AASTRA

Hospitality Solution

The complete solution

We understand that your customers aren't merely customers – they're guests. They expect your hotel to be their home away from home, with services that allow them to forget the inconveniences of being on the road.

Your business therefore depends on a communications system that serves your guests' needs while enabling your staff to perform their jobs efficiently. The Hospitality solution is packed with features to handle all your voice and data needs. It is designed to be fully integrated with your front-office system, making guest information available to those who need it. The Hospitality solution is tailored to the needs of hotels, hospitals, cruise ships, conference centers and exhibitions, as well as other customers wanting to offer this type of functionality (such as university campuses). The flexible Hospitality solution is based on open standards to fit into the system you are using today, as well as the one you may be using tomorrow. Messages, wake-up calls, room service, complaints, special requests – the communications demands placed on a hotel are endless.

The Hospitality solution is based on the standard Aastra MX-ONE. It has been enhanced for the hospitality industry with purpose-built phones and open interfaces to integrated or stand-alone partner hospitality applications.

The service quarter phones have a large display function that can provide information about the guest from the front-office system, such as name, extension number, and language, enabling staff to provide more personalized service. All guest room phones have message-waiting indicators.

An additional feature of the Hospitality solution is that it can be integrated with a cordless phone system for complete staff mobility. Cordless phones can even be made available to hotel guests for their added convenience.

If you understand the impact of technology on your business, then you know that you won't find a more state-of-the-art telephony system. A system that grows with your business, improves the efficiency of your staff and increases your guests' satisfaction, means a better return on your hotel network investment.

Adding external hospitality applications to the system makes the Hospitality solution a complete hospitality solution. Using standard TCP/IP allows certified external applications to work as integrated parts of the total solution. The Hospitality Media Gateway from Diavox, integrated into the Hospitality application, makes this a complete solution for the hospitality industry.

Flexible Configuration Options

- The support of digital, analog, DECT or IP extensions give guests and hotel staff a complete array of optimal communications tools to choose from

Strong Administration Support

- Automatic Call Distribution (ACD) provides a flexible, modular and distributed call-handling system
- Full PBX functionality for all staff phones
- Account and authorization codes facilitate authorized staff use of phones throughout the hotel as well as charging of calls to the proper account
- System audit reports on demand

Guest Room Management Features

- Call control of individual rooms upon request
- Call control between rooms to block after-hour calling etc.
- Staff can report on services such as mini-bar use, housekeeping status and repair requirements from guest rooms
- Service area phones with guest name display enable personalized service
- Do-not-disturb bypass for urgent calls
- Guest room phone activated/cleared upon check-in/check-out
- Calls billed via complete call charge information

System Features

- Integration with front-office system
- Numbering scheme adaptable to hotel's own numbering system (1 – 10 digits)
- Offers PBX Networking and Least Cost Routing
- Direct Inward Dialing (DID) bypasses switchboard for administrative and fax lines
- Music on hold
- Generates management reports with complete calling statistics
- Option to integrate cordless phones and paging
- Decentralized exchange available via remote units
- Temporary fax lines available to guests

Contact Centers

Easy booking is the key to gaining and retaining customers. Our contact centers combine phone and data processing to handle just about any business transaction more efficiently, while ensuring that guests receive the quality service they deserve. We recommend the Aastra multimedia contact center, Solidus eCare™.

Staff Phones

Service Area Phones: The guest name display function improves efficiency and enhances service by adding a personal touch. The display provides information about the guest so that staff can quickly identify the caller and give a personalized greeting in the appropriate language. If more guest data is desired, optional functions can be implemented as long as the information is available in the front office system.

Cordless Phones

Cordless phones can be integrated into the system for use by either staff members or guests. Stylishly designed and discrete, the phones allow key staff members to be reached anywhere on the premises, shortening decision-making and response time considerably. Cordless phones can be provided as an added service for VIP guests and conference organizers.

These phones support 5 – 11 languages (depending on local configuration), making them suitable for guest use.

Office Phones - for Guests or Office Staff

The system offers lightweight phones with excellent voice quality, a range of expansion options to suit your requirements and can be personalized for the demands of your job. You can set your preferred ringing tone or language.

Guest Room Phones

Guest rooms can be equipped with analog, digital, DECT, mobile extension or IP phones, including phones from both Aastra and Teledex.

NOW Attendant

The attendant console NOW Attendant for MX-ONE provides call handling functionality with a large number of integrated features. These include extensive information search options, such as use of directories with instantly updated presence and availability information, to enable good call flows and high quality attendant performance.

The console also has features for e-mail and visitor management.

Technical Specifications

For complete solution information, please refer to the datasheets for the Aastra MX-ONE Telephony System and Hospitality Media Gateway from Diavox .

Teledex analog and SIP phone

DT690 cordless phone

Aastra 6739i SIP phone

Aastra 7434ip

Dialog 4000 Family

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