. When combined with either the UM4730 or UM8000, it provides you with leading-edge technology that will help you improve guest services and enhance your staff's effectiveness and efficiency.

UNIVERGE UM4730 and UM8000 with Hospitality easily integrates with over 60 Property Management Systems (PMS) to provide you with the flexibility you need for your property.

Solution

The Hospitality optional package offers a wide range features that expands the capabilities of NEC's UM4730 and UM8000 unified messaging solutions. It offers customized features created specifically for hotel properties and which satisfy the needs of both your guests and staff.

Enhance Guest Services

The Hospitality feature set provides personalized guest messaging for every room allowing you to offer top-tier guest services and automate time-consuming tasks - without having to sacrifice the personal touch.

Guests can receive calls, check messages or even set-wakeup calls on their guestroom phones. Guests are also able to access multilingual guest prompts that enable them to choose the language callers will hear when prompted to leave a message. When an outside caller leaves a message, they will hear the Hospitality prompts in the guest's preferred language.

The Hospitality package's conversational interface has set the standard for ease of use in hotel voicemail. To check or leave messages, guests simply respond to yes or no questions. If they need assistance at any time, all they need to do is press "0" to reach the operator.

More than Guest Messaging

The Hospitality package includes an optional guest directory which allows callers to bypass the operator and contact your hotel guests or leave them messages directly. Incoming calls are not delayed by Front Desk bottlenecks and operators are free to give personal assistance to those who need it.

Guests can rest assured that their morning wake-up call will be on time with the Hospitality package's wake-up feature. Guests have direct control to set, change and confirm their wake up call, thus freeing up staff to devote more time to guest services. Wake-up call reports and a real-time Wake-up monitor ensures that hotels are aware of any unanswered calls, thereby reducing hotel liability and allowing for personal follow-ups.

Another great way to improve service and reduce operating expenses is to let guests retrieve important information right over the telephone. Guest information lines can answer routine questions about restaurant hours, airport shuttles and other subjects 24 hours-a-day. In addition, information lines can be used to generate revenue through sponsorship from local businesses.

Improve Staff Efficiency with Unified Messaging

Unified Messaging improves your staff's internal communications, making your entire facility run more smoothly. Employees working different schedules can leave each other detailed messages so guest services aren't interrupted with a shift change. Mobile personnel (housekeeping, maintenance and room service) can receive/retrieve messages from any location. Special mailboxes can be set up to communicate more efficiently with vendors and important clients. With access to faxes, emails and voice messages directly in your staff's desktop inbox, they can quickly and accurately distribute them as needed increasing productivity and customer service dramatically.

Room	Status	Last Call	Result	Wake-up Call	Daily
2000	OK			08/12/13 05:00am	Daily
2023	OK			08/13/13 08:30am	
2040	RETRY	08/12/13 11:40:00	No answer	08/12/13 11:40am	
2049	OK			08/13/13 08:00am	Daily
2070	NO ANSWER	08/12/13 11:34:55	MAURETTE	08/13/13 08:00am	Daily

Key Features

- Full featured voice messaging for hotel staff, including Unified Messaging
- Automatic check-in and checkout
- Customizable Check-in message
- Message notification at checkout
- Room merge/Room move
- Programmable archive times of former guest messages
- "All Hotel Guests" message group with Broadcast capability
- Unlimited information menus
- Voicemail disable per room
- Hospitality Scheduled Reports
- Guest Group messaging capability
- Hotel Guest Distribution lists
- Automatic message retrieval
- Password security
- Personalized greetings
- Multilingual guest prompts
- Outside caller messaging
- Optional guest directory
- Unlimited messages
- Set/Change/Confirm wake up calls
- Wake up Calls activity report
- Wake up activity real-time monitor
- Text message notification
- Day and time stamp
- Transfer to operator

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