

# **InTouch Digital Voice Servers** *Hospitality Systems*

## **Improving Guest Services Through Technology**

The challenge in the hospitality industry is to maintain high levels of personalized guest services while holding down ever increasing labor costs. For example, hotels recognize that guest message service, while critically important to the guest, is a time-consuming task for operators and other support staff, one that keeps them from other more "value-added" guest services. Today's international travel has raised the value of accurate and timely message delivery with an increased sensitivity to the needs of foreign-speaking guests and callers.



### **Customizable Voice and PMS Services**

InTouch Digital is a highly reliable server designed for ease of use. The familiar telephone user interface is based on a single-letter mnemonic, such as "P" for Play, "D" for Delete, or "W" for WakeUp. The user interface can be customized to each hotel's needs, with support for multiple languages as well as customized prompts (including generic, standard and personalized hotel prompts).

Flexible, feature-rich applications can be customized to meet your property's unique needs. Guest mailboxes may be configured for the simplest possible operation, while staff mailboxes may use the full range of advanced features. Applications can be added cost effectively as your requirements change. The InTouch Digital server is based on industry standards and compatible with all popular PMS & PBX systems.

A link between the InTouch Digital Voice Server, the hotel's PBX system and the Property Management System ensures that guest mailboxes are automatically activated upon check-in and cleared or deactivated on checkout. If a guest moves to a different room, messages can be forwarded automatically, and the system can retain messages for a guest after checkout as determined by the property. Control of the new message indication on the guests' telephone is automatic and accurate. InTouch Digital system will interface with virtually any PMS system on the market today.

Operator/Text Messaging allows the hotel operator to take a message for a guest. The guest will then receive a voice message in their mailbox prompting them to "Call the front desk for messages". This notification is activated by a simple command by the operator through the hotel console.

## Additional Application Ideas

### **What 's happening Around Town Line**

Provide guests and hotel staff with easy access to information concerning area attractions prior to arrival from their homes or offices.

- Provide directions to the hotel.
- List concerts, movies, sporting events, and site-seeing attractions.
- Increase revenue by utilizing local area attractions obtaining additional guest room requests.
- Increase ease of communication by allowing up to the moment changes so guests or hotel staff can be updated on the latest attractions in town.

### **Automated Concierge**

Provide hotel personnel and guests with a means to obtain detailed information without receptionist or front desk clerk involvement 24 hours a day, 7 days a week.

- Guests can obtain answers to questions that normally would be conveyed by hotel staff.
- Guests dial into a mailbox and are prompted through a series of selections regarding local clubs, restaurants and taxi services.
- Guests can be given the option to transfer live to a restaurant, club or museum, in order to make a reservation or obtain additional information.
- Generate revenue for the hotel by giving local businesses an opportunity to advertise to hotel guests.

### **Hotel Group Line**

Allows guests or administrative staff (concierge or activity director) to send messages to groups within the hotel environment.

- Provides a quick and easy method for informing related guests of activities, events, schedules, meeting locations and changes.
- A tour group leader can set up a distribution list for all of the guests/members of the tour.
- The leader leaves one message to multiple people giving any type of information (departure of tours, directions as to what to bring etc.) and it is automatically sent to all members of the group.
- Provides convenient access to information 24 hours a day.
- Increases productivity for hotel staff (concierge and activity directors) by cutting down the time required leaving messages with groups of guests.

### **Auto-Wakeup**

Offers a convenient way for guests to schedule their own wake-up calls.

- Saves money by offering wakeup calls without the need for hotel staff to place the calls.
- Insures that the guest will receive a wakeup call at the time that they requested.

### **Baggage Claim**

Provides a way for guests to select from menu options to request that bags are delivered or picked up by the bell staff, automatically paging the bell station.

- Increases effectiveness and productivity of personnel by immediately paging the bellhop.
- Cuts down response time for guest services.

### **Dial-by-Name Directories**

Hotel staff enters the guest names into the PMS system. The names are transferred automatically to the InTouch Digital server.

- Guests can easily find other members of their party by dialing by name.
- Room numbers stay confidential for guest security.
- Eliminates the long wait to have the front desk clerk or hotel operator look up the person's name, their room number and finally transfer the caller to that room.



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