

Alcatel-Lucent OmniPCX Office Communication Server

SMB SOLUTION FOR HOTELS | RELEASE 7.1

In small or medium-sized hotels, front-desk employees have many duties including taking reservations, handling check-ins and providing tourist information all while remaining friendly, helpful, flexible and patient. To increase employee efficiency and productivity, the communication system should be integrated with the hotel operations.



Integrated in the Alcatel-Lucent OmniPCX™ Office Communication Server is a straightforward hospitality solution tailored to the needs of small to medium-sized hotels, bed and breakfasts, resorts, spas and fitness centers. Since the solution is fully integrated in the OmniPCX Office it can be deployed without additional costs.

The solution is extendable with additional features and services using the Office Link Driver (OLD). This interface enables an external hotel application to be integrated with the OmniPCX Office.

The hospitality solution is simple, user-friendly and intuitive addressing the mobility needs of hotel staff while providing a feature-rich, always-reachable service to guests.

Key features

Support services for administration and staff

- Extensive front-desk services, including global overview, guest calling, check-in and check-out
- Cost control, including cost computing, invoicing options and cost display
- Mobility

Support services for guest satisfaction

- Guest services
- Guest mailbox
- Wake-up calls
- Prepayment
- Direct Dialing Inward (DDI) automated allocation
- Trunk allot: call from the booth

Cost control

- Cost controls/management
- Overview and detailed invoicing
- Prevents and /or controls long distance or toll calls

Key benefits

Administration and staff

- Boosts staff productivity
- Optimizes daily tasks enabling more efficient hotel management
- Provides a high quality of service, resulting in higher spending per customer and/or more bookings
- Ensures a professional welcome for guests

Guests

- Ensures convenient communications including personal direct dial in (DDI) number, personal mail box, programmed wake-up call and multilingual voice guidance

- Provides a professional, friendly welcome
- Ensures telecom costs are incurred only by guests (linked to guest calls only)

Embedded hospitality features

Front desk services

- Integration of hotel features using OLD
- Specific keys and icons are programmable to access the hotel application
- Direct guest calling using call keys by name or by room
- Global overview of room availability, telephone(s) and status
- Secure access to communication features
- Quick check-in by providing limited information such as a reservation number
- Complete check-in providing additional information such as a full name, requested language, setting up do-not-disturb feature, and more
- Check-out at guest's departure
- Pre-check-out before guest's departure

Figure 1. Overview of SMB solution for hotels without PMS

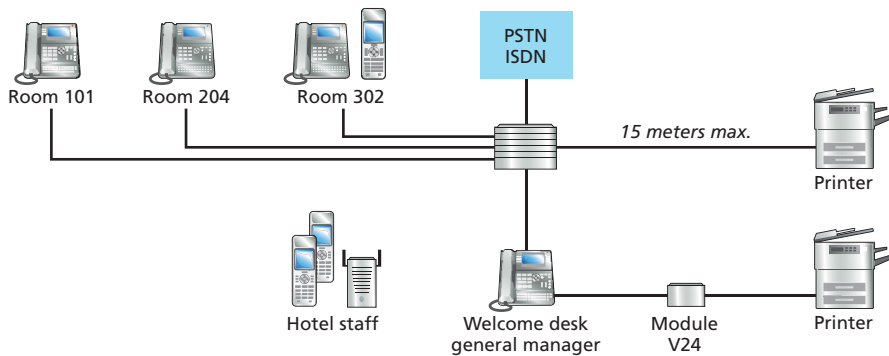
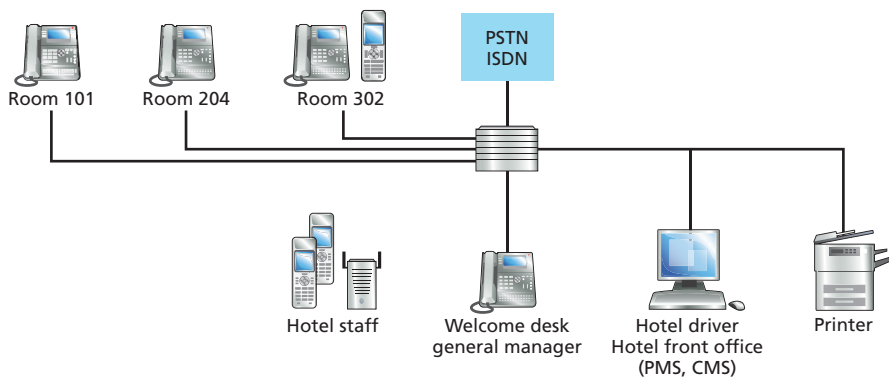


Figure 2. Overview of SMB solution for hotels with PMS



Guest services

- Reminder receipt for guests to remember information such as a password and direct dial in number
- Incoming calls directed to the room phone (Dynamic direct inward dialing)
- Manual direct dial in allocation: always provide the same direct dial in number to regular guests
- Automatic room allocation during check-in
- Delayed automatic call set-up
- Direct access to hotel services (front desk, bar, restaurant, taxi) through predefined keys on dedicated phones only
- "Do Not Disturb" activation from the front-desk or room phone

Guest mailbox

- Message LED on specific analog phones: call-back request or voice message
- Automated mail-box allocation at guest check-in
- Simplified mailbox announcement
- Simplified mail review
- Call forwarding to the mailbox and/or to the front-desk phone on overflow

Wake-up calls

- Wake-up programming from the front-desk or room phone
- Wake-up message provided with wake-up call
- Confirmation message of wakeup time after programming a wake up call
- Audible and visual signals to indicate wake-up programming problems
- Identification of who (guest or receptionist) set up the wake up call
- Wakeup acknowledgement ticket printing or wakeup alarm in case of no answer from guest

Room status

- From the front-desk console: overview of all rooms including a display of any room problems identified by a code with three digits; problem ticket printing on the fly
- Status modification from the room phone or the hotel console
- Capability to program an automatic daily status update

Mobility

- *Phone booth*: print-out of a metering ticket or assignment of the charges to a room
- *Password*: used by the guest to lock his station
- *Digital Enhanced Cordless Telecommunication (DECT)*: cordless phones allocated to rooms (twinset mode always possible) or administrative/ service people

Prepayment services

- Defined during check-in with these options: default value, specific value or no prepayment
- Multiple deposits allowed
- Emergency numbers always allowed
- Bill printing customized with or without prepayment

Cost control

- Cost computing: two thresholds, three costs values
- Global invoicing: a single customer invoice for telecom expenses
- Detailed invoicing (optional)
- Cost display on the front-desk console
- Call barring: examples include no direct calls, only local calls, only domestic calls, international calls allowed
- Telephone calls using personal code

Additional options

- OLD (free driver provided by Alcatel-Lucent, working jointly with IP tax function) integration with hotel front office (payment management system [PMS], content management system [CMS] accounting / hotel application), working only on IP link
- DECT or wireless LAN (WLAN) phones for guests and administrative staff
- Guests have access to ADSL through Wi-Fi provided by OmniAccess Wireless 43xx
- Reception phone add-on module (one key, one room, up to 120 rooms)
- Automated attendant for hotel information

Capacities

| TELEPHONES | |
|------------------------|---|
| • Integrated solution | 200 Telephones (120 sets for rooms maximum) |
| • OLD | 236 Sets for rooms and administration (196 analog sets maximum) |
| • Reception telephones | Four simultaneous telephones maximum with up to 3 add-on modules, i.e., 120 rooms supervision |
| • DECT sets | 120 DECT sets maximum |
| OLD LINK | |
| | One simultaneous application link is possible to the OmniPCX Office |
| VOICE MAIL | |
| | Eight ports maximum 200 hours maximum |
| LANGUAGES | |
| | Four different languages maximum |

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