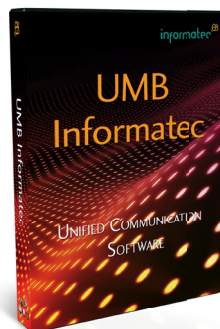# Hotel Solution Informatec for Avaya IP Office

Hotel Solution Informatec for Avaya IP Office provides voice facilities integrated to major PMS softwares used by hotels. With its innovative features it is possible to offer convenience to the guests and still make the processes more agile, economical and efficient.

Get to know some of its many features, offer this differential in your hotel and surprise your guests.

UMB Informatec
UNIFIED COMMUNICATION SOFTWARE

AVAYA
DEVCONNECT
TECHNOLOGY PARTNER

MULTILANGUAGE
Offers five spoken languages (English, Spanish, Portuguese, French and German) and three on-screen (English, Spanish, Portuguese).

MULTI-ACCENT
Supports different accents: American English, British English, Mexican Spanish, Argentinian Spanish, Chilean Spanish, among others.

Other languages may be purchased depending on your need and region.

Main features

Voice Mail
- Unlimited number of voice mailboxes
- Reminds about new messages via: indicator on handset, ring on the extension, external telephone (mobile or landline) and e-mail (with or without notification)
- Multiple personal greetings, with automatic backup via e-mail
- Shows caller ID, with name
- Differentiated types of extensions: Administrative, Guest, Service and Transit
- Integrated to PMS

Wake-up Call

- Guest is woken up automatically. Casse guest does not answer, there are alarms via: extension, e-mail and printer
- At wake-up: speaks up current time, weather forecast and voice reminder
- Automatic resetting for next day
- Allows wake-up of groups
- Wake-up voices may be automatically changed
- May be controlled by: guest himself, service extension, PMS, Windows application via IP

Integration with PMS
- Bidirectional communication with PMS for: check-in (guest name and language), room status, minibar
- Integration via: text-file, database, serial interface, IP Socket and web service

> Requirements: Windows 7, Windows 8 or Windows Server 2012, 4 GB RAM. Specifications subject to change.

Room Status
- Allows housekeeper to set status of the rooms via phone
- Housekeeper receives voice feedback
- Vocalization of room status is automatically created
- PMS is immediately updated

Minibar

- Allows housekeeper to specify usage of minibar items via phone
- Housekeeper receives voice feedback
- Vocalization of product is automatically created
- Sends reports via e-mail with suggestion to increase items consumption
- PMS is immediately updated

Weather Forecast

- Tells current weather and temperature, forecast weather and temperatures, retrieved on demand or automatically

PBX Programming
- For unblocking of extensions at check-in, blocking of extensions at check-out, guests' names

PBX Connection
- Physical connection via SIP extensions
- Up to 40 simultaneous voice channels

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