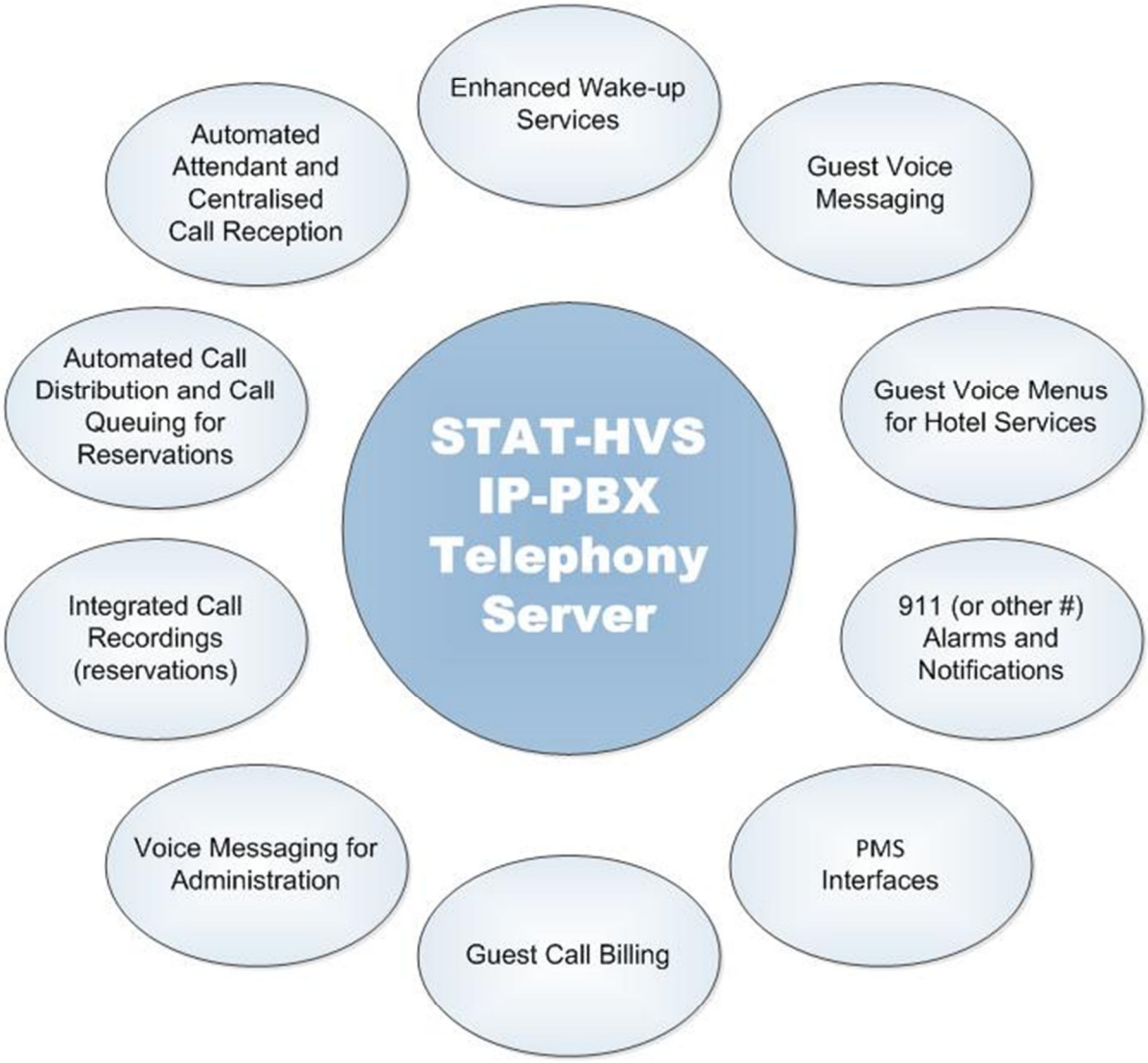
COMPLETE HOSPITALITY TELEPHONY APPLICATIONS PLATFORM



MODULAR SOLUTION
ENHANCED VOICE SERVICES
OPEN ARCHITECTURE
TOTALLY INTEGRATED MODULES
DEVELOPED BY CDS, WITH AND FOR, THE HOSPITALITY MARKET

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Our Hospitality functions

Automated Attendant

''Welcome to Hotel CDS…''

- Choice to operate in dedicated or overflow mode
- Greeting messages can vary according to time of day, day of week, etc.
- Choice to allow direct transfers to rooms or not, can be also be based on time of day

Room Voice Mail Boxes

- Custom welcome message at Guest check-in
- Choice of language for the duration of the stay if not supported by your PMS
- Auto log-in when accessed from the room phone
- Simplified ''Help'' function
- Message-Waiting Lamp support
- Will automatically play new messages followed by older
- No command knowledge is required by the Guest, simply dial in to the system and listen to new messages
- Guest may pick-up messages from the outside
- New message[2] Notification to Guests cellular is available
- *Find me–Follow me* feature

Voice menu for various Hotel Services

- Interactive voice menu to select hotel services.
  - *'To reach our Bell-Boy, press 1''*
  - *''For Room Service, press 2''*
  - *''For the Hotel Reception press 3''*
  - *''For local weather report press 4''*[3]
  - *''For our Express Check-out Service, press 5''*[4]

Enhanced Wake-Up call Service

- The wake-up call may be initiated by :
  - The Guest from a room phone using the interactive Voice Menu
  - A front-desk clerk using a telephone
  - A front-desk clerk using a Web page on STAT-HVS / IP-PBX
  - A front-desk clerk using a PMS function if supported[1] by the PMS used.
- Operation
  - Will recall if not answered (retries are configurable)
  - Will alert front-desk when no answer
- Reports
  - Reports on scheduled wake-up calls and activity logs

Message Broadcasts to Rooms

- Quickly create broadcast lists using a web page UI
- Record the message using your phone
- Broadcast / send the messages directly in the destination mail boxes without ringing the phone

Automated Call Distribution – Call Queuing for Reservations

- Used to queue incoming calls according to specified parameters to first available agent
- On-Hold Messages definable by the property
- No more requirement to use an external box for on-hold music

Call Recording – Reservations

- Any or all calls to reservation agents may be recorded for future use
- Agents may also capture the reservation number for faster indexing and retrieval of recording(s)

[1] Requires the check-in / check-out interface between STAT-HVS / IP-PBX and the PMS
[2] Optional
[3] The forecast may be recorded daily by an attendant or our optional Text-to-Speech module may be used with a web link to Environment Canada's Weather Services
[4] Optional, require access to your PMS' data base

Our Hospitality functions… more

Guest Call billing

- Call costing
  - By traditional mileage bands
  - Fixed rate per minute
  - 6 second increments
  - Fixed rate per call
  - Add profit margins
  - Add progressive margins according to duration
  - Fixed surcharge per call (i.e. set-up charge)
  - Posting Interface of Guest calls to PMS (serial or IP connection)

PMS Interfaces

- Full support of popular protocols
- Direct replacement of Mitel and Nortel PBX's
- Serial or IP connection, as required by PMS on site

911 Alarms and Notifications (or any other dialable sequence)

- Captures the room number then notifies via:
  - Message on specified network printer
  - Voice Notification to an extension at front-desk
  - Text message or Email to defined destination(s)
- Up to 9 different dialling sequences may be monitored, each with its own notification method

Specialty Modules (see specific brochures for these services)

Automated Call Distribution (ACD) for your reservations services

- Installs with STAT-HVS / IP-PBX or behind your legacy PBX
- Complete ACD features
- Integrated Voice Recording Module with Web interface for search and retrieval
- Supports guest file Pop-Up[5] with your PMS[6]
- Supports teleworker agents (IP phones))
- Enhanced ''Wrap-Up'' feature with corresponding reports (forced or voluntary, agents will select result codes on the completed call for statistics)
- Supports multi-property environment

Centralized Call Attendants for multi-property.

- Grouping of call attendants as a centralized service for multi-property networks
- Properties do not need to be of the same brand
- Works with the ACD module of our STAT-HVS / IP-PBX
- Pop-Up context message to agent identifying the property called[7]
- Supports Call Transfer back to targeted hotel
- Service may be used as overflow or when local resources are low
- Call Wrap-up feature may be forced or voluntary
- Traffic report by property

Upcoming Modules

- Receptionist Console via Touch Screen
- Support for Comtrol's Lodging Link
- Speech Recognition Module
- Text to Speech Module

[5] *Pop-Up client file, based on caller-id or dialled VIP Code*
[6] Your PMS must support standard queries
[7] When available

Our Administrative Features

Compatible with the following phone lines:

- Analog phone lines
- PRI – Megalink phone lines
- SIP phone lines

Compatible with the following telephone sets

- Analog room sets already in place
- IP phones for rooms
- IP phones for administration
- Digital phones for admin[8]

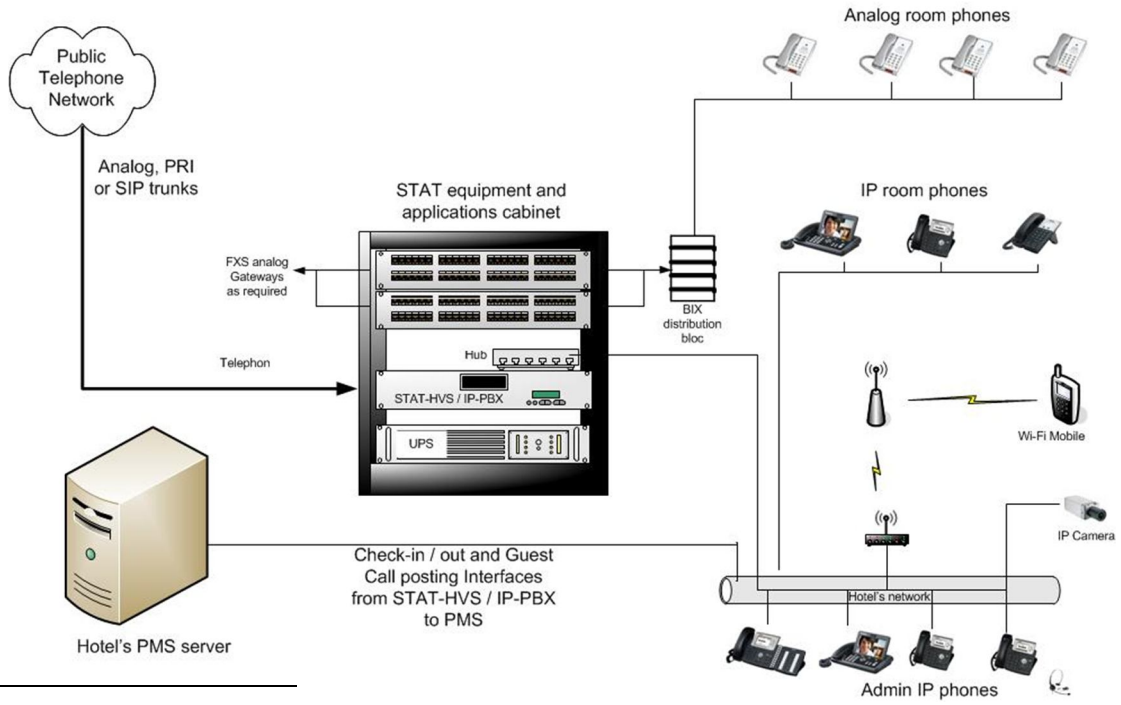
Partial list of PBX functions of STAT-HVS / IP-PBX

- Web interface for administration of features
- Caller-ID
- On-hold
- Transfer
- Parked Calls
- Intercom
- Multi-party Conference
- Music on-hold
- Do not Disturb
- Networking of PBX's for multi-property owners
- Teleworker support for administration sets
- Fax Support
- Etc…

Voice Mail - Administration

- Greeting Messages
  - Busy condition
  - Not available
  - Temporary message
- Multiple folders in which to save messages
- Supports Message-Waiting Lamps
- Mail box parameters managed via a Web UI
- Unified Messaging allows
  - Notification of new message by email or SMS
  - Forward voice message as an MP3 file by email
  - Notification of a new message to cellular with listen and reply functions
  - ''*Find me – Follow me''* function

Example of a typical installation



[8] Please check for compatibility list

Our Software:

STAT Hospitality Solutions are the result of the expertise gained from you, our customers, over the last 25 years.

STAT Hospitality Solutions

Our applications are integrated into a single solution able to service your property, regardless of its size

- Enhanced Voice Services
- Interfaces to popular PMS systems
- Guest Call Billing
- Centralized Call Reception Service
- Central Reservations Service
- Other Specialty Solutions to come

Asterisk Telephony Applications Platform

CDS has selected the Asterisk Telephony Applications Platform to handle core functionality

- Robust and proven platform
- Open Source product
- Tens of thousands of installed sites around the world
- Fully supported by Digium and in constant evolution
- Features match or exceed existing PBXs

The hardware:

Our custom assemblies use only top quality components selected for robustness and price/quality ratio.

Dell PowerEdge T110 or R310 Servers (or equivalent)

Tower or *Rack* type server

- Intel® Xeon® Processor X3430 (8M Cache, 2.40 GHz) 64 bit (or more)
- 4Gig (or more) Ram memory
- 2 X 500Gig (or more) Hard Disks with mirroring
- Windows 7, Windows Server, VM Ware, CentOS according to config
- 2 X NIC ports 10/100/1000
- 1 or 2 X 400W redundant power supplies according to config
- Dell on-site support
- 1 X UPS unit

The hardware … more

Gateways for analog lines – room phone extension or analog phone lines

AudioCodes gateways for lines (FXO) or analog extensions (FXS)

- 4, 8 or 24 analog ports
- Expansion as required
- Network connectivity

Cisco PoE Switch – connectivity for IP phones to STAT-HVS / IP-PBX server

8, 16 or 24 ports 10/100 PoE Switch

- 2 Gigabit Ethernet Ports
- Compatible with IEEE 802.3af
- Managed via ‘’WebView’’

Yealink T18P IP phones for rooms

Yealink T18P, features

- 2 programmable soft keys
- Messages, conference keys
- Supports PoE
- Volume control
- Wall mountable

Yealink T26P IP executive phone

Yealink T26P, features

- 3 VoIP accounts, hotline, emergency call
  Call-waiting, call transfer, call forward
  Hold, mute, flash, auto-answer, redial
  3-way conference, DND, speed dial
- Hands free, full duplex and HD sound quality
- 132 X 64 graphic LCD screen (color unit also available)
- 13 programmable keys
- XML Phonebook search/import/export
- Black list, call history (100 entries)
- Volume adjustment, ring tone selection
- Multilingual
- Supports up to 6 expansion modules
- 2xRJ45 Ethernet ports + 1 headset port
- PoE Power over Ethernet

The hardware.

IP Yealink T22P administration extensions

Yealink T22P, features

- 3 VoIP accounts, hotline, emergency call
  Call waiting, call transfer, call forward
  Hold, mute, flash, auto-answer, redial
  3-way conference, DND, speed dial
- Hands free, full duplex and HD sound quality
- 132 X 64 graphic LCD screen
- 4 soft keys
- Volume adjustment, ring tone selection
- Multilingual
- 2xRJ45 Ethernet ports + 1 headset port
- PoE Power over Ethernet

Yealink YHS32 agents' head-sets (fits T22P phones)

Yealink YHS32 head-sets

- Ultra noise cancelling microphone
- Quick disconnect cord
- Ultra light weight, only 50grams
- Comfortable wearing for all day use
- 330° rotatable microphone boom
- Pliable steel headband, large size ear pad
- Wireless adaptor available

Please note:
Other IP phone models are available including:

- **Hands free for conference rooms**
- **Wi-Fi or DECT wireless**

The final configuration of equipment may vary based on choice and availability

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