

UC for Enterprise Attendant for Hospitality (UNIVERGE® UA5200)



At a Glance

- A cost-effective way to increase attendant productivity
- On screen call control with flexible routing
- Guest directory data integration with messaging and optional Wake Up service
- Access to an extensive feature set designed specifically for hospitality
- Optional threat recording, 911 alerts, on-call schedules, message taking and procedure management

Overview

Hospitality properties need a cost-effective attendant console that makes their staff more efficient while improving the guest experience. NEC's UC for Enterprise Attendant for Hospitality (UNIVERGE UA5200) was designed specifically to optimize attendant performance and enhance guest services.

As part of NEC's UC for Enterprise (UCE) suite of applications, UCE Attendant for Hospitality provides cutting-edge technology to deliver the very latest in advanced call-processing capabilities and productivity enhancements. UCE Attendant for Hospitality gives your attendants the tools they need to be as efficient as possible and to provide guests the service they expect without increasing costs.

Solution

A Cost-Effective Way to Increase Productivity

The UCE Attendant for Hospitality provides multiple productivity-enhancing applications to help your attendants process information more quickly. Basic features include:

- Calls in-queue display with multi-tenant answering
- On screen, presence-enabled directory and flexibly organized speed dials
- Skills-based directory search
- Intuitive user interface, customizable for frequently used features and color theme preference
- Shortcuts and optional hospitality keyboard for quick call processing
- Distributed Park/Page to optimize performance
- Attendant banners for fast distribution of up to the minute, consistent information to all attendants
- Multiple contact points and click-to-contact buttons
- Instant Message staff members to increase productivity
- SNPP and TAP paging support

- Customizable incoming call alerts and behavior

Optional additions include:

- ACD queuing allowing centralization of tasks such as Reservations
- Call and threat recording
- Personalized automated attendant greetings based on called number and time of day
- On-Call schedules to eliminate the hand written white-board schedules
- Procedure Management for quick access to established processes for any given situation
- Message taking to communicate with mobile hotel staff
- Emergency On-Site Notification – Listen- and conference-in to 911 calls placed on property
- Guest Link for Agilysis and Micros – Retrieve rich guest information

and interface to the property management system (PMS) for guest and hotel messages

- Guest Link Basic – Alternative way to populate basic guest data from the PBX
- Room Direct to allow guests to keep their favorite phone number while visiting your property

The hospitality specific features include guest directory data from the property management system or PBX, wake-up manager, guest messaging, and Room Direct for hospitality – Direct-Inward-Dialing (DID) assignments for guest phones.

All of these improvements result in faster communication, better call handling and a more efficient staff which results in satisfied guests.

An Extensive Feature Set Designed for Hospitality

UCE Attendant for Hospitality gives you access to a number of features that are designed specifically for the hospitality environment and can make your staff more productive by streamlining their tasks.

Guest Directory Data Integration

The UCE Attendant for Hospitality Guest Link connects your property's PMS and UCE Attendant to provide access to guest directory data. Guest data can include check-in and check-out information, due in date, confidentiality data, VIP status, room number, additional non-registered guest information, DND status, group name and information and guest messages.

Additionally, UCE Attendant for Hospitality offers Guest Link-Basic which provides a direct link to guest data by utilizing the voice communications server. No interface to your property management system is required - resulting in quick and easy access to information while avoiding the cost of an additional link from the PMS vendor or specialized integration.

Wake-Up Call Scheduling

Gives your attendants the ability to use an intuitive screen to easily set wake-up calls for any guests in the directory. These calls can be scheduled quickly for each guest once, for a group of days or for the guest's entire stay. Additionally, this feature lets your attendants look up and set wake-ups by guest name and room extension number, set group wake-up calls, recurring wake-up call schedules, snooze and repeat feature, review and edit scheduled wake-ups plus missed wake-up calls so that appropriate personnel can be notified.

Room Direct for Hospitality

Provides Direct-Inward-Dialing (DID) capabilities to guests. A DID number can be assigned to a guest at check-in that enables callers to by-pass the attendant and directly call the guest's room. For frequent or VIP guests, Room Direct allows you to assign a DID number that can be saved specifically for the guest to use during each stay.

Emergency On-Site Notification (E-OSN)

UCE E-OSN can notify your attendants through a screen-pop and a configurable audible alert when a 911 call is placed on your property. In addition, it enables your attendants to listen- and conference-in to monitor an active emergency call to ensure an immediate and accurate response, and divert authorities if a guest accidentally dials 911 to avoid expensive fines for false alarms.

Attendant Banners

Attendants are often the first point of contact for your guests and they are expected to know a wide array of information. Using a secure web page, you can enter important messages to provide consistent, up-to-the-minute information to your attendants through Attendant Banners. Clickable hyperlinks to web pages, phone numbers and emails can also be embedded in the messages for quick access to more information or resources.

Custom Keyboard

To further enhance your attendant's productivity, a specially-designed color-coded keyboard with hot keys can be added that makes operation even faster and more intuitive.

Guest Messages

When Guest Link software is used to exchange information with the PMS, it enables your attendants to quickly and easily input and retrieve messages for hotel guests. This integration with the PMS insures the guest's message waiting light is illuminated after taking a guest message and extinguished after retrieval. Guests' messages are securely stored on the PMS. Copies of these messages are also stored on the UCE Application Platform for extra protection.

Attendants can also take and retrieve hotel messages that are utilized internally by your staff such as front desk or back-office personnel.

The advanced, easy to use features, enhanced directories and assurance of continued support that UCE Attendant for Hospitality provides can enhance the productivity of any hospitality property's staff and help keep their guests happy. Now is the best time to take advantage of this productivity-enhancing application which augments the power and benefits of your UNIVERGE SV8300 and/or SV8500 voice platforms.

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