HospiX VoiceService SIP (VSS)

The Solution for Voice Supported Services and Feature Set.

HospiX VoiceService SIP is an enhancement within the HospiX solution portfolio delivering comfortable voice features.

The solution offers temporary guest mailboxes and a voicemail system for the internal staff.

HospiX VoiceService SIP is controlled by the basic system HospiX Open. In connection to FrontOffice-Systems (PMS) HospiX VSS is an integrated component within the entire hotel solution. These functions will be handled automatically in the FrontEnd.

As a pure software solution HospiX VoiceService SIP will be installed with the basic system HospiX Open on a standard server.

The connection to the telephone system is realised via LAN interface (SIP).

Functions of the System

Setting of voice services and language

HospiX VSS has a pool of languages available to offer a voice prompted menu. The language setting is managed by the FrontOffice-System (PMS) with CheckIn and will be transferred to other guest features. In case there is no language for HospiX VSS given, English is used as default.

Comfort wake-up call

HospiX VSS offers the following voice supported wake-up features:

- Set-up of wake-up calls will be managed at the FrontDesk or within HospiX Open.

- Wake-up call may also be set voice supported via guest phone - setting, changes and cancellations will be confirmed through announcement.

- Accepted wake-up calls are recorded in proof of achievement for the hotelier.

- Wake-up calls are announced in the guest's language - ineffective calls can be repeated.

- Settings of wake-up calls are deleted with CheckOut automatically.

Service „Roomassistent"

Setting of service functions can only be changed by authorized staff via identification.

- Room status can be changed and transferred to the FrontDesk by entering the code.

- Minibar products stored in the database are offered to the staff as voice message.

- To book consumptions of minibar, product codes and quantity need to be entered.

- Messages may be handed to the guest via FrontDesk, as well as wake-up calls and room status.

Auto Attendant

Incoming calls in unoccupied rooms will be transferred automatically to the FrontDesk. Incoming unanswered calls in occupied rooms will be transferred to the installed mailbox, the FrontDesk or a defined extension line. The same applies for occupied phones.

MSI
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Query of account balance

With HospiX VSS the user is able to get informed about the costs of communications services.

- Total costs of communications services incurred are offered as voice message.

- In connection with HospiX IGS these costs do also contain internet usage.

- If limits or prepaid budgets are set, the available amount is offered to the user.

- When achieving the limit the extension is disconnected automatically and the message disposed for query.

Complete package "All-in"

Voice Mail

HospiX VSS offers an individual VoiceBox to each user registered in the system.

- The individual guest mailbox is automatically established with CheckIn.

- With CheckOut the mailbox will be closed and messages deleted automatically.

- Messages not listened to are indicated at the FrontDesk.

Message-Waiting-Indication MWI

- Voice messages will be indicated to the guests via LED and display according to the configuration of the telephony system.

Supported Languages

HospiX VSS disposes of the following pool of languages:

- German
- English
- French
- Italian
- Russian
- Spanish*

Additional languages may be implemented in consultation with MSI.

Preconditions of System

The connection to the PBX system requires a LAN interface. This interface is available with the HospiX basic system for the following PBX systems

- Aastra
- Alcatel-Lucent
- Avaya
- Cisco
- Panasonic
- Unify

See also:
www.msi-telesolutions.com/en/hospixconnect.php

In configurations with app. 100 rooms we recommend 8 SIP lines.

Sales and Shipment

HospiX VSS is already implemented in the software of the basic system HospiX Open.

The features und functions are allocated to the selected rooms and activated with the number of licenses.

HospiX VSS is shipped as a license card together with the manual of installation.

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* in preparation

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