The PhoneManager provides Call Billing, Wake-up Calls, Guest Voicemail, Automated Attendant, Guest & VIP Connect (IVR), Private Numbers, Mini-bar Charges, Room Status Updates, Real-time Credit Control (prepaid & postpaid), Internal IVR, Staff Voicemail & Messaging, Call Recording and more...

Call Billing

Accurate Call Billing with direct posting to guest folio - Supports multiple properties and FOS / PMS interfaces. Supports multiple carrier switch automatic identification - Configurable guest rate tables with revenue enhancing options. Advanced management Day-end and Profit reporting - Real-time alarm reporting when no call data is received.

Real-time Credit Control (option)

Real-time Credit Control with active Call Disconnect when a caller has no more credit available (prepaid) or reaches maximum credit (postpaid). Available for PIN Code (Calling Cards) based billing or extension based billing. API available for integration into 3rd party applications. The option comes with a real-time Billing Overview, allowing you to manage users, monitor actual Call Cost and Available Credit. As an additional option an online portal can be made available to users to login to view their usage and add additional credit*.

Wake Up Calls

The PhoneManager can do up to 500 (!!!) simultaneous Wake Up Calls within the same minute. Wake-up Calls can be (re)set via the PMS system, using the PhoneManager internet interface, by the Reception using an Operator extension, or by the guest extensions using the Guest Connect IVR self-service with simple instructions. The PhoneManager interface also comes with an option to schedule Wake-up Calls for Groups. When called the guest can use a Snooze option in case (s) he prefers to nap a little longer… A Real-time overview is available showing all Wake-up Call activities and Alert staff in case Wake-up Calls are not answered with BEEPs, on screen warning messages or email.

Guest Voice Mail

Complete integration with telephone system, FOS and PMS - Automatic voicemail box creation at Check-in and reset at Check-out. Automatic transfer of guest mailbox at room move - Handles all unanswered calls for guests - Personal greeting message customisation. Messages are recorded as spoken by caller - Message Waiting Indicator - Forwarding of voicemail message to guest email address.

Guest Connect - VIP Connect (IVR)

One Touch access to all Hotel services – Single level IVR menu - with ability to play messages and forward calls to the requested Service. Ability to directly connect guests to external service providers, such as Tour Bookings, Taxi service, Restaurants, etc.

Automated Attendant

Your Virtual Receptionist will answer all calls to the hotel freeing up time for your front-desk and reception staff. Provides callers with options to connect them to the desired department or listen to announcements about scheduled events or activities.

Private Numbers

Ability to directly connect incoming calls to a guest room or conference room (DID/DDI) – simple to setup or change without need for telephone technician.

Call Recording

Automatically records incoming calls to the Reception, Reservations, Room Service and House Keeping, etc. to avoid confusion about what was requested by the guest.

Management Reporting

Management reporting provides valuable insight about telephone usage, room status & minibar updates, housekeeping staff activities and more. Profit reports show revenue from minibar and telephone calls, including the most profitable destinations, call types and groups of guests.

Day-end reporting

Day-end reporting provides summary information over all relevant activities in a web-interface, with the option to drill-down and view detailed information by extension, room or Staff member.

Core platform technology

The PhoneManager is to be installed in a virtualized (VM) computing environment, suitable to host mission-critical business applications.

Recommended Hardware

Computer servers supporting VMware EXSi, such as CISCO UCS C-Series Rack Mount Servers based on XEON 5500, 5600 or 7500 series processors, or similar.

Telephone system interfaces

All Telephone systems supporting standards-based SIP Voice Services, or supporting standard E1 or T1 connections*.

Property Management System (PMS) interfaces

The PhoneManager supports all popular FOS/PMS interfaces. PhoneControl is MICROS certified. Rapid Development tools are used to develop new FOS/PMS interfaces.

Scalability Virtually unlimited scalable

The PhoneManager is suitable to support properties of any size. Additional servers can be used to expand capacity to support (multiple) properties and over 10,000 rooms or billing units.