



## HOSPITALITY

### Unified Messaging for the Lodging Industry

Designed specifically for the lodging industry, the Repartee® LX product and its powerful Hospitality package represent a complete messaging solution that combines many types of communications services into one state-of-the-art voice messaging system.

Repartee LX and Hospitality give you leading-edge technology that will help you improve guest services and enhance your staff's effectiveness and efficiency. Repartee LX with Hospitality is a proven voice messaging system that integrates with more than 200 telephone systems and over 60 Property Management Systems (PMS), providing you with the flexibility you need for your property.

#### The Personal Touch

Hospitality provides personalized guest messaging in every room, and much more. With Hospitality, you can offer superior guest services and automate time-consuming tasks without sacrificing the personal touch. Guests can receive calls or messages anytime, even if there is no operator on duty—an essential feature for international travelers and guests with late-night emergencies.

With Hospitality, you can offer your guests their choice of voice prompts from our expansive list of foreign languages. When outside callers leave messages for a guest, they also hear Hospitality's easy-to-use prompts in the guest's preferred language. Hospitality's conversational interface has set the standard for easy-to-use hotel voice mail systems. To check or leave messages, guests simply respond to yes-or-no questions by pressing touchtones. And if they ever need assistance, they can press '0' at any time to reach an operator.

#### More than Guest Messaging

Hospitality's guest directory allows callers to contact hotel guests or leave them messages directly without going through an operator. Incoming calls are not delayed by a switchboard

bottleneck, and operators are free to give personal assistance to those who need it.

Guests can rest assured that their morning wake-up call will be on time with Hospitality's wake-up feature. Guests have direct control over their wake-up calls—adding, deleting, changing, and confirming a wake-up call request at any time during their stay.

Another great way to improve service and reduce operating expenses is to let guests retrieve important information right over the telephone. Guest information lines can answer routine questions about restaurant hours, airport shuttles and other subjects, 24 hours a day. And information lines can even generate revenue through sponsorship from local businesses.

#### Improved Staff Efficiency

Hospitality also improves internal communications, so your entire facility runs more smoothly. With Hospitality, you can send messages to all hotel staff members instantly. Employees working different schedules can leave each other detailed messages so that customer service isn't interrupted with each shift change. Personnel such as housekeeping, maintenance and room service can be alerted via pager or cell phone about important messages. You can even set up special mailboxes to communicate more efficiently with vendors and important clients.

And since Hospitality runs on the Repartee LX voice messaging system, managing messages is a breeze. Repartee LX can integrate your local area network (LAN) with your telephone system, providing visual control of all your messages from a desktop PC using Active Voice's TeLANophy® suite of call management applications. By collecting and distributing information quickly and accurately, Repartee LX and Hospitality put reliable information at your staff's fingertips, improving productivity and customer service.

## Property Management System Integration

Property Management System (PMS) integration seamlessly couples the Hospitality system with your PMS to automate voice mail management. All check-ins and check-outs are managed directly by the PMS, and front desk personnel can register guests without accessing the voice mail system. When guests check in, the PMS automatically activates their voice mailbox. Upon check-out, the system saves any remaining messages for the guest, and then deletes the mailbox from the voice mail system. Hospitality currently supports more than 60 different PMS types.

## Selection of PMS Systems Supported

- |                          |                            |                             |                                |
|--------------------------|----------------------------|-----------------------------|--------------------------------|
| • Anasazi - Best Western | • GEAC                     | • Lodging Touch             | • Protocol Technologies        |
| • CLS                    | • Gibb                     | • Logistix (various models) | • Quantel                      |
| • Chess                  | • Hilton                   | • LS2000                    | • REMco (Nite Clerk)           |
| • Choice Hotels          | • HIS                      | • Marlboro (MCorp)          | • Red Lion                     |
| • Compusolv              | • Hitachi                  | • Marriott                  | • Residence Inn                |
| • Computel               | • Holiday Inn              | • MBS                       | • Resort Data Processing (RDP) |
| • Courtyard              | • Imaginn                  | • Megasys                   | • Resort Systems Inc. (RSI)    |
| • CSS Hotel Systems      | • InnControl               | • Mitel                     | • TimeShareWare                |
| • Doubletree             | • Inn-Line Systems         | • Multi Systems Inc. (MSI)  | • Springer Miller              |
| • DSC                    | • InnTime                  | • National Guest Systems    | • Sterling                     |
| • Encore                 | • InnQuest                 | • NEC                       | • Sulcus                       |
| • Executech              | • INSI MS-DOS              | • Princess                  | • Westin                       |
| • Fabco                  | • INSI Win Inn             | • Promus                    |                                |
| • Fidelio                | • LMS                      |                             |                                |
| • First Resort           | • Lodging & Gaming Systems |                             |                                |

## Multilingual Options

- |                        |                    |                          |                          |
|------------------------|--------------------|--------------------------|--------------------------|
| • American English     | • Danish           | • Italian                | • New Zealand English    |
| • Argentinean Spanish  | • Dutch            | • Japanese               | • Swedish                |
| • Australian English   | • European Spanish | • Latin American Spanish | • United Kingdom English |
| • Brazilian Portuguese | • French Canadian  | • Mexican Spanish        |                          |
|                        | • German           |                          |                          |
|                        | • Hebrew           |                          |                          |

## Features

- |   |   |  |                                |
|---|---|--|--------------------------------|
| • Automatic check-in and check-out      | • Hotel information service and Help option | • Personalized guest greetings                       | • Unlimited information menus  |
| • Automatic message retrieval by guests | • Merge rooms*                              | • Pre-check-in messaging*                            | • Unlimited messages per guest |
| • Automatic password assignment*        | • Message notification at check-out*        | • Programmable archive time of former guest messages | • Wake-up calls for guests     |
| • Automatic wake-up calls               | • Multilingual outside caller messaging     | • Room move*   | • Voice mail disable per room* |
| • Date and time stamp on every message  | • Optional password security                | • Text message notification*                         |                                |
| • Guest directory                       |   | • Transfer to operator                               |                                |

\* Available only if supported by PMS

Active Voice, LLC is a global provider of unified messaging, computer telephony and voice messaging solutions, powering the communications infrastructure of businesses worldwide. The Seattle-based company has offices in the United States, Australia and the Netherlands. Over 120,000 Active Voice systems have been installed in more than 60 countries. Active Voice's products are sold through a global network of independent telecommunications manufacturers, dealers, computer resellers and strategic partners. For more information, visit our Web site at [www.activevoice.com](http://www.activevoice.com), or contact Active Voice's Sales Support at 1-877-864-8948 or by e-mail at [sales@activevoice.com](mailto:sales@activevoice.com).

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