

HOSPITALITY

f o r R E P A R T E E[®] C T I

unified communications for the lodging industry

Active Voice is a world leader in developing PC-based voice messaging systems and Computer Telephony Integration (CTI) solutions. The Seattle-based company has been in business since 1983 and has offices in Australia, Canada, China, France, South Africa, Sweden, The Netherlands, and the United Kingdom. With more than 75,000 systems installed in virtually every kind of business in over 60 countries, Active Voice develops technology that helps businesses communicate better—with people in the same office, across town, in the next time zone, on the other side of the planet. Active Voice's sophisticated, friendly technology makes everyone more productive and efficient.

Designed specifically for the lodging industry, Repartee CTI, with its powerful Hospitality module, is a complete messaging solution that combines many types of communications services into one state-of-the-art system. Together, Repartee CTI and Hospitality give you leading-edge technology that will help you improve guest services and enhance your staff's effectiveness and efficiency. A proven voice messaging system, Repartee CTI with Hospitality integrates with more than 200 telephone systems and over 60 Property Management Systems providing you with the flexibility you need for your property.

The Personal Touch

Hospitality provides personalized guest messaging in every room, plus much more. With Hospitality, you can offer superior guest services and automate time-consuming tasks without sacrificing the personal touch. Guests can receive calls or messages anytime, even if there is no operator on duty—an indispensable feature for international travelers and guests with late-night emergencies.

With Hospitality, you can offer your guests their choice of voice prompts from a growing list of localized languages. When outside callers leave messages for a guest, they too hear Hospitality's easy-to-use prompts in the guest's preferred language.

Hospitality's conversational interface has set the standard for ease of use in hotel voice mail. To check or leave messages, guests simply respond to yes or no questions by pressing touchtones. And if they ever need assistance, they can press '0' at any time to reach an operator.

More than Guest Messaging

Hospitality's guest directory allows callers to contact hotel guests or leave them messages directly without going through an operator. Incoming calls are not delayed by a switch-

board bottleneck, 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 Hospitality's wake-up feature. Guests have direct control over their wake-up calls—adding, deleting, changing, and confirming a wake-up call request at any time during their stay.

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. And information lines can even generate revenue through sponsorship from local businesses.

Improved Staff Efficiency

Hospitality also improves internal communications, so your entire facility runs more smoothly. With Hospitality, you can send messages to all hotel staff members instantly. Employees working different schedules can leave each other detailed messages, so customer service isn't interrupted with each shift change. Mobile personnel such as housekeeping, maintenance, and room service can be alerted via pager or cellular telephone about important messages. You can even set up special mailboxes to communicate more efficiently with vendors and important clients.

And since Hospitality runs on our award-winning Repartee CTI voice processing system, it can integrate your local area network with your telephone system, providing visual control of all your electronic messages from a desktop PC with Active Voice's TeLANophy[®] suite of software packages. By collecting and distributing information quickly and accurately, Repartee CTI and Hospitality put reliable information at your staff's fingertips, improving productivity and customer service.

ACTIVE VOICE

Property Management System Integration

The Property Management System (PMS) integration seamlessly couples the Hospitality system with your PMS to automate voice mail management. All check-ins and checkouts are managed directly by the PMS, and front desk personnel can register guests without accessing the voice mail system. When guests check in, the PMS automatically activates their voice mailbox. Upon checkout, the system saves any remaining messages for the guest, and then deletes the mailbox from the system. Hospitality currently supports more than 60 different PMS types.

Selection of PMS Systems Supported

- | | | |
|---------------------|-----------------------------|--------------------------------|
| - Anasazi | - HIS | - Multi Systems Inc. (MSI) |
| - Best Western | - Hitachi | - National Guest Systems |
| - CLS | - Holiday Inn | - NEC |
| - Chess | - Imaginn | - Princess |
| - Choice Hotels | - InnControl | - Promus |
| - Compusolv | - InnTime | - Protocol Technologies |
| - Computel | - INSI MS-DOS | - Quantel |
| - Courtyard | - INSI Win Inn | - REMco (Nite Clerk) |
| - CSS Hotel Systems | - LMS | - Red Lion |
| - Doubletree | - Lodging & Gaming Systems | - Residence Inn |
| - DSC | - Lodging Touch | - Resort Data Processing (RDP) |
| - Encore | - Logistix (various models) | - Resort Systems Inc. (RSI) |
| - Executech | - LS2000 | - Springer Miller |
| - Fabco | - Marlboro (MCorp) | - Sterling |
| - Fidelio | - Marriott | - Sulcus |
| - First Resort | - MBS | - Westin |
| - GEAC | - Megasys | |
| - Gibb | - Mitel | |
| - Hilton | | |

Multilingual Options

- Argentinean, European, Mexican, and Latin American Spanish
- Australian, New Zealand, and UK English
- Brazilian Portuguese
- Danish
- Dutch
- French Canadian
- German
- Italian
- Japanese
- Swedish

Features

- Automatic check-in and checkout
- Automatic message retrieval by guests
- Automatic password assignment*
- Automatic wake-up calls
- Day and time stamp on every message
- Guest directory
- Merge rooms*
- Message notification at checkout*
- Multilingual outside caller messaging
- Optional Password security
- Personalized greetings
- Pre-check-in messaging*
- Programmable archive time of former guest messages
- Room move*
- Text message notification*
- Transfer to operator
- Unlimited information menus
- Unlimited messages per guest
- Voice mail disable per room*
- Year 2000 compliant

*Available only if supported by PMS



www.activevoice.com



United States & Canada +1 206 441 4700 • Australia +61 (0) 3 9240 8266 • China +852 2774 2986 • France +33 (0) 1 44 25 26 38
 South Africa +27 (0) 11 329 2525 • Sweden +46 (0) 8 5947 8110 • The Netherlands +31 (0) 36 546 1212 • United Kingdom +44 (0) 1344 360630

