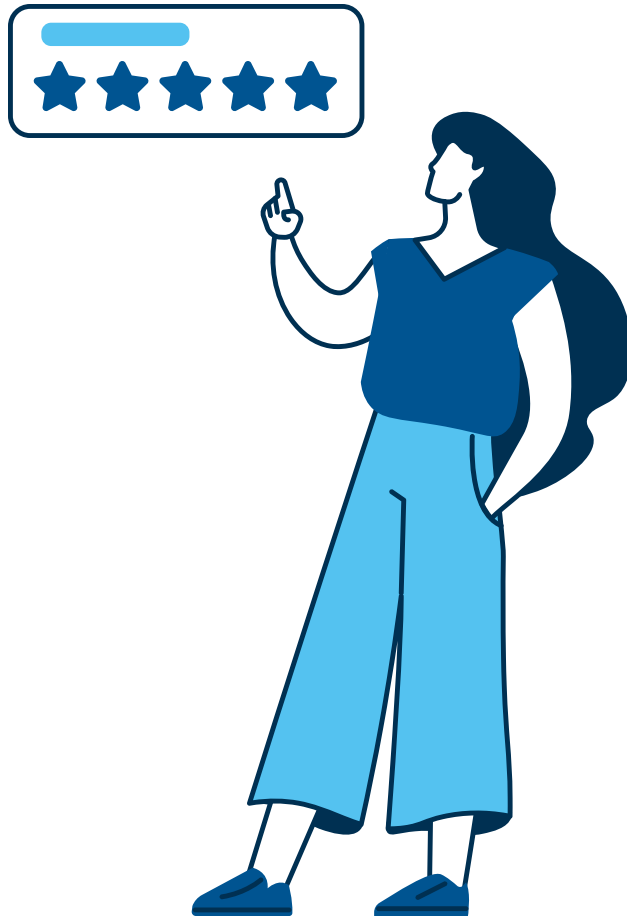# Enhancing the Guest Experience

Improved telephony processes empower hospitality companies to manage customer queries and quickly handle requests with the right communication tools, including customized call routing, queue management, real-time reporting and analytics, and built-in messaging.

A Unified Communications solution allows your organization to communicate with customers using their channel of choice, whether it's text, voice, video, web chat, or instant message. The platform continues to evolve to provide users with the ultimate omnichannel experience, so there's continuity no matter where they are coming from.

Communications
That Exceed Guest Expectations

Providing an outstanding guest experience lies at the core of the hospitality industry. By leveraging the latest enterprise communications technology, hospitality companies can quickly adapt to customer preferences, unify their communication systems, and empower staff to work from anywhere.

Combining an innovative Unified Communications solution with integrated desktop IP phones helps hotels of all sizes streamline communication for increased collaboration and productivity, with significant benefits for hotels with 80+ rooms. A complete, all-in-one system includes applications for desktop, web-based, and mobile users, and the Integrated Contact Center offers omnichannel customer support with features that improve customer satisfaction and the productivity of customer service departments.

This innovative system can be deployed as a cloud, on-premise, or hybrid solution, delivering the same product, interface, and user experience across deployment types. It's the best choice for hospitality companies with one or multiple locations that want to modernize and seamlessly interconnect their communications while keeping and improving upon the mission-critical features they need to have. The advanced phone system capabilities make transitioning from more limited legacy PBX systems to a full-cloud solution a seamless and cost-saving upgrade.

Elevated Features & Integrations

This system and platform optimize hotel staff operations, from the front desk to maintenance to housekeeping. It enables team members to collaborate seamlessly and access their work effortlessly while on-site or on the go. These features, including call center integration, SMS texting, group chat, web conferencing, screen sharing, file and image sharing, video calling, and integrated fax, are optimized for all devices to create an uninterrupted experience and intuitive interface that's easy to deploy and manage.

A highly adaptive and advanced Unified Communications platform that integrates with existing Property Management Systems is a superior solution. It provides essential features for hotels to keep guests informed and promote amenities while driving efficiency. This includes maid codes, room phone and voicemail activation based on check-in and check-out, guest name pass-on to room extensions, and more:

- Wake-up calls can be set by guests or staff and are automatically dialed
- Front desk receives a notification if 911 is dialed from any phone
- Web management console for staff
- Serial or IP PMS interface
- Guest and staff messaging
- Minibar reporting
- Call accounting
- Group messaging
- Automatic welcome message
- Support for multiple langauges