

Alcatel OmniPCX *Office* Hospitality solution

Useful vocabulary in Hotel environment

PMS: Property Management System

The PMS is the **Hotel application** integrated into the Hotel **Front Office** which is the nerve center of the hotel.

The PMS provides different level of features :

from room plan, single booking guest history, check-in, room occupation, room status, mini-bar, Pay TV systems, call management system, till the check-out, informative reports , ...

CMS: Call Management System

The CMS is the interface between the PMS and the PABX or others devices (TV, ...)

The new OmniPCX Office Hospitality Link (OHL) for a new Hospitality solution

Introduction

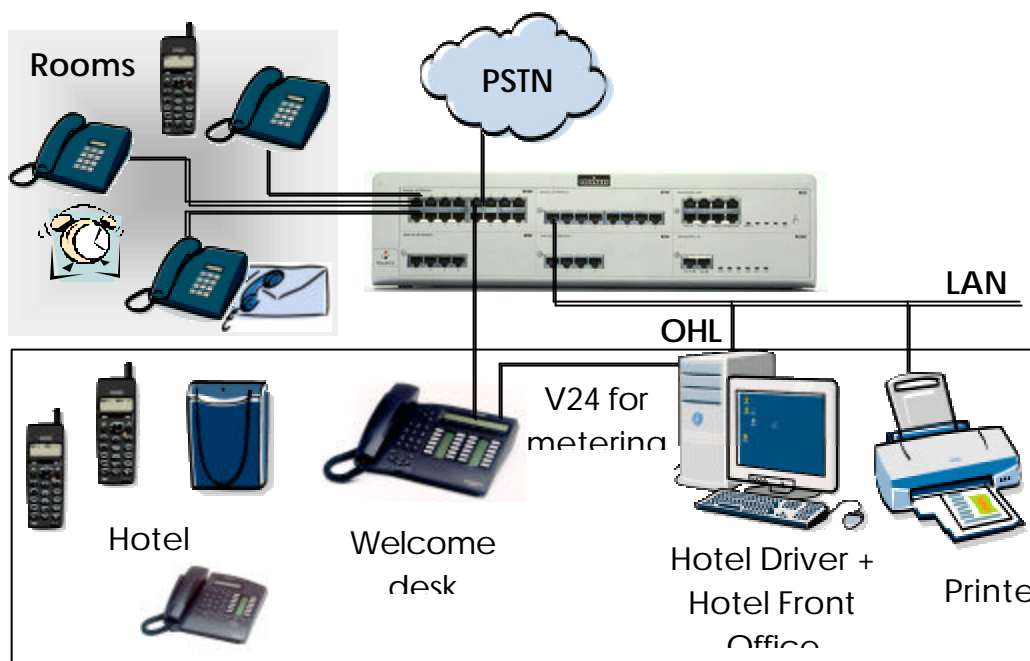
Because, in small or medium-sized hotel, the front office employee has to manage hotel duties (reservations, take guests' details, allocate them a room, provide tourist information, ...) and stay friendly, helpful, flexible and patient, ...

there is no more doubt about the necessity for a Hotel manager to **integrate** the communication system within the HOTEL APPLICATION.

Thanks to the Alcatel OmniPCX Office release 3.0, the integrated Hotel application and the OHL, Alcatel has the perfect solution to target small to medium size hotels, guest houses, holiday centers, clinics, training centers...

The OmniPCX Office Hospitality Link (OHL) is a Hotel driver and an adaptation of the current AHL protocol (Alcatel Hospitality Link). With OHL and the Hotel application **all operations are directly handle** from the Front Office. Furthermore, the **room status is synchronized** between the Hotel application and the Alcatel Reflexes™ terminals and vice-versa.

Hotel environment



Hospitality solution

Hotel configuration

The Hotel configuration requires for the communication guest services and its own communication services:

- **HOTEL APPLICATIONS** (PMS or CMS)
 - PC based (Windows 2000 and Windows 2000 server)
 - Alcatel has tested the end-to-end solution with major partners
 - See the list of Hotel partners (BP Web Site Applications Partner menu or AAPP guide)
- **COMMUNICATION SYSTEM**
 - Alcatel OmniPCX *Office* release 3.0 in Hotel mode
 - Alcatel OmniPCX *Office* applications (Voice mail, Automated Attendant, Internet access, ...)
 - OHL driver - SDK available on www.applicationspartner.alcatel.com
 - LAN connected to OmniPCX *Office* or LANX board
- **A RELIABLE ACCOUNTING SYSTEM**
 - Retrieve metering tickets from the system plugware V24 is required
- Staff terminals with or without mobility environment
 - Alcatel Reflexes™ terminals
 - Alcatel Mobile Reflexes™
- Guest sets
 - Alcatel Reflexes™ terminals
 - Analog sets

Number of rooms:

- **Up to 120 rooms** (analog sets) with the OHL
- Up to 200 rooms (mix of Analog and Reflexes™ terminals) with the OHL
- OmniPCX Office Hotel solution can run without OHL therefore the number of rooms is limited to 80 rooms

Limitation

Beware of only **1 simultaneous link** is possible to the OmniPCX Office (either OHL or PM5).

Hospitality solution

Feature description

<p>Front Desk Services</p>	<ul style="list-style-type: none"> • Integration of hotel features within the Hotel Application thanks to OHL • Specific keys, icons to access hotel application are possible • Direct guest calling by name or by room call keys • Global overview: rooms availability, rooms terminals, rooms status • Secured access to hotel features • Quick check-in: with limited information • Complete check-in: with additional information (name, language, DND, ...) • Check-out at guest's departure • Pre-check-out before guest's departure
<p>Guest Services</p>	<ul style="list-style-type: none"> • Memo ticket for the guests to remember parameters like: password, DDI number • Direct incoming calls to the room's terminal • Dynamic DDI (Direct Dialling In) • Automatic allocation during the check-in • Delayed automatic call set up • Direct access to hotel services (front desk, bar, restaurant, taxi) by predefined keys • « Do Not Disturb »: activation from the front desk terminal or from the room's terminal
<p>Mailbox</p>	<ul style="list-style-type: none"> • Message LED: call back request or voice message • Automated allocation at guest check-in • Simplified mailbox announcement • Simplified mailbox consultation • Call forwarding to the mailbox or to the front desk terminal on overflow
<p>Wake Up</p>	<ul style="list-style-type: none"> • Wake-up programming from the front desk terminal or from the room terminal Wake-up message is given when wake-up is performed. Also, while programming a wake up call, the guest receives a confirmation message of the wake up time. • Audible and visual signal indicating wake-up problems

<i>Room Status</i>	<ul style="list-style-type: none">• From the desk terminal: overview of all the rooms, display of a room problem (3 coded digits), ticket printing on the fly• Status modification from the room terminal or from the hotel console• Possibility of programming an automatic daily status change
<i>Mobility</i>	<ul style="list-style-type: none">• 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• DECT: terminals allocated to rooms or administrative/service people

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Prepayment Services	<ul style="list-style-type: none">• Prepayment• Defined during check-in with the following options: default value, specific value, no prepayment at all• Multiple deposit allowed• Audible alarm to warn when the threshold is reached• Cut off calls or not• Emergency numbers still allowed when deposit becomes nil or negative• Bill printing customised with or without prepayment
Costs Control	<ul style="list-style-type: none">• Cost computing: 2 thresholds, 3 costs values• Global invoicing• Detailed invoicing (option)• Cost display on the front desk terminal• Barring (ex: no direct call, local, national, international)• Telephone calls using personal code

On arrival, a printed ticket for the guest is provided either by the Hotel application or the OmniPCX Office integrated hotel application:

Hotel Miraplaya	
<i>Thursday December 16 16:1</i>	
Name:	Duboi
Room:	214
Language:	Frenc
Password:	1619
DDI number:	0390675250
External call:	No restriction
Deposit:	10 €
Balance	10 €
include VAT (19,6%):	
Do not disturb:	Inactive
Message waiting:	Non
Thanks for coming	