UNIVERGE® SV8000 Series Hospitality Management

Fulfilling the promise of UNIVERGE®360

The UNIVERGE SV8000 Series Hospitality Management solution for both the UNIVERGE SV8100 and SV8300 Communications Servers allows specific applications to integrate with business processes based on specialized roles within an organization. This role-enabled communication is a core component of NEC's UNIVERGE360 approach.

At a Glance

- Improved productivity
- Powerful support for front and back-office functions
- Integrated voicemail
- Flexible technology
- An extensive feature set

Hospitality Management helps ensure your guests have a memorable stay by providing them access to the latest, most advanced messaging services. Your business benefits from this solution by utilizing its extensive features such as flexible numbering, room status and toll-restriction check-in mode. Hospitality Management even works with your Property Management System (PMS) through a Property Management System Interface (PMSI) to support many key front and back-office functions.

Improved Productivity

Hospitality Management helps hospitality industry employees save time and lower operational expenses while providing guests responsive, high-end services. It efficiently integrates with your PMS to help streamline and coordinate communications.

Powerful Support for Front and Back-Office Functions

Using PMSI, Hospitality Management can help support and control many essential front and back-office functions, including:

- Message waiting indication
- Check-in/check-out suite services
- Room/housekeeping status
- Room changes

Integrated Voicemail

Hospitality Management integrates with UNIVERGE UM8000-Mail to give guests the ability to add, delete, change and confirm their personal greetings and wake-up calls. This package includes:

- Personalized guest messaging for every room
- System prompts for an extensive list of languages
- A guest directory that enables callers to contact hotel guests or to leave messages without going through an operator
- A wake-up feature that offers guests the ability to add, delete, change and confirm their own wake-up calls
- Enhanced internal communication through management's ability to simultaneously broadcast messages to the entire hotel staff

Flexible Technology

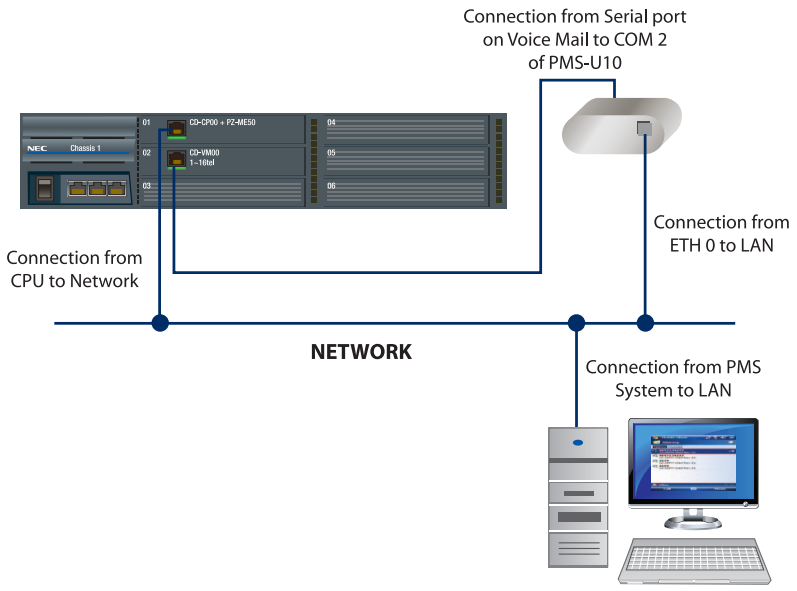
Hospitality Management supports VoIP telephones, traditional Time Division Multiplex (TDM) telephones or a combination of both. Corded or cordless telephones or even wireless handsets can be selected to meet any guest or staff requirements.

Extensive Features

The Hospitality Management Solution can be used with both the UNIVERGE SV8100 and SV8300 Communications Servers. Additional solution features include:

- Property Management System Integration
- Hotel/Motel Front Desk Instrument
- Wake-up Call
- House Phone
- Message-Waiting Lamp Services
- Room-to-Room Call Restriction
- Toll Restriction Check-in Mode
- Toll Restriction Change-Guest Station
- Room Cutoff
- Room Status
- Maid Status
- Room Status Printout
- Do Not Disturb-Hotel/Motel
- Do Not Disturb-System
- Flexible Numbering
- Single-Digit Dialing

IP Connection to PMS System



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