

SMARTVOICE HOSPITALITY PORTAL

User Guide



Shaw) Business

Quick Reference

Record your information here:

My username _____

My password _____

Circuit ID / BPSO _____

SmartVoice Customer Support

Phone: 1-866-244-7475

Email: ServiceAssurance@shawbusiness.ca

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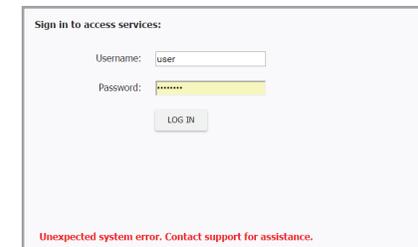
1. SmartVoice Hospitality Portal Login

1.1 Portal Access

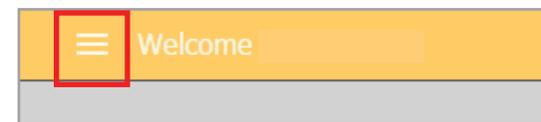
- 1) To access the SmartVoice Hospitality Portal, please type the following URL in your web browser; <https://smartvoicehospitality.shawbusiness.ca>
- 2) Enter a valid username and password in the respective fields and click the Log In button to log into the SmartVoice Hospitality Portal main screen:

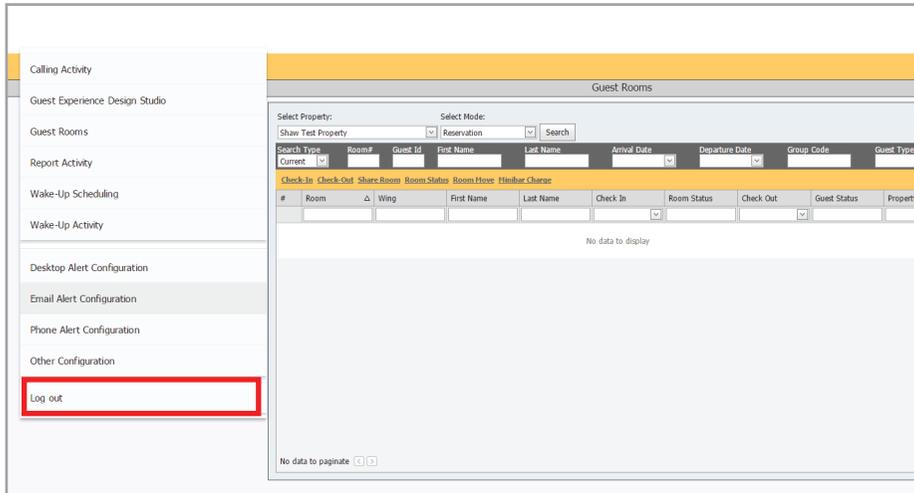


If an invalid Username or Password is entered, the following error message will appear:



- 3) To logout, click the hamburger menu in the upper left hand corner of the screen and then select Log out.



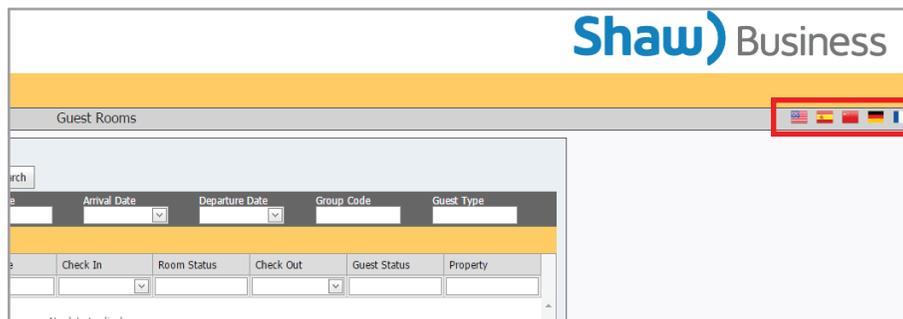


1.2 Portal Feature Visibility and Usage

The menu items that appear in the hamburger menu as well as the features that appear on the guest details page are based on several factors including your type of PBX, the features assigned to the guest room, and your security profile.

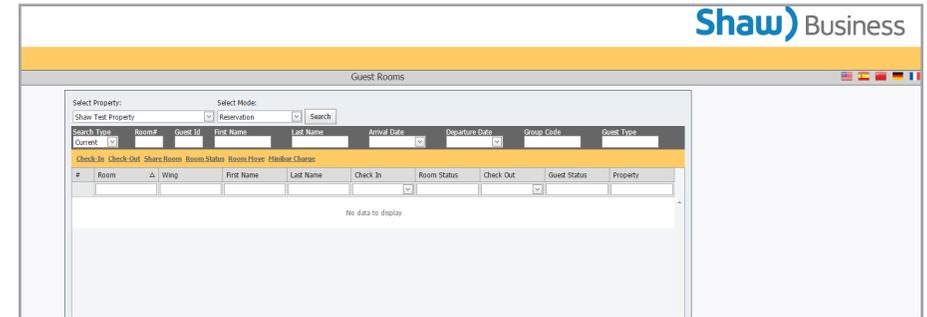
1.3 Portal Language

To change the language displayed, click on the appropriate flag in the upper right hand portion of the screen. The language can be changed from any portal screen where the flags are displayed.



2. Guest Rooms

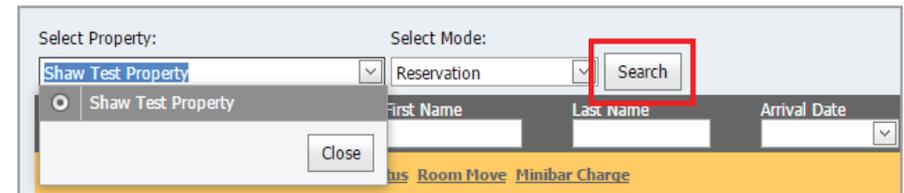
Once logged into the SmartVoice Hospitality Portal, the main Guest Rooms screen will appear.



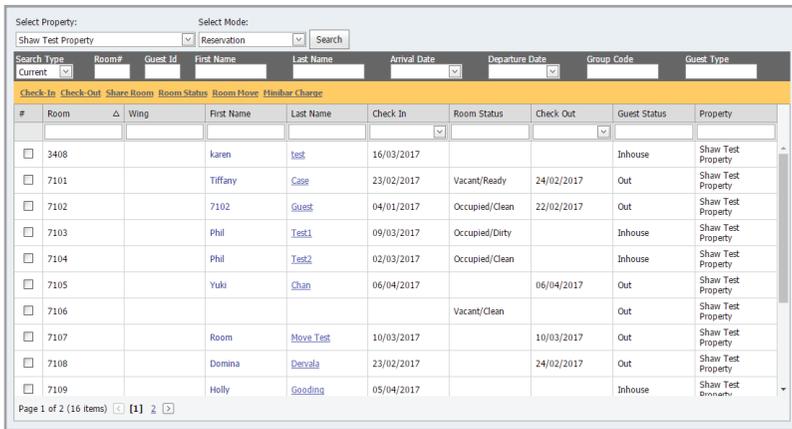
2.1 Property Selection

To select the hotel property to view:

- 1) Click on the drop down menu beneath Select Property.
- 2) Click on the radio button next to your hotel property name to view.



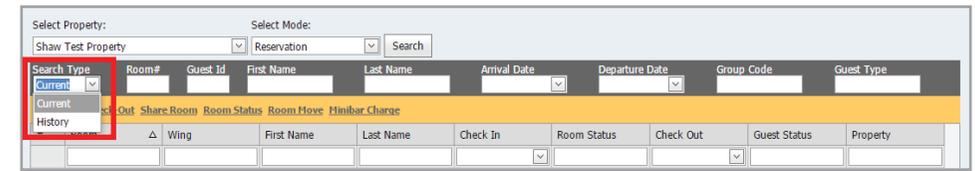
- 3) Click Close and then Search. The information about the rooms and guests at the selected property will appear.



2.2.1 Property Selection

To search for rooms or guests meeting specific criteria:

- 1) Select the Search Type desired from the dropdown box. The available search types are Current and History.
 - **Current:** The search results will only show the most recent guest in each room.
 - **History:** The search results will show both current and past guest information.



- 4) To change properties, access the property drop down, select a different property and click Search.

- 2) Enter any other combination of search criteria in the boxes in the dark grey panel desired. A search for Current records can be made without entering other search criteria. A search type for History requires at least one other search criteria.
- 3) Click Search. The results will appear in the bottom portion of the screen.
- 4) To further filter the search, additional criteria may be entered into the text boxes in the light grey area just below the column headings.
- 5) To sort the search and/or filtered results, click on the column heading. The sort order will toggle between ascending and descending.

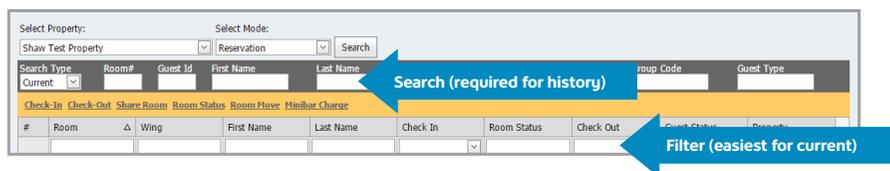
Call Date	Call Time	Duration	Call Type	Extension	Digits Dialed	Location	Ext. Type	Jurisdiction	Charge	Tax	Total Charge	Posted
05/06/2017	5:59:31 AM	00:01:46	Internal	6003	3405		Administrative	51	\$0.00	\$0.00	\$0.00	Not Eligible
05/06/2017	5:59:31 AM	00:01:46	Internal	3405	6003		Administrative	51	\$0.00	\$0.00	\$0.00	Not Eligible
05/06/2017	5:59:31 AM	00:01:46	Internal	3405	9999		Administrative	51	\$0.00	\$0.00	\$0.00	Not Eligible

2.2 Search and Filter

By default, the SmartVoice Hospitality Portal will display all the guest records for the selected property. The selection can then be narrowed down by using the available search parameters.

Search vs. Filter

On the main screen, there are two sets of filtering options: a search and then a secondary filter. The Search feature is most helpful (and is required) when searching through history. Searches for current data are easily accomplished simply by using the filters just below the column headings.



The Search function retrieves all the records that match the Search criteria after clicking on the Search button. Once the search has returned the results, the Filter Function can be used to further filter the records that were returned as part of the Search. If a filter is cleared, the original results of the initial search will appear.

2.2.2 Pattern Search

For flexibility, the search function is designed to match the pattern entered in the criteria. For example:

If the Guest's last name is "Markes" but a misspelling may have occurred, enter "Mar" into the Last Name field, the SmartVoice Hospitality Portal will return all guests whose last name starts with "Mar".

2.2.3 Combination Search

Any combination of criteria fields can be used to narrow down the search. For example:

If First Name = Phil is entered, all guests whose first name starts with "Phil" will be displayed.

If First Name = Phil and Arrival Date = 01/04/11 is entered, only guests whose first name begins with Phil and who arrived on 01/04/11 will be displayed.

Note: The Arrival Date field and the Departure Date field do not function as ranges. If an Arrival Date of 01/01/11 and a Departure Date of 01/15/11 is entered, only those guests who arrived on January 1st and who departed on January 15th will be displayed.

2.3 Checking Guests In/Out

In the event that the PMS is down, the SmartVoice Hospitality Portal can be used to send commands to the PBX. The SmartVoice Hospitality Portal can perform the following functions:

- Check a guest into one room
- Check multiple guests into one room (Share Room)
- Check a guest with one guest reservation id into multiple rooms
- Move guests from one room to another
- Check out guests

Note: The SmartVoice Hospitality Portal should only be used to check guests in and out of the PBX in the event that the PMS is unable to perform this function. The PMS will not have record of this activity and will need to be updated when it is back up.

2.3.1 Check In Functionality

To check a guest into a room using the SmartVoice Hospitality Portal follow the below steps:

- 1) Locate a vacant room which can be identified with the Guest Status of Out:

#	Room	Wing	First Name	Last Name	Check In	Room Status	Check Out	Guest Status	Property
<input type="checkbox"/>	7105		Yuki	Chan	06/04/2017		06/04/2017	Out	Shaw Test Property
<input type="checkbox"/>	7106		Check In	Test	25/04/2017	Vacant/Clean		Inhouse	Shaw Test Property

- 2) Click the check box to the left of the vacant room:

#	Room	Wing	First Name	Last Name	Check In	Room Status	Check Out	Guest Status	Property
<input checked="" type="checkbox"/>	3408		karen	test	16/03/2017			Inhouse	Shaw Test Property

- 3) Click the **Check-In** link on the Function Bar. Function is "grayed out" (not available) until a room that is vacant is selected.

#	Room	Wing	First Name	Last Name	Check In	Room Status	Check Out	Guest Status	Property
<input checked="" type="checkbox"/>	3408		karen	test	16/03/2017			Inhouse	Shaw Test Property

- 4) The Enter Check-In Information pop-up box will appear. The Property Name, Room #, Check-In Date, and default Language will be automatically populated by the system. Enter in the guest first name and last name. It is not necessary to enter in any information other than the guest first name and last name. The guest information will be sent to the PBX and/or Voicemail, not the PMS.

- 5) Click the Check-In Button to save the guest information. The new guest is now assigned to that room.

#	Room	Wing	First Name	Last Name	Check In	Room Status	Check Out	Guest Status	Property
<input type="checkbox"/>	7105		Yuki	Chan	06/04/2017		06/04/2017	Out	Shaw Test Property
<input type="checkbox"/>	7106		Check In	Test	25/04/2017	Vacant/Clean		Inhouse	Shaw Test Property

2.3.2 Check In Multiple Guests Under One Reservation

Multiple rooms can be checked-in at the same time under one reservation using the SmartVoice Hospitality Portal. For example: A family reserves 2 rooms; one for the parents and one for the children.

- 1) To check in multiple rooms at one time under the same reservation using the SmartVoice Hospitality Portal, click the check box to the left of all the rooms for the reservation.

<input checked="" type="checkbox"/>	7101		Janice	Smith	25/04/2017	Vacant/Clean	25/04/2017	Out	Shaw Test Property
<input checked="" type="checkbox"/>	7102		Don	Smith	25/04/2017	Vacant/Clean	25/04/2017	Out	Shaw Test Property

- 2) Next click the Check-In Link on the Function Bar (the check-in function is grayed out/not available until a vacant room is chosen. The Check-In pop-up box will appear and notice multiple room numbers are now entered in the room number field:

- 3) Enter in the appropriate guest information and click the Check-In Button to save the guest information. The new guest is now assigned to multiple rooms:

<input type="checkbox"/>	7101		Test	Guest_Y	25/04/2017	Vacant/Clean		Inhouse	Shaw Test Property
<input type="checkbox"/>	7102		Test	Guest_Y	25/04/2017	Vacant/Clean		Inhouse	Shaw Test Property

2.3.3 Share Room Functionality

To check multiple guests into a single room follow the below procedures:

- 1) Check in the first guest following the above procedure.
- 2) Click the check box to the left of the same room again and the Share Room link will become enabled.

Function Bar										
Check-In	Check-Out	Share Room	Room Status	Room Move	Linkbar	Change				
#	Room	Wing	First Name	Last Name	Check In	Room Status	Check Out	Guest Status	Property	
<input checked="" type="checkbox"/>	7101		Test	Guest Y	25/04/2017	Vacant/Clean		Inhouse	Shaw Test Property	

- 3) Click the Share Room Link (instead of the Check-In Link) on the Function Bar and the Check-In pop-up box will appear. The verbiage “Sharing with: [first checked-in guest’s name]” will appear at the bottom of the window and the Property Name, Room #, default Language and Check-In Date will be automatically populated by the system. Enter the information for the Second Guest into the Check-In pop-up box.

Enter Check-In Information

Property: Shaw Test Property Room: 7101

First Name: Guest Last Name: A

Check-In Date: 25/04/2017 Check-Out Date:

Home Phone: Cell Phone:

Address: Work Phone:

Address: email:

City: Group Code:

State: Guest Type:

Zip Code: VIP:

Country: Language: English

GPB: Auth Code:

Sharing with: Test Guest Y

- 4) Click the Check-In Button to save the guest information. The second guest is now assigned to that room as well. Each guest will have their own record.
- 5) Repeat Steps 2 - 5, if there are additional guests sharing the same room.

<input type="checkbox"/>	7101		Test	Guest A
<input type="checkbox"/>	7101		Test	Guest Y

2.3.4 Room Move Functionality

- 1) To move a guest from one room to another in the SmartVoice Hospitality Portal in the event the PMS is down, click the check box to the left of the guest’s current room, then click the check box to the left of the vacant room where the guest will be moved:

<input checked="" type="checkbox"/>	7101		Guest	A	26/04/2017	Vacant/Clean		Inhouse	Shaw Test Property
<input type="checkbox"/>	7102		7102	7102	26/04/2017	Vacant/Clean	26/04/2017	Out	Shaw Test Property
<input type="checkbox"/>	7103		7103	7103	26/04/2017	Vacant/Clean	26/04/2017	Out	Shaw Test Property
<input type="checkbox"/>	7104		7104	7104	26/04/2017	Vacant/Clean	26/04/2017	Out	Shaw Test Property

- 2) Click the Room Move Link on the Function Bar on main menu. The Room Move Function will be “grayed out” (not available) if:
 - Both rooms are not selected
 - More than 2 rooms are selected
 - The room where the guest will be moved is already occupied

Search Type	Room#	Guest Id	First Name	Last Name	Arrival Date	Departure Date	Group Code	Guest Type	
Current									
Function Bar									
Check-In	Check-Out	Share Room	Room Status	Room Move	Linkbar	Change			
#	Room	Wing	First Name	Last Name	Check In	Room Status	Check Out	Guest Status	Property
<input checked="" type="checkbox"/>	7101		Guest	A	26/04/2017	Vacant/Clean		Inhouse	Shaw Test Property
<input type="checkbox"/>	7102		7102	7102	26/04/2017	Vacant/Clean	26/04/2017	Out	Shaw Test Property
<input type="checkbox"/>	7103		7103	7103	26/04/2017	Vacant/Clean	26/04/2017	Out	Shaw Test Property
<input type="checkbox"/>	7104		7104	7104	26/04/2017	Vacant/Clean	26/04/2017	Out	Shaw Test Property
<input checked="" type="checkbox"/>	7105		7105	7105	26/04/2017	Vacant/Clean	26/04/2017	Out	Shaw Test Property

- 3) The following message will appear asking for confirmation that the guest should be moved from Room “X” to Room “Y”. Click OK button to initiate the Room Move. (Click Cancel Button to cancel change):

cp.jazz-fusion.net says:

Are you sure you want to move Guest A From Room: 7101 To Room: 7105

Prevent this page from creating additional dialogs.

- 4) After clicking OK the Room Move occurs. The guest will be checked out of the original room and checked-in to the new room. The Check-In, Check-Out and Guest Status fields will be changed to reflect the move. The settings from the previous room, including wake-ups, charge information, class of service, voicemails and other information will be moved to the new room.

2.3.5 Check Out Functionality

The SmartVoice Hospitality Portal also allows for a single room or multiple rooms to be checked out at one time. When checking out multiple rooms the rooms do not have to be under the same reservation.

Note: Check-ins and Check-outs made through the SmartVoice Hospitality Portal are not sent to the PMS. The SmartVoice Hospitality Portal should only be used to check guests in and out of the PBX when the PMS is down or if the SmartVoice Hospitality Portal missed a record coming from the PMS.

To check one or more rooms out of the SmartVoice Hospitality Portal:

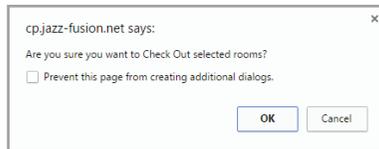
- 1) Click the check box(es) to the left of the room(s) to be checked-out:

<input checked="" type="checkbox"/>	7101		Guest	A	26/04/2017	Vacant/Clean		Inhouse	Shaw Test Property
-------------------------------------	------	--	-------	---	------------	--------------	--	---------	--------------------

- 2) Click the Check-Out Link on the Function Bar. Function is "grayed out" (not available) until a room is chosen:

Check-In	Check-Out	Share Room	Room Status	Room Move	Minibar Charge					
#	Room	Δ	Wing	First Name	Last Name	Check In	Room Status	Check Out	Guest Status	Property
<input type="checkbox"/>	3408			karen	test	16/03/2017			Inhouse	Shaw Test Property
<input checked="" type="checkbox"/>	7101			Guest	A	26/04/2017	Vacant/Clean		Inhouse	Shaw Test Property

- 3) The Check-Out Confirmation Message will appear, click the OK button to confirm check-out:



- 4) The Guest Status for all the selected rooms will change to Out.

<input type="checkbox"/>	7101		Guest	A	26/04/2017	Vacant/Clean	26/04/2017	Out	Shaw Test Property
<input type="checkbox"/>	7102		7102	7102	26/04/2017	Vacant/Clean	26/04/2017	Out	Shaw Test Property

2.4 Room Status Functionality

The purpose of room status is to update the PMS with the current status of a room, for example Dirty, Clean or Ready. Typically the housekeeper uses the guest room phone to update the status of the room by entering codes that correspond with the condition or status of the room.

Alternatively, the room status can also be updated using the SmartVoice Hospitality Portal. One or more rooms can be updated simultaneously from the main reservations screen. Or, the room status of a single guest room can be updated by selecting that room and making the change from the guest details page.

Regardless of whether the guest room phone or the SmartVoice Hospitality Portal is used to update the room status, the PMS is updated with the current status.

For information on how to use the guest room phone to enter room status, see the section in this document entitled [SmartVoice Hospitality Room Status IVR](#).

To update the room status from the SmartVoice Hospitality Portal main screen, follow the below steps:

- 1) Select the check box to the left of the room(s) to update the Room Status record

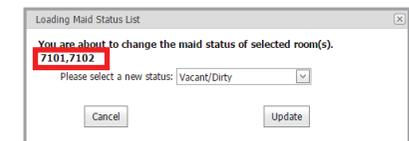
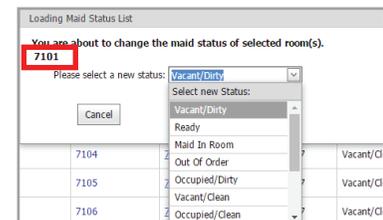
<input checked="" type="checkbox"/>	7101		Guest	A	26/04/2017	Vacant/Clean		Inhouse	Shaw Test Property
-------------------------------------	------	--	-------	---	------------	--------------	--	---------	--------------------

- 2) Click the Room Status Link on the Function Bar. The function is "grayed out" (not available) until a room is selected:

Check-In	Check-Out	Share Room	Room Status	Room Move	Minibar Charge					
#	Room	Δ	Wing	First Name	Last Name	Check In	Room Status	Check Out	Guest Status	Property
<input checked="" type="checkbox"/>	7101			Guest	A	26/04/2017	Vacant/Clean		Inhouse	Shaw Test Property

- 3) Open the Drop Down box and select a new status. The room number(s) that will receive the change are displayed on the screen.

Note: The room status selections available in the drop down vary depending on your property's PMS and PBX configurations. The SmartVoice Hospitality Portal can be configured to suit the needs of your property as long as they are supported by the PMS.



- Click the Update button to save the Room Status change or click Cancel button to cancel the change. After clicking Update the Room Status will be updated.

2.5 Minibar Charge Functionality

Minibar charges can be added to a guest using the [SmartVoice Hospitality Minibar IVR](#) or by using the Minibar Charge link on the main Reservations page of the SmartVoice Hospitality Portal.

To add minibar charges to one or more rooms:

- On the main reservations page, select the checkboxes next to the appropriate rooms to add a mini bar charge.

#	Room	Wing	First Name	Last Name	Check In	Room Status	Check Out	Guest Status	Property
<input checked="" type="checkbox"/>	101		Guest	A	26/04/2017	Vacant/Clean		Inhouse	Shaw Test Property
<input checked="" type="checkbox"/>	102		7102	7102	26/04/2017	Vacant/Clean	26/04/2017	Out	Shaw Test Property

- Click on the Minibar Charge link.
- Click on the dropdown menu next to Item Number and select the item that has been consumed from the list.

Add Charge 04/2017 Out

Room Number:

Item Number:

Quantity:

Item Number	Name	Price
000	Minibar Item	0.00
111	Potato Chips	3.99

- Enter the Quantity that was consumed.

Add Charge ✕

Room Number:

Item Number:

Quantity:

- Click Add Charge.

- A confirmation box will appear that includes the room number(s), Item, and quantity. The box will look different depending on the browser being used. Click OK.

cp.jazz-fusion.net says: ✕

Are you sure you want to proceed with the following Charges?

Rooms: 7101,7102

Item Name: Potato Chips

Quantity: 2

Prevent this page from creating additional dialogs.

- After clicking ok, a Charge Complete box will appear with the details of the charge. Click OK to acknowledge.

Charge Complete ✕

Rooms: 7101,7102

Item: 111 - Potato Chips

Qty: 2

Amt: \$7.98

- To verify that the charges have been applied to the room, see the View Charge Report.

3. Guest Details Page

The guest detail page contains information pertaining to the guest that was entered either in the PMS or manually in the SmartVoice Hospitality Portal. This page contains the following information:

- Guest information
- Modify guest information link
- Manage wake-up calls
- Call charge estimate
- Class of service/phone restriction
- Do not disturb
- Room status
- Transaction history
- Voice Messages (optional)
- Text Messages

After a check-in has been created, the Name, Address, Phone(s), E-mail, Estimated Check-Out, Guest Type, VIP Status, or Bill Plan, can be modified using the link Modify Guest Information.

Note: Information entered here does not get sent to the PMS. The property, room number and check-in date cannot be modified using this link. To modify the room number, return to the main reservation screen.

3.1 Modify Guest Information

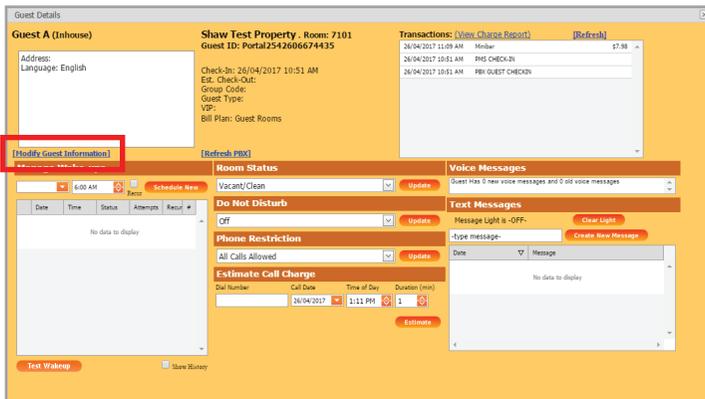
If the guest name, language, guest type, group code or other personal information must be changed and cannot be done through the PMS, use the Modify Guest Information link on the Guest Details page. Applicable changes will be sent to the PBX.

To modify the Guest Information in the SmartVoice Hospitality Portal:

- 1) On the main reservations screen, click on the guest's last name to open the Guest Detail Record:

<input type="checkbox"/>	7101	Guest	▲	04/26/2017	Vacant/Clean	Inhouse	Show Test Property
--------------------------	------	--------------	---	------------	--------------	---------	--------------------

- 2) Click the Modify Guest Information hyperlink located in the Guest Information section on the Guest Detail Page.

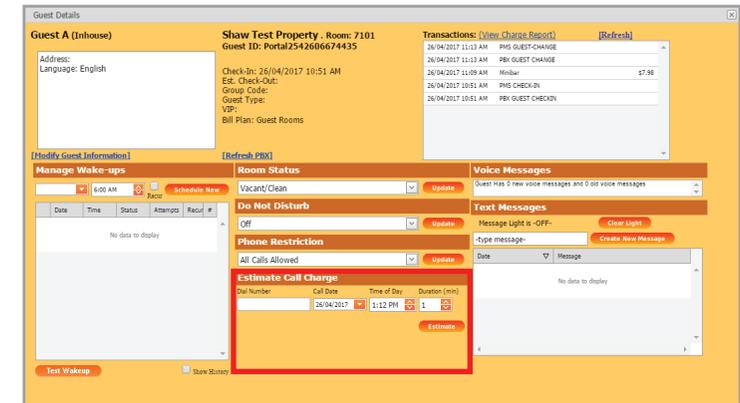


- 3) Once the Edit Guest Information pop-up window appears enter the changes and click the Update Button to save the guest information changes. The applicable changes will be sent to the PBX.



3.2 Estimate Call Charge

The Estimate Call Charge feature allows your hotel staff to provide a guest with the estimated charge for making a call from their hotel room to a particular phone number.



To estimate a call charge for the guest:

- 1) On to the main reservations screen, click on the guest's last name to open the Guest Detail Record.
- 2) In the Estimate Call Charge section, enter the telephone number that will be dialed (without dashes or spaces), the duration in minutes, and the time of day the call will be made.
- 3) For International Calls, enter the international dialing prefix (such as "00" or "011"), the country calling code then the telephone number. For example: A call from the USA to London, England would be entered as: 011447801111111.
- 4) Click Estimate. The call location and total charge will appear to the right of the Estimate button.



3.3 Change Phone Restriction (Class of Service)

Phone restriction is most often used when a guest is paying cash and the hotel prefers to block long distance or outgoing calls. If the PMS is down, the guest room phone can be restricted using the SmartVoice Hospitality Portal.

To change the Phone Restriction status of the guest room using the SmartVoice Hospitality Portal open the Guest Detail page for that guest.

- 1) On the Guest Details page, access the drop down under the heading Phone Restriction and all the class of service options configured for your property will appear:



- 2) Use the drop down to select the correct class of service and click Update. A record will be sent to the PBX and the new Class of Service setting will be applied.

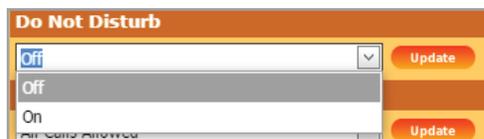
Note: The class of service categories available in the drop down vary depending on your property's setup.

3.4 Do Not Disturb

When a guest is checked in through either the PMS or the SmartVoice Hospitality Portal, the Do Not Disturb status is automatically set to "Off" by default. If the guest requests not to be disturbed and Do Not Disturb is turned on in the PMS, the SmartVoice Hospitality Portal will receive this information and set the PBX accordingly. While Do Not Disturb is on, all calls go directly to the voice mail system. If the PMS is unable to send the SmartVoice Hospitality Portal a notification to turn the Do Not Disturb either on or off, the Do Not Disturb status can be changed using the SmartVoice Hospitality Portal. If the guest has a wake-up call scheduled, the wake-up system will turn off the Do Not Disturb feature and place the wake-up. The Do Not Disturb status will be left Off after a wake-up call.

To change the Do Not Disturb status of the guest room using the guest details page of the SmartVoice Hospitality Portal:

- 1) On the Guest Details page, access the drop down under the heading Do Not Disturb.



- 2) Select the correct status and click Update. A room status update record will be sent to the PMS.

Tip: Don't forget to click Update next to each change made on the Guest Details page.

3.5 Room Status

The room status can be changed via the [Room Status IVR](#), the [Room Status link](#) on the main SmartVoice Hospitality Portal page, or the Guest Details page.

To change the room status using the Guest Details page of the SmartVoice Hospitality Portal:

- 1) On the Guest Details page, access the drop down under the heading Room Status.



- 2) Select the correct status and click Update. A room status update record will be sent to the PMS.

Note: The status options that appear in the dropdown are configurable and are setup at installation. These status types can be modified by you or other users with access to the SmartVoice Hospitality Portal.

3.6 Voice Messages

If the guest room has a voicemail box, then the latest number of new (unread) and old (read) voicemails will appear in the section Voice Messages.

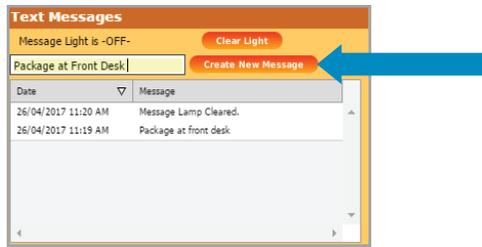


3.7 Text Message Waiting Light

The front desk can create a text message for a specific guest using the SmartVoice Hospitality Portal. The text message is not sent directly to the guest. Instead, the text message can be retrieved by you or other portal users who have access. A command is sent to the voicemail or PBX to turn on the message light. The guest in the room will see the phone light on and will call the front desk to retrieve the message. Once the text message has been provided to the guest, the front desk staff should clear the light using the Clear Light button on the SmartVoice Hospitality Portal which will send the message to the voicemail or PBX to clear the light on the phone.

3.7.1 Create Text Message

To create a text message in the SmartVoice Hospitality Portal and turn on the message waiting light open the Guest Detail page. On the Guest Details page, type a message into the message box under the heading Text Messages and click Create New Message. The Message Light indicator on the SmartVoice Hospitality Portal will change from "-OFF-" to "-ON-":

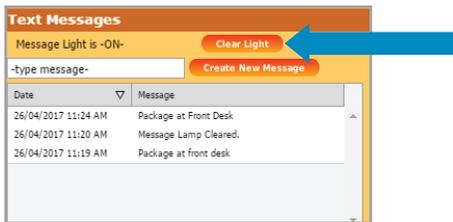


A record will be sent to the PBX and the message waiting light will be turned on.

3.7.2 View and Clear Text Message

To view a message and turn the message waiting light off on the guest room phone open the Guest Detail page and view the messages listed under the heading Text Messages.

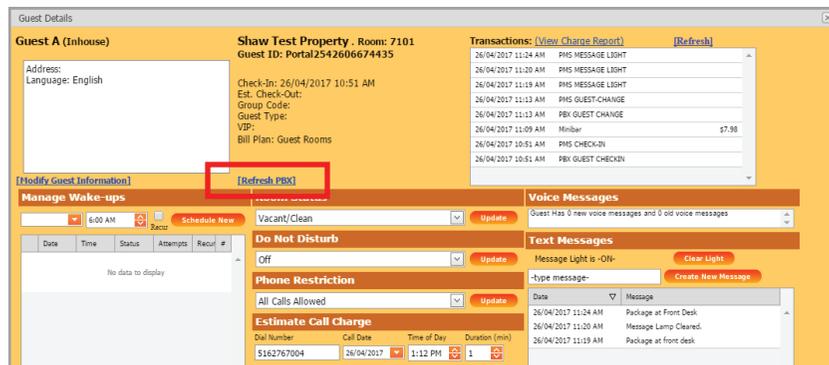
Click on Clear Light to turn off the message waiting light once the guest has been informed off the messages. A message will be sent to the PBX to turn off the light and the Message Light indicator in the SmartVoice Hospitality Portal will change from “-ON-” to “-OFF-”.



3.8 Refresh PBX Link

To resend the following information and settings to the PBX, click on the Refresh PBX link located on the Guest Details page:

- Name display
- COS
- DND setting
- Message light
- Voicemail ON
- Guest language



3.9 Manage Wake-ups

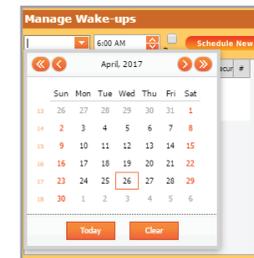
The SmartVoice Hospitality Portal provides the ability to view and manage wake-up requests for the guest room.

3.9.1 Scheduling Wake-ups

The manage wake-ups section allows you or your staff to schedule a wake-up and it provides information on any wake-ups that have been scheduled including wake-up requests that are made by PMS systems that are capable of sending wake-up requests.

To set a wake-up call for a guest room:

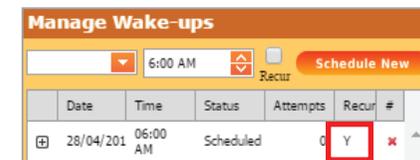
- 1) Open the Guest Details page.
- 2) Under the heading Manage Wake-ups, click on the empty drop down box. A pop-up calendar will appear:



- 3) Select the date for the wake-up call from the pop up calendar.
- 4) Next, move to the time selection box. Select the time of the wake-up call using the up and down arrows or type in the time using the keyboard. If using the arrow keys, use the mouse to move the cursor from the hours to the minutes to the AM/PM fields in the time box before clicking on the arrows:



- 5) If the guest would like to be woken up every day of his/her stay at the same time, select the Recur checkbox. When a recurring wake-up call is scheduled, only the next occurrence will show under Manage Wake-ups and the column Recur display have a Y.



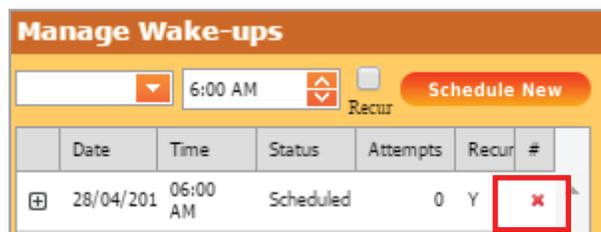
- 6) The SmartVoice Hospitality Portal will call the guest at the scheduled time and provide the guest the option to snooze.
- 7) PMS systems that are capable of handling wake-up status updates will be sent wake-up updates.

3.9.2 Canceling Wake-ups

Wake-ups can be canceled through the PMS, the guest [wake-up schedule IVR](#), or the Guest Details portion of the SmartVoice Hospitality Portal.

To cancel a wake-up call for a guest room using the Guest Details page of the SmartVoice Hospitality Portal:

- 1) Open the Guest Detail page for the guest.
- 2) Under the heading Manage Wake-ups find the wake-up call that should be cancelled.
- 3) Click on the red X and the wake-up that was scheduled will be cancelled. If the wake-up that was set was a recurring wake-up, then all of the wake-ups for that time will be cancelled.
- 4) PMS systems that are capable of handling wake-up status updates will be notified of the cancellation.



3.9.3 Wake-up Details

To view the details related to any wake-up call, go to the Manage Wake-ups section of the Guest Details page. On the Guest Details page, under the heading Manage Wake-ups, click the + sign next to the wake-up call.

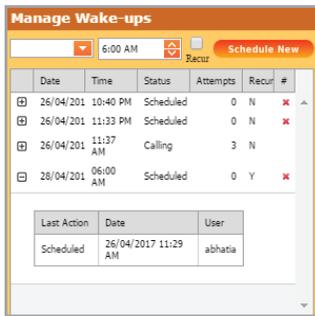
All the records and activity related to the wake-up calls will appear including:

- When the call was scheduled
- What time the call was scheduled for
- Who scheduled the call
- When the call took place
- The number of times the system has attempted to call the guest if the guest did not answer

The status of a wake-up call attempt can be an interim status, meaning there will be other actions taken by the wake-up system or a final status, which indicates that no further action will be taken by the SmartVoice Hospitality Portal, related to placing the wake-up.

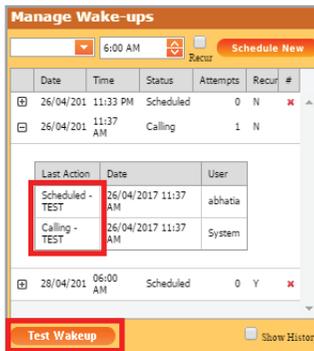
3.9.4 Wake-up Status Descriptions

Wake-up Status Descriptions		
Protect	Type of Status	Meaning
Answered	Final	The guest answered the wake-up call.
Auto Cancelled	Final	There was a problem with the system and the wake-up call could not be placed and all retry attempts have been made. All auto cancel wake-up alerts that are configured will be initiated.
Calling	Interim	The system has initiated a wake-up call attempt to the guest.
Cancelled	Final	The call was cancelled the guest, the staff or the PMS before it took place
Error	Interim	There was an intermittent communication error with the media server when trying to place the call. The call will be retried.
Failed	Final	An error response was received when trying to place the wake-up request and the wake-up call could not be placed. The failed wake-up alert also known as the media server alert will be delivered.
No Answer	Interim	The guest did not answer a particular wake-up attempt or retry. The call will be retried until the maximum number of retries has been reached. The number of retries is configurable.
No API response	Interim	There was a problem placing the wake-up call. The call will be retried until the maximum number of retries has been reached. The number of retries is configurable.
PBX Timed Out	Interim	The wake-up call request was placed, but no response was received from the PBX after the call was placed. It is unknown what happened when the guest was called. Another attempt will be made.
Scheduled	Interim	A call has been scheduled for a certain time, at a certain time via either the SmartVoice Hospitality Portal, the PMS, or the guest schedule IVR. This is the first status that will appear related to any wake-up call.
Snoozed	Interim	The guest answered the call and chose to snooze. The guest can snooze as many times as he/she desires.
Unanswered	Final	The guest did not answer their wake-up call after all retry attempts have been made. If unanswered wake-up alerts are configured, they will be initiated.
Wake-up Not Placed	Final	There was a communication problem at the wake-up call could not be placed and all retry attempts have been made. All no web response alerts that are configured will be initiated.



3.9.5 Test Wake-up

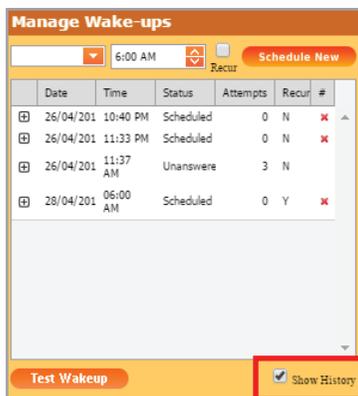
To create a test wake-up call, click on the Test Wake-up button under the Manage Wake-ups section. The wake-up system will schedule a call to begin immediately. The test wake-up call will be labeled as a TEST and it will proceed through the normal wake-up procedures including retries and the ability to snooze the test wake-up. An additional wake-up test call cannot begin until the previous wake-up test call has completed. If a test is still in progress, a warning message will appear.



3.9.6 Wake-up Call History

Current Guests

To view the complete history of wake-up calls for a specific guest that is still in-house, open the Guest Details page for that room and select the box Show History under Manage Wake-ups. A list of all wake-up call transactions for this guest will appear in the grid.



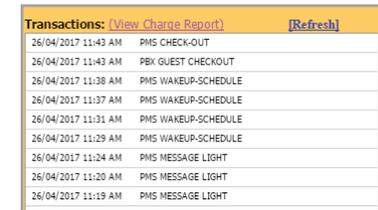
Former Guests

To view the history of wake-up calls for a guest that has already checked out, use the Search Type History as described in the Search and Filter section of this document and locate the guest record. Click on the guest's last name to open the Guest Details page. Select the Show History box under Manage Wake-ups and the wake-up call information will appear.

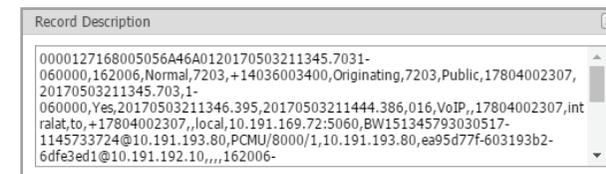


3.10 Transactions History

The transaction box displays descriptions of all the transactions that have occurred. Transactions include any updates including Room Status, call charges, Phone Restriction, Do Not Disturb, Mini Bar charges, and others.



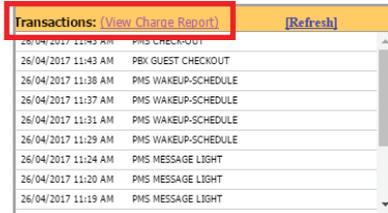
To view detailed records of any transaction, right click on the record and a detail record will appear in a new pop up window:



3.11 View Charge Report

The SmartVoice Hospitality Portal provides a detailed list of all the call charges and mini bar charges made to the room.

- 1) To view the Charge Report open the Guest Detail page for the guest in question.
- 2) On the Guest Details page, click on View Charge Report in the upper right hand corner next to Transactions:



The report will open with the charge summary. The charges will be rolled up by charge type.

- 3) To see the detail of the charges, click on the + sign next to the charge type. The detail of the charges will be displayed:

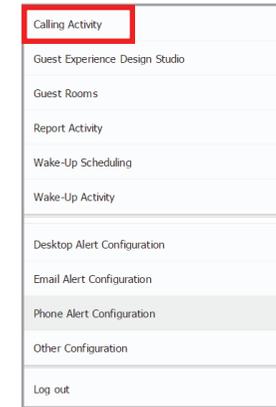
Guest Service Transactions								
Charge Type	Charge	Tax	Total Charge					
CallCharges	\$0.00	\$0.00	\$0.00					
+ CallCharges	Charge Type	Charge Date Time	Duration	Destination	Digits Dialed	Charge	Tax	Total Charge
	CallCharges	05/06/2017 5:35:03 PM	00:00:04		*98#	\$0.00	\$0.00	\$0.00
	CallCharges	05/06/2017 5:35:03 PM	00:00:04		7204	\$0.00	\$0.00	\$0.00
	CallCharges	05/06/2017 5:35:03 PM	00:00:04		9999	\$0.00	\$0.00	\$0.00
	CallCharges	05/06/2017 5:36:38 PM	00:00:11		*98#	\$0.00	\$0.00	\$0.00
	CallCharges	05/06/2017 5:36:38 PM	00:00:11		7204	\$0.00	\$0.00	\$0.00
	CallCharges	05/06/2017 5:36:38 PM	00:00:11		9999	\$0.00	\$0.00	\$0.00
\$0.00								

- 4) To exit the charge report, click on the X in the upper right hand corner.

4. Calling Activity

The SmartVoice Hospitality Portal will allow users with permission to view the calling activity that has occurred in your hotel.

To access the Calling Activity feature, click on the hamburger menu on the upper left hand side of the SmartVoice Hospitality Portal. Then, click on the Calling Activity link.



The Calling Activity page will open and provide options to Configure Search, View Search Criteria, Refresh Page and Export as explained in the following sections. By default, the most recent activity will be displayed on the screen.



4.1 Property Selection

Before configuring the search parameters, select the appropriate property to view from the drop down menu in the center of the page. Information for the selected property will appear.

Calling Activity												
Call Date	Call Time	Duration	Call Type	Extension	Digits Dialed	Location	Ext. Type	Jurisdiction	Charge	Tax	Total Charge	Posted
+ 06/06/2017	9:13:00 AM	00:00:01	Internal	7103	*98		Guest	51	\$0.00	\$0.00	\$0.00	Not Eligible
+ 06/06/2017	9:13:00 AM	00:00:01	Internal	7103	7103		Guest	51	\$0.00	\$0.00	\$0.00	Not Eligible
+ 06/06/2017	9:13:00 AM	00:00:01	Internal	7103	9999		Guest	51	\$0.00	\$0.00	\$0.00	Not Eligible
+ 06/06/2017	9:18:22 AM	00:00:02	Internal	7103	*98		Guest	51	\$0.00	\$0.00	\$0.00	Not Eligible
+ 06/06/2017	9:18:22 AM	00:00:02	Internal	7103	7103		Guest	51	\$0.00	\$0.00	\$0.00	Not Eligible

4.2 Configure Search

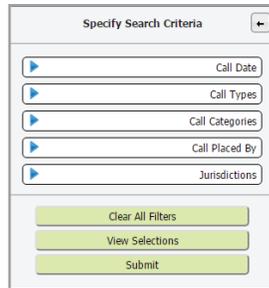
To search for calls meeting specific criteria:

- 1) On the main portal page, click on the Configure Search icon on the left side of the Calling Activity screen. The Specify Search Criteria slide out menu will appear with optional filters.



Call Date	Call Time	Duration	Call Type	Extension	Digits Dialed	Location	Ext. Type	Jurisdiction	Charge	Tax	Total Charge	Posted
26/04/2017	10:18:06 AM	00:00:27	Outgoing	3404	14036003307	BLACKFALDS, AI	Administrative	2	\$0.42	\$0.00	\$0.42	Not Eligible

- 2) Click on any of the desired filter buttons on the Specify Search Criteria box and the applicable filter criteria slide out box will appear. The filter buttons include Properties, Call Date, Call Types, Call Categories, Call Placed By and Jurisdictions.



Specify Search Criteria

- Call Date
- Call Types
- Call Categories
- Call Placed By
- Jurisdictions

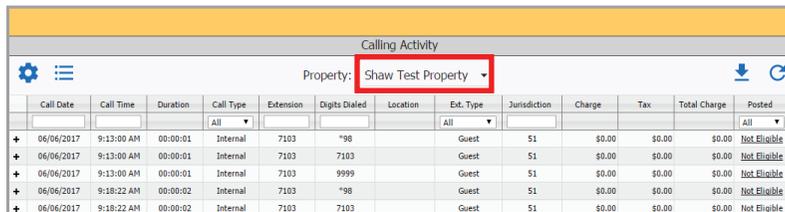
Clear All Filters

View Selections

Submit

4.2.1 Properties

Select the appropriate radio button for the hotel property to view. Click Submit.



Call Date	Call Time	Duration	Call Type	Extension	Digits Dialed	Location	Ext. Type	Jurisdiction	Charge	Tax	Total Charge	Posted
06/06/2017	9:13:00 AM	00:00:01	Internal	7103	*98		Guest	51	\$0.00	\$0.00	\$0.00	Not Eligible
06/06/2017	9:13:00 AM	00:00:01	Internal	7103	7103		Guest	51	\$0.00	\$0.00	\$0.00	Not Eligible
06/06/2017	9:13:00 AM	00:00:01	Internal	7103	9999		Guest	51	\$0.00	\$0.00	\$0.00	Not Eligible
06/06/2017	9:19:22 AM	00:00:02	Internal	7103	*98		Guest	51	\$0.00	\$0.00	\$0.00	Not Eligible
06/06/2017	9:19:22 AM	00:00:02	Internal	7103	7103		Guest	51	\$0.00	\$0.00	\$0.00	Not Eligible

4.2.2 Call Date

Select the date and time range of the calls to view. The Quick Pick buttons allow for the quick selection of calls for Today, Yesterday, and Last Month. Click Submit. Once the search criteria have been submitted, the search criteria button will change color.



Call Date

Quick Pick: Today, Yesterday, Last Month

Beginning Date/Time

Date: 26/04/2017

Time: 12:00

Ending Date/Time

Date: 26/04/2017

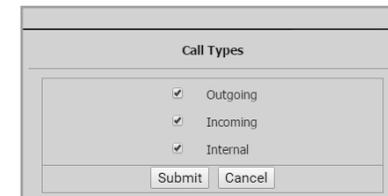
Time: 11:59

Cancel

Submit

4.2.3 Call Types (optional filter)

Select the check boxes next to the call types to view.



Call Types

Outgoing

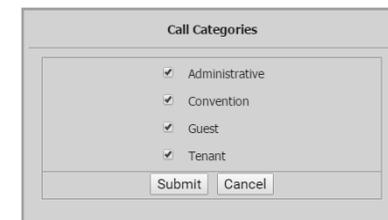
Incoming

Internal

Submit Cancel

4.2.4 Call Categories (optional filter)

Select the check boxes next to the call categories to view.



Call Categories

Administrative

Convention

Guest

Tenant

Submit Cancel

4.2.5 Call Placed By (optional filter)

The guest detail page contains information pertaining to the guest that was entered either in the PMS or manually in the SmartVoice Hospitality Portal. This page contains the following information:

- All Extensions
- Room Number
- Guest Name
- Extension Number
- Department Number
- Authorization Code
- Reservation ID

4.2.5.1 All Extensions

To clear any Call Placed by Filters, simply click on All Extensions under Call Placed By.

4.2.5.2 Room Number

To find a room number quickly, enter in the number just under the Number column heading. Select one or more rooms by selecting the checkbox next to the room number and description. To clear the selected extensions, click Clear All Selections. If changes have been made to the tables, the room number listing can be refreshed by clicking on Refresh Grid. Click Submit once all desired extensions have been selected or click Cancel to ignore the selections.

4.2.5.3 Guest Name

To find a particular guest, enter in an exact match for the guest's last name. Select Checked In and/or Checked Out. Click Submit to save the criteria or Cancel to ignore.

4.2.5.4 Extension Number

To find an extension number quickly, enter in the number just under the Number column heading. If searching by First Name or Last Name on this screen, please keep in mind that the names displayed are the default names for the extension when no one is in the room (e.g. Guest Room), not the current guest's name.

Select one or more extensions by selecting the checkbox next to the extension number. To clear the selected extensions, click Clear All Selections. If changes have been made to the tables, the room number listing can be refreshed by clicking on Refresh Grid. Click Submit once all desired extensions have been selected or click Cancel to ignore the selections.

4.2.5.5 Department Number

To find a department number quickly, enter in the number just under the Code column heading. Select one or more departments by selecting the checkbox next to the department number and description. To clear the selected departments, click Clear All Selections. If changes have been made, the department number listing can be refreshed by clicking on Refresh Grid. Click Submit once all desired departments have been selected or click Cancel to ignore the selections.

4.2.5.6 Authorization Code

To find an authorization code number quickly, enter in the number just under the Number column heading. Select one or more codes by selecting the checkbox next to the code. To clear the selected codes, click Clear All Selections. If changes have been made, the authorization code listing can be refreshed by clicking on Refresh Grid. Click Submit once all desired codes have been selected.

4.2.5.7 Reservation ID

To find call made under a specific reservation id, enter in the exact reservation id and click Submit. Otherwise, click Cancel.

4.2.6 Jurisdictions (optional filter)

A list of all the calling areas will appear. Select one or more areas to view by selecting the check box to the left of the jurisdiction description and code. Click Submit once all desired jurisdictions have been selected. To clear the selected jurisdictions, click Clear All Selections. If changes have been made, the jurisdiction code listing can be refreshed by clicking on Refresh Grid.

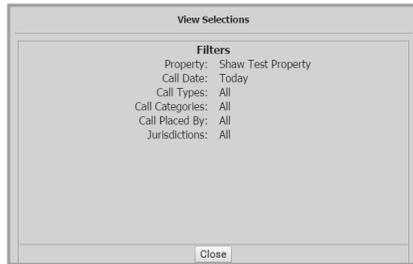


4.2.7 Clear All Filters

On the Specify Search Criteria menu, click on Clear All Filters to wipe out any filters and start over.

4.2.8 View Selections

On the Specify Search Criteria box, click on View Selections to see all the criteria currently selected. The list of filters displayed vary based on what was selected.

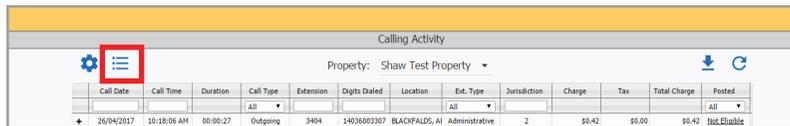


4.2.9 Submit

On the Specify Search Criteria menu, click on Submit to begin the search.

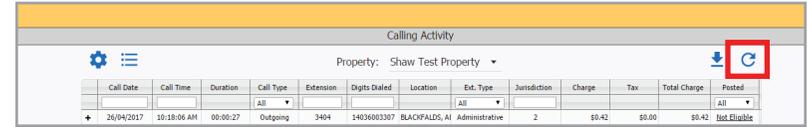
4.3 View Search Criteria

To view the current search criteria, click on the View Search Criteria icon on the left side of the Calling Activity screen. The same View Selections pop-up found on the Specify Search Criteria box will appear (see figure above).



4.4 Refresh Page

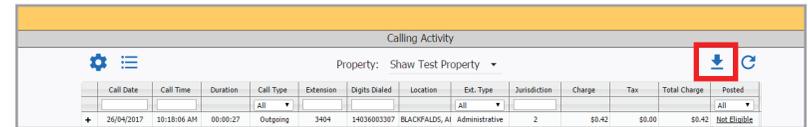
To retrieve the latest calls to hit the SmartVoice Hospitality database, click on the Refresh Page icon on the right hand side of the screen and the list of calls will be updated.



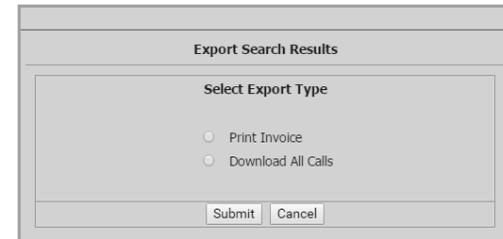
4.5 Export - Print Invoice or Download Calls

The Export function will allow you to print either an individual invoice for a single guest or export a list of all the calls that meet the search criteria. The export file will contain all of the fields applicable to the call(s).

To download an export, click on the Export icon on the right hand side of the Calling Activity page.



Then, select the radio button for either Print Invoice or Download All Calls and click Submit. Otherwise, click Cancel. Download files will appear in your device's Downloads folder.



5 Guest Experience Design Studio

On the SmartVoice Hospitality Portal, you can use Guest Experience Design Studio feature to deliver guest centric voicemails to the guest room voicemail box. These voicemails can be sent:

- At guest check-in
- Prior to anticipated guest check-out (specify number of days/hours before check-out)
- On a scheduled date and time
- On demand

The Designer will upload voicemail greetings in one or more languages, configure the effective dates of the greeting (if applicable), and select the type of guests that the voicemail will be sent to. The guest that will receive the message can be defined based on group code, guest type and/or VIP status. Once created, the experiences can be prioritized so that the guest will receive the greeting of most importance to you.

The Guest Experience Design Studio feature is divided into four distinct areas and knowledge of each of these areas is required in order to create an experience:

- Guest experiences
- Experience creation
- Audio file management
- Experience activity

5.1 Guest Experience Design Studio Access

To access the Guest Experience Design Studio:

- 1) Click on the hamburger menu and select Guest Experience Design Studio.
- 2) On the Guest Experiences page, select your hotel property to be configured from the center dropdown.
- 3) Select one of the items on the menu bar based on what needs to be done:



Guest experiences: To view, prioritize, edit, enable/disable or delete the experiences that have already been configured.

Tip: If no experiences have been created, this page will be blank. Begin by uploading audio files and creating an experience.

Experience creation: To create a new voicemail experience for the guest by selecting an audio file, effective dates, and the guest criteria for delivering the silent voicemail.

Tip: Before a new experience can be created, an audio file must be loaded using Audio File Management.

Audio file management: To view the current list of audio files, listen to the files, delete files, or upload new files.

Tip: If a new audio file needs to be added, this is the place to begin.

Experience activity: To view experiences which have already been sent. If there are guests still in house with experiences (voicemails) that have not yet been deleted, experiences can be retracted through the Experience Activity tab.

5.2 Audio File Management Tab

The Audio File Management view provides a list of all the audio files that have been uploaded for use in creating guest experiences and allows the Experience Designer to upload additional audio files.

5.2.1 Audio File Management Screen Overview

- 1) The Audio File Management screen will display a list of all the audio files that are currently loaded and available for use in creating Guest Experiences.



- 2) Each file is listed within a separate box which displays

- The name of the audio file
- A play icon for listening to the file
- Verbiage to indicate if the file is:
 - New** - recently loaded and not used
 - Assigned** – associated with an experience
 - Unassigned** – was previously assigned to an experience, but is not currently
- A trash icon to delete a particular audio file that is not currently assigned

- Checkboxes which when selected will allow the Designer to delete one or more audio files simultaneously using the Delete All Selected button at the bottom right of the screen. The button does not appear until at least one checkbox is selected. Files that are assigned cannot be deleted until they are unassigned.
- A drop down arrow which expands the box to show more information about the file such as language, duration, sample rate, file size, file type, user that uploaded the file and the upload date.



5.2.2 Audio File Specifications

Quality

The quality of the audio files uploaded is important for delivering a pleasant experience to the guest. The recommended settings for professional sounding recordings are:

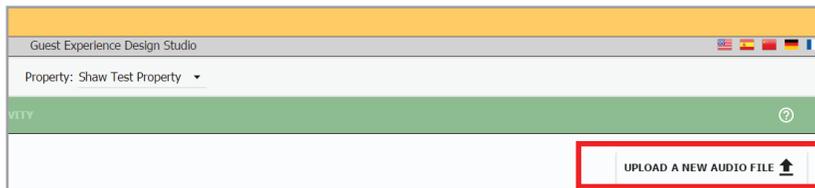
- CITT u-Law 8.000 kHz, 8 bit Mono .WAV file.

Size

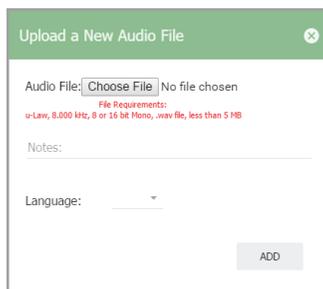
The audio files must be under 5 MB in size or they cannot be uploaded.

5.2.3 Upload Audio Files

- 1) On the menu bar, select Audio File Management.
- 2) To upload a file, click on the Upload a New Audio File button.



- 3) On the Upload box, click on Choose File to select a file to upload. Audio files must be less than 5 MB in order to upload.



- 4) Optional: Enter in notes about the file by clicking on the word Notes.
- 5) Optional: Select a language from the dropdown or select Other and type in a language for the file. This is used strictly for reference.
- 6) Click Add. The file will now appear in the list.

5.3 Experience Creation Tab

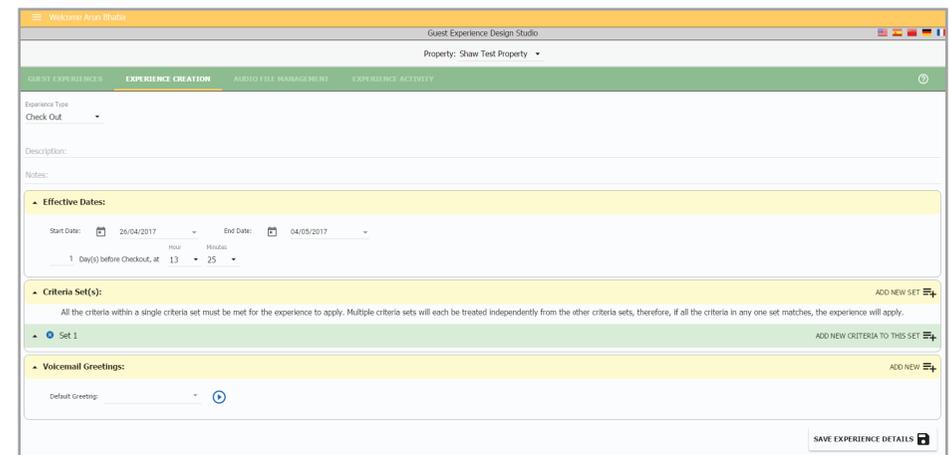
In the SmartVoice Hospitality Portal, a guest experience entails dropping a guest centric voicemail on a guest's voicemail box based on their group code, guest language, guest type, VIP status or room number. The time the voicemail is sent is based on the experience type selected.

5.3.1 Experience Types Overview

Four different experience types can be configured from the Experience Creation view:

- Scheduled – sent at a scheduled date and time
- On demand – sent at the time it is configured
- Check-in – sent when a guest meeting the configured criteria checks in
- Check-out – sent prior to anticipated check out at a particular time of day (number of days prior to check out is also configurable)

Depending on which type is selected, the configuration will vary slightly.



5.3.2 Create an Experience

To create an experience:

- 1) After selecting Guest Experience Design Studio from the hamburger menu, select Experience Creation from the menu bar.
- 2) Select an Experience Type from the dropdown. Various parts of the configuration screen will change based on the type of experience type selected.
- 3) Click on Description. Type in a good title for the experience which will make it easy to identify later in the Guest Experiences screen.
- 4) Click on Notes and enter in information that may be helpful to others who review the experience later.
- 5) Depending on the Experience Type selected, the date and time selection area may or may not appear and if it does appear, the contents of it will change.

a) For check in experiences:

Click on Effective Dates to select the start and end dates for the experience. An end date is not required. Experiences will not be delivered outside of the effective date range regardless of whether they are active (on) or inactive (off). If no effective dates are selected, the start date will be the current date and there will be no end date.

b) For check-out experiences:

Click on Effective Dates and configure the start and end dates as described for check-in experiences.

Next, configure the number of days before check out that the message should be sent (enter 0 if it should be sent the same day as check out).

Then, configure the time of day that the check-out message should be sent.

Tip: If the PMS does not provide the anticipated check out date, the anticipated check-out date can be entered into the Guest Details page. Otherwise, without an anticipated check out date, this feature will not work.

c) For scheduled experiences:

Click on Scheduled Date & Time and configure the date and time that the message should be sent.

d) For on demand experiences:

No dates are required. The message will be automatically sent as soon as Send Now is clicked.

6) For all Experience types, click on Criteria Set(s) to expand the section. By default, Set 1 will appear. If desired, the set can be renamed by clicking on the set name and typing a new name in the text entry box. After renaming a set, click anywhere and the new name for the set will be saved.

7) To define the criteria for the set, click on Add New Criteria to This Set to the right of the set name.

8) Select the Type of criteria from the first dropdown.

9) Select the Operation to apply from the second dropdown: Equals or Not Equals.

10) Enter in a Value.

11) Click Add to save the criteria to the set.

12) If more than one criteria should apply to the set, click Add New Criteria to This Set again.

- When creating a criteria set, every criteria specified within that set must match in order for the experience to be delivered.

For example, if a single criteria set is created using group code equals ABC, guest type equals Platinum, and VIP does not equal VVIP, then the guest would have to be a member of the ABC group AND a Platinum guest type AND not of VVIP status in order for the experience to apply.

13) Add additional Criteria Sets as needed by clicking on Add New Set and repeating the steps above.

- When creating a criteria set, every criteria specified within that set must match in order for the experience to be delivered.

For example, if one criteria set is created using group code equals ABC and a second criteria set is created using group code equals XYZ, the experience will apply for all guests with a group code equal to either ABC OR XYZ.



14) To delete criteria within a set, click on the X icon next to the criteria type.



15) To delete an entire Criteria Set, click on the X next to the Criteria set.



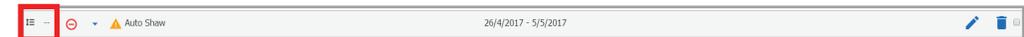
16) In the Voicemail Greetings section, select the default audio file for the voicemail greeting experience from the dropdown menu. Click on the Play icon to hear the default greeting. Unless alternate audio file(s) are specified based on the guest's language, the default audio file will be played for all guests that fit the criteria.

17) To assign alternative audio files that will be played based on the guest's language:

- Click on the Add New button on the right.
- Select a guest language from the dropdown. The guest language is based on information received from PMS. If the applicable language does not appear in the dropdown, select Other and enter in the language code that will be sent by the PMS.
- Select an audio file from the dropdown. Click the Play icon to hear the file if desired.
- Click Add.

18) After all of the experience details have been entered, click on Save Experience Details or Send now if it is an on demand experience.

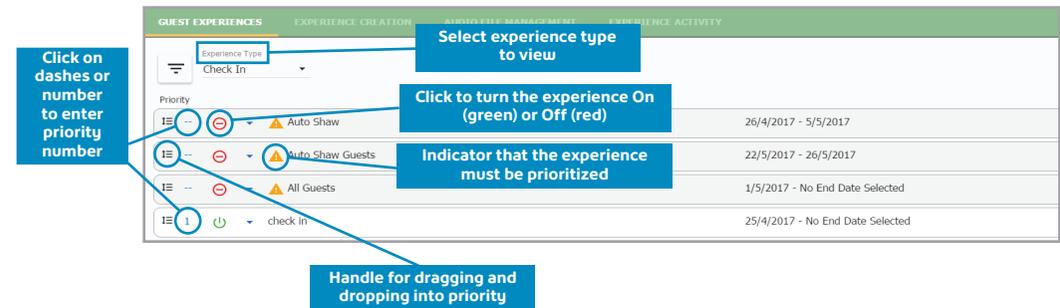
19) Return to the Guest Experiences view and prioritize the experience by dragging and dropping the experience into priority order using the drag and drop handle on the left, or click on the dashes to the left of the red off icon and select a priority number. For further information on prioritizing, see the section below Guest Experiences Tab.



20) Finally, click on the off icon to change the status to On. The experience is now ready for delivery to the applicable guests.

5.4 Guest Experiences Tab

The Guest Experiences tab view provides prioritized lists of the experiences that have been created according to experience type. On demand experiences do not have to be prioritized therefore the list is blank for on demand experiences. The experience with the top priority is numbered with a 1.



5.4.1 Guest Experiences Tab Overview

5.4.1.1 Experience Type

The experiences are prioritized within an experience type. Select the type of experience from the Experience Type dropdown.

5.4.1.2 New Experiences (all types except on demand)

- When a new experience is created, it will appear highlighted at the top of the Guest Experiences screen when the applicable experience type is selected. Experiences must be prioritized and be turned on in order for them to be delivered.

- o The new experience will have a warning icon ⚠ to indicate that it must be prioritized before it can be turned on.

- o The new experience will be turned off ⏻ until it is prioritized and turned on ⏻.

5.4.1.1 Experience Type

- All inactive experiences are greyed out, denoted by a red “off” icon ⏻ and will not be delivered.
- All active experiences are denoted by a green “on” icon ⏻ and will be delivered if the criteria and triggers are met.
- To turn the experience on/off, click on the on/off icons.
- The effective dates of each experience are shown toward the right. Experiences will not be delivered outside of an effective date range regardless of their on or off status. Experiences are not required to have an end date.

5.4.1.4 Prioritizing Experiences (all types except on demand)

- If a guest meets the criteria for more than one check in or check out experience, the guest will only receive the experience with the highest level priority.
- If a guest meets the criteria for more than scheduled experience that is occurring at the same exact date and time, the guest will only receive the experience with the highest level priority.
- If a guest meets the criteria for more than one scheduled experience but the experiences are for different dates and times, the guest will experience all of the experiences.
- When the priority of an experience is changed, the rest of the experiences will be reprioritized accordingly.
- To prioritize the experiences, chose one of the following methods based on your device:
 - o Drag and drop the experience into a different location using the drag handle on the left of the experience

or

 - o Click on the priority number (or dashes if it is a new experience) and select the appropriate number from the dropdown.

5.4.1.5 Modifying and Deleting Experiences

- To edit an experience, click on the pencil icon. The experience will open in the creation screen to allow for changes.
- To delete an experience, click on the trash icon on the right and confirm the deletion.
- To delete multiple experiences at once, select the checkboxes next to the applicable experiences, then click on the “Delete All Selected” icon on the lower right. The delete all option will not appear until one or more experiences have been selected. Confirm the deletion.

5.4.1.6 Detail Information

- To see more detail about an experience, click on the small down arrow.

5.4.1.7 Create a New Experience

- To create a new experience, click on the Create a New Experience icon on the upper right. The Experience Creation screen will appear.
- For more information about creating experiences, click on Experience Creation and then the help icon.

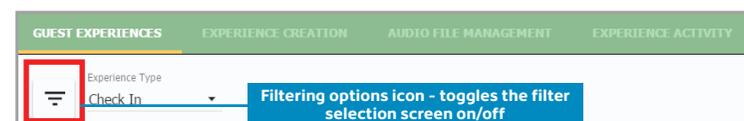
5.5 Experience Filters

The filter feature appears on both the Guest Experiences tab and the Experience Activity tab. The filter feature allows you to narrow down the experiences that are displayed based on:

- Audio file name
- Group code
- Guest type
- VIP code
- Room number
- Date Range

To set the filters:

1) Click on the **filtering options** icon next to the Experience Type dropdown.



2) Click on a filter type to expand it.



3) To filter by Media File, click on the search area and a list of the configured files will appear. Click to select a file from the dropdown or type in the file name.

4) To filter by Group Code, Guest Type or VIP Code, click on the search area for the filter and any criteria that is currently configured for an experience will be available in the dropdown for selection. Alternately, type the selection into the search space.

5) To filter by Room Number(s) :

a) On the Guest Experiences tab, enter in one or more room numbers as a comma separated list and/or enter in a range of rooms using a dash. Previously entered room search parameters may appear in a dropdown and can be selected if desired.

b) On the Guest Activity tab, select a single room number from the dropdown list of rooms with experiences that have already been delivered or enter a range of rooms by making selections in the from and to dropdowns which only show rooms that have received experiences.

6) To filter by start Date, select the date range of the experience start date.

Tip: The end date on this filter does not refer to the end date of the experience, but rather the last start date to include in the filter results.

7) Once a filter selection has been made, additional filter related icons will appear:

- The **filter selected icon** indicates that this filter type is being applied.
- The **clear all filters icon** will appear next to the filtering options icon to indicate that filters are currently being applied to the selection. Clicking on this icon will remove all filters.



Clear all filters icon - indicates that this filter type is applied

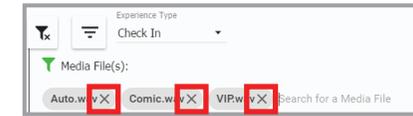
8) To clear all of the filters, click on the clear all filters icon .



Click X on the criterion to remove a single filter

9) To hide the filters, click on the filtering options icon again. The search results of the filters will still be displayed when the filters are hidden.

10) To remove a single filter, expand the filter selection and click on the X of any chip. To clear the date range click on the blue X.



5.6 Experience Activity Tab

5.6.1 Access

To access the Experience Activity view, click on the Experience Activity tab.

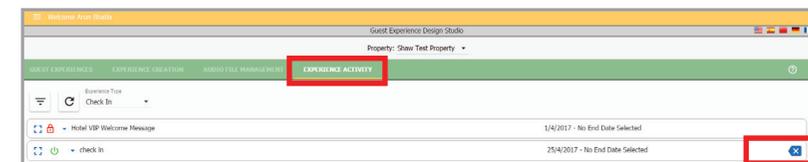
5.6.2 Experience Activity Overview

The Experience Activity tab lists all the experiences that have recently been delivered to the guests and allows you to retract voicemails that have not been deleted from the voicemail system by the guest. Voicemails may be deleted for an entire experience or for a particular guest. Experiences may be filtered using the filter button. For more information on the Filter feature, see the section on [Experience Filters](#).

5.6.3 Summary View

A summary view of recently delivered experiences will appear. To see the configuration details of an experience, click on the down arrow next to the experience description.

To retract any remaining voicemail messages that were delivered but have not yet been deleted from the voicemail system by the guest, click on the blue X icon. If there are no guests still checked in who received the experience, the blue X icon will not appear next to that experience.



After clicking on the blue X icon, a confirmation message will appear. To continue with the message retraction for all the in house guests who received the message, click Yes.



5.6.4 Detailed View

To see which guest rooms have received a particular experience, click on the expand icon to the left of the experience description. A list of all the guest rooms that have recently received the experience will appear. If the same person that was checked in when the experience was delivered is still in house, a blue X icon will appear on the right.

If the guest is still in house and the voicemail has not yet been deleted from the voicemail system by the guest, the voicemail can be deleted by clicking on the blue X icon.

The screenshot shows the 'EXPERIENCE ACTIVITY' section of the 'Guest Experience Design Studio'. It displays a table with columns for 'Rooms', 'Full Name', 'Media File', 'Matched Criteria', 'Status', and 'Date'. The table lists several rows of activity for 'Hotel VIP Welcome Message' experiences. A blue callout box with the text 'Expand to see guests' points to the expand icon (two arrows) on the left side of the table. A red box highlights the blue X icon on the right side of the table, which is used to delete the voicemail.

Rooms	Full Name	Media File	Matched Criteria	Status	Date
7101	Guest A	VIP.wav	SetName: Set 2 ...	Success	26/04/2017 10:51
7101	Guest A	VIP.wav	SetName: Set 2 ...	Success	26/04/2017 10:46
7105	7105 7105	VIP.wav	SetName: Set 2 ...	Success	26/04/2017 10:45
7105	7105 7105	VIP.wav	SetName: Set 2 ...	Success	26/04/2017 10:43
7106	7106 7106	VIP.wav	SetName: Set 2 ...	Success	26/04/2017 10:38
7105	Guest A	VIP.wav	SetName: Set 2 ...	Success	26/04/2017 10:38
7107	7107 7107	VIP.wav	SetName: Set 2 ...	Success	26/04/2017 10:36
7106	7106 7106	VIP.wav	SetName: Set 2 ...	Success	26/04/2017 10:35

After clicking on the blue X icon, a confirmation message will appear. To continue with the message retraction for this guest, click Yes.

Experience Activity

Are you sure you want to attempt to remove all voicemails, matching your search criteria, for this experience?

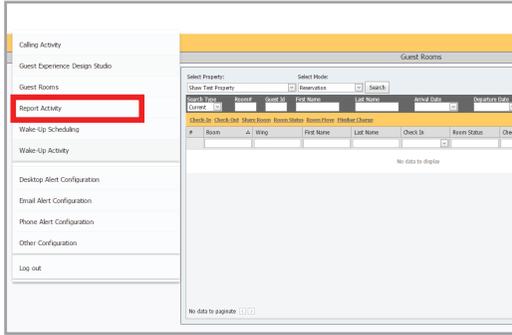
NO YES

6 Report Activity

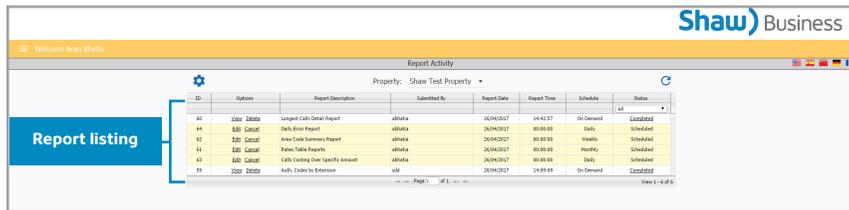
The Report Activity screen lists all of the reports that have been created or that are scheduled for your hotel property selected in the upper right hand corner. Additionally, the screen allows you to request new reports both on-demand and according to a set schedule.

6.1 Access Reports

To access existing reports, create new reports, or schedule reports, click on Report Activity from the hamburger menu on the left hand side of the SmartVoice Hospitality Portal. The Report Activity screen will appear.

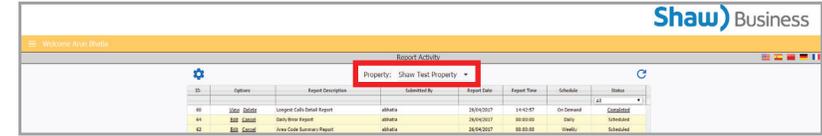


The Report Activity screen provides a report listing of all of the existing reports and scheduled reports for your hotel property that was selected in the Reservations screen. Scheduled reports are highlighted in yellow, Cancelled reports are highlighted in tan, and Completed reports are not highlighted.



6.1.1 Property Selection

To see reports for a different hotel property, select that property from the drop down list located in the center of the Report Activity screen.



6.1.2 Report Listing Fields

6.1.2.1 Options

The report listing allows you to View, Delete, Edit or Cancel the report depending on the status of the report.

- View – to view the actual report after it has been completed
- Delete – to remove an existing report from the database
- Edit – to view and/or edit the configuration parameters of a scheduled report
- Cancel – to cancel a scheduled report and remove it from scheduling

6.1.2.2 Report Description

The Report Description field lists the report type.

6.1.2.3 Submitted by

Submitted by indicates who originally setup and ran the report.

6.1.2.4 Report Date and Report Time

The date and time that a report ran if it is completed. If it is a scheduled report, it will show the scheduled time until it runs and then the time will change to the actual time it ran once it has completed.

6.1.2.5 Schedule

Scheduled reports are highlighted in the report listing.

The schedule field indicates the frequency of the report:

- **On Demand** – run one time only
- **Daily** – runs every day on the days requested
- **Weekly** – runs every week on the day requested
- **Monthly** – runs every month on either the end of the month or on a particular day of the month

ID	Options	Report Description	Submitted By	Report Date	Report Time	Schedule	Status
60	View Delete	Longest Calls Detail Report	abhatia	26/04/2017	14:42:57	On Demand	Completed
64	Delete	Daily Error Report	abhatia	26/04/2017	00:00:00	Daily	Cancelled
62	Edit Cancel	Area Code Summary Report	abhatia	26/04/2017	00:00:00	Weekly	Scheduled
61	Edit Cancel	Rates Table Reports	abhatia	26/04/2017	00:00:00	Monthly	Scheduled
63	Edit Cancel	Calls Costing Over Specific Amount	abhatia	26/04/2017	00:00:00	Daily	Scheduled
59	View Delete	Auth. Codes by Extension	add	20/04/2017	14:09:09	On Demand	Completed

6.1.2.6 Status Filter

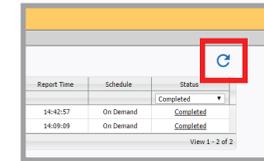
The list of reports can be filtered using the dropdown underneath the Status column heading. The filter options include:

- All – all reports will be listed regardless of status
- Completed – lists reports that are completed and available for viewing
- Schedule – lists reports that are scheduled to run in the future
- Submitted – lists reports that are pending but have not yet started running
- Running – lists reports that are underway but have not yet completed
- Cancelled – lists scheduled reports that were cancelled. These reports will not be run in the future without being rescheduled.

ID	Options	Report Description	Submitted By	Report Date	Report Time	Schedule	Status
60	View Delete	Longest Calls Detail Report	abhatia	26/04/2017	14:42:57	On Demand	Completed
59	View Delete	Auth. Codes by Extension	add	20/04/2017	14:09:09	On Demand	Completed

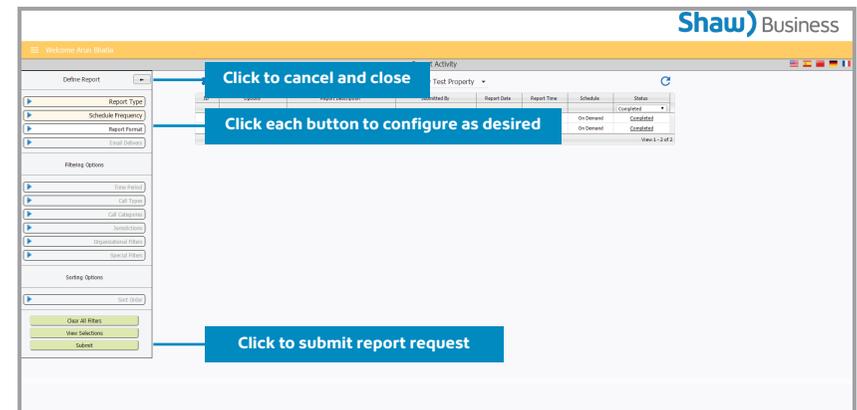
6.2 Refresh Page

The screen will automatically refresh periodically, however, to force an instant refresh, click on Refresh Page icon on the right. Any new report activity that has transpired since the last refresh will appear.



6.3 Create Report

To schedule a new report, click on the Create Report icon. A configuration side bar will slide out with report criteria options. Click on the criteria button for the desired filters and configured as needed. It is best to begin at the top of the Define Report screen and configure downward. Based on which parameters are chosen, other parameters will become enabled/disabled. For example, some reports have Special Filter options and/or Sort Order options available while others do not. Therefore, the Special Filters and Sort Order options will not be enabled unless a report that provides those options has been selected. Most of the filters are optional and do not have to be configured.



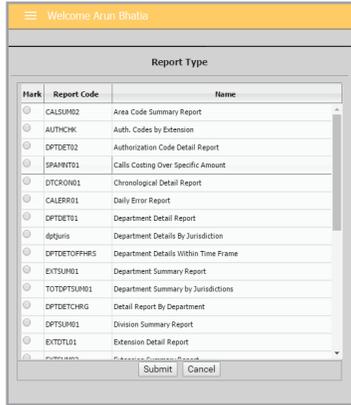
6.3.1 Property

Select the appropriate radio button for the hotel property to run a report. Click Submit.

Mark	Report Code	Name
<input type="radio"/>	CALLR02	Area Code Summary Report
<input type="radio"/>	AUTHC02	Auth. Codes by Extension
<input type="radio"/>	DPT022	Authorization Code Detail Report
<input type="radio"/>	SPANN01	Calls Costing Over Specific Amount
<input type="radio"/>	DTOR001	Chronological Detail Report
<input type="radio"/>	CALLR01	Daily Error Report
<input type="radio"/>	DPT021	Department Detail Report
<input type="radio"/>	SA000	Department Details By Jurisdiction
<input type="radio"/>	DPT020P001	Department Details Within Time Frame
<input type="radio"/>	EXT0001	Department Summary Report
<input type="radio"/>	TOT020001	Department Summary by Jurisdictions
<input type="radio"/>	DPT02000	Detail Report by Department
<input type="radio"/>	DPT0001	Division Summary Report
<input type="radio"/>	EXT0001	Extension Detail Report
<input type="radio"/>	EXT0000	Extension Summary Report

6.3.2 Report Type

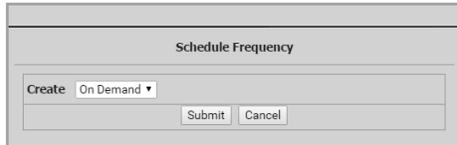
Select from one of the available report types by clicking on the appropriate radio button. Depending on the report selected, the available criteria options beneath the Report Type selection button may change. Once search criteria have been submitted, the search criteria button will change color. Click Submit.



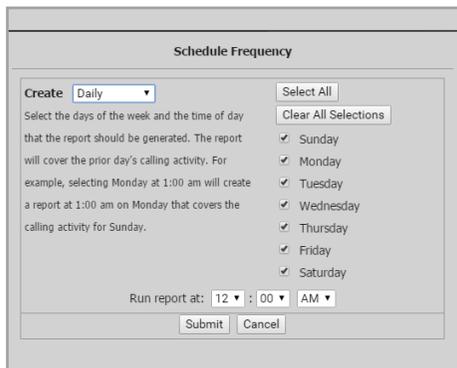
6.3.3 Schedule Frequency

Reports can be submitted to run on demand or according to a recurring schedule. Select the desired schedule from the dropdown menu and fill in the applicable parameters as explained.

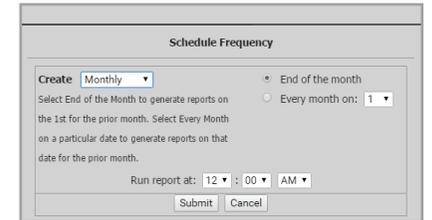
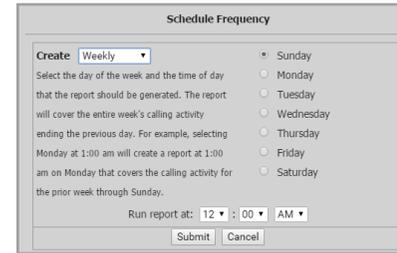
- On Demand - no parameters required, simply click Submit.



- Daily – select the day or days of the week that the report should be generated, select the time to begin the report, and click Submit. The report will cover the prior day's calling activity.



- Weekly – Select the day of the week and the time of day that the report should be generated and click Submit. The report will cover the entire week's calling activity ending the previous day.
- Monthly – Select from the following two options, enter the time of day to run the report, and click Submit:
 - End of month – Generates reports on the 1st of the month for the entire prior month
 - Every month on [date 1 – 31] – Generates reports on the specified date for the entire prior month.



6.3.4 Report Format (required)

The report format must be selected and saved in order to finish configuring the rest of the report. Choose from one of the following options by clicking on the appropriate radio button and then click Submit.

- CSV
- PDF
- Text

6.3.5 Email Delivery (optional filter)

The report will be available for viewing and downloading through the SmartVoice Hospitality Portal. If an emailed copy of the report is also desired, click on Email Delivery, enter a complete email address into the white text box. If more than one email address is desired, click Add Email Address for each address that needs to be added and enter the email address into the additional white boxes. If any addresses need to be removed, click the Delete button next to the address. When all email addresses have been entered, click Submit. If an email report is not desired but the email configuration box is open, click Cancel.

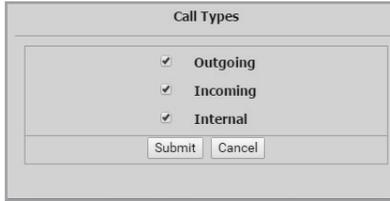
6.3.6 Time Period (optional filter)

Select the date and time range of the activity to include in the report. The Quick Pick buttons allow for the quick selection of calls for Today, Yesterday, and Last Month. If no time period is selected, the report will default to the current day beginning at midnight. Click Submit.



6.3.7 Call Types (optional filter)

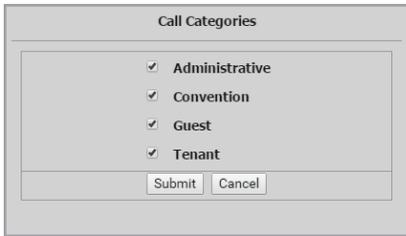
Select the check boxes next to the call types to include in the report.



The 'Call Types' dialog box contains three checked checkboxes: 'Outgoing', 'Incoming', and 'Internal'. At the bottom, there are 'Submit' and 'Cancel' buttons.

6.3.8 Call Categories (optional filter)

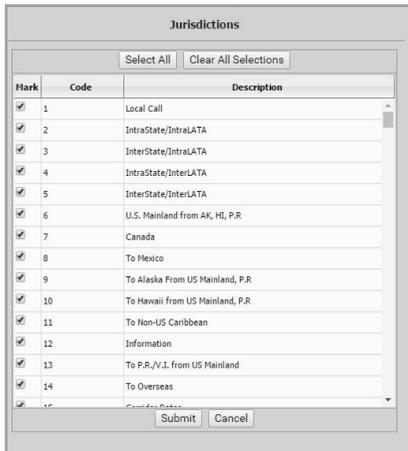
Select the check boxes next to the call categories to include in the report.



The 'Call Categories' dialog box contains four checked checkboxes: 'Administrative', 'Convention', 'Guest', and 'Tenant'. At the bottom, there are 'Submit' and 'Cancel' buttons.

6.3.9 Jurisdictions (optional filter)

A list of all the calling areas will appear. Select one or more areas to include in the report by selecting the check box to the left of the jurisdiction description and code. Click Submit once all desired jurisdictions have been selected. To clear the selected jurisdictions, click Clear All Selections. If changes have been made, the jurisdiction code listing can be refreshed by clicking on Refresh Grid.



The 'Jurisdictions' dialog box features a table with columns for 'Mark', 'Code', and 'Description'. All 'Mark' checkboxes are checked. The 'Description' column lists various calling areas. At the bottom, there are 'Submit' and 'Cancel' buttons.

Mark	Code	Description
<input checked="" type="checkbox"/>	1	Local Call
<input checked="" type="checkbox"/>	2	IntraState/IntraLATA
<input checked="" type="checkbox"/>	3	InterState/IntraLATA
<input checked="" type="checkbox"/>	4	IntraState/InterLATA
<input checked="" type="checkbox"/>	5	InterState/InterLATA
<input checked="" type="checkbox"/>	6	U.S. Mainland from AK, HI, P.R.
<input checked="" type="checkbox"/>	7	Canada
<input checked="" type="checkbox"/>	8	To Mexico
<input checked="" type="checkbox"/>	9	To Alaska From US Mainland, P.R.
<input checked="" type="checkbox"/>	10	To Hawaii from US Mainland, P.R.
<input checked="" type="checkbox"/>	11	To Non-US Caribbean
<input checked="" type="checkbox"/>	12	Information
<input checked="" type="checkbox"/>	13	To P.R./I. from US Mainland
<input checked="" type="checkbox"/>	14	To Overseas

6.3.10 Organizational Filters (optional filter)

When the Organizational Filters is clicked, a submenu will appear allowing you to filter by:

- Divisions
- Buildings
- Departments
- PBXs
- Sub-Departments
- Extensions

Configure the Organizational submenus as described below.

6.3.10.1 Divisions (optional filter)

To find a division number quickly, enter in the division number or a description in the text entry box just under the applicable column heading. Select one or more divisions by selecting the checkbox next to the division number and description. To clear the selected divisions, click Clear All Selections. Click Submit once all desired departments have been selected or click Cancel to ignore the selections.

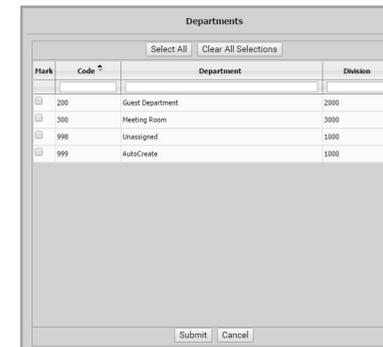


The 'Divisions' dialog box contains a table with columns for 'Mark', 'Description', and 'Division'. The 'Description' column lists 'Administrative Division', 'Guest Division', and 'Meeting Room Division'. At the bottom, there are 'Submit' and 'Cancel' buttons.

Mark	Description	Division
<input type="checkbox"/>	Administrative Division	1000
<input type="checkbox"/>	Guest Division	2000
<input type="checkbox"/>	Meeting Room Division	3000

6.3.10.2 Departments (optional filter)

To find a department number quickly, enter in the number just under the Code column heading. Select one or more departments by selecting the checkbox next to the department number and description. To clear the selected departments, click Clear All Selections. If changes have been made, the department number listing can be refreshed by clicking on Refresh Grid. Click Submit once all desired departments have been selected or click Cancel to ignore the selections.



The 'Departments' dialog box contains a table with columns for 'Mark', 'Code', 'Department', and 'Division'. The 'Code' column lists '200', '300', '998', and '999'. The 'Department' column lists 'Guest Department', 'Meeting Room', 'Unassigned', and 'AutoCreate'. At the bottom, there are 'Submit' and 'Cancel' buttons.

Mark	Code	Department	Division
<input type="checkbox"/>	200	Guest Department	2000
<input type="checkbox"/>	300	Meeting Room	3000
<input type="checkbox"/>	998	Unassigned	1000
<input type="checkbox"/>	999	AutoCreate	1000

6.3.10.3 Sub-Departments (optional filter)

If your hotel property is configured with sub-departments, the list of sub-departments will appear. To find a sub-department number quickly, enter in the sub-department number or a description or department number in the applicable column heading. Select one or more sub-departments by selecting the checkbox next to the sub-department number and description. To clear the selected departments, click Clear All Selections. Click Submit once all desired sub-departments have been selected or click Cancel to ignore the selections.

6.3.10.4 Buildings (optional filter)

If your hotel property is configured with multiple buildings, the list of buildings will appear. By default, there will be one building. To find a building quickly, enter a building code or description in the text box beneath the applicable heading. Select one or more buildings by selecting the checkbox next to the buildings. To clear the selected buildings, click Clear All Selections. Click Submit once all desired buildings have been selected or click Cancel to ignore the selections.

6.3.10.5 PBXs (optional filter)

If your hotel property is configured with multiple PBXs, the list of PBXs will appear. To find a PBX quickly, enter the PBX number or type in the text box beneath the applicable heading. Select one or more PBXs by selecting the checkbox next to the PBXs. To clear the selected PBXs, click Clear All Selections. Click Submit once all desired PBXs have been selected or click Cancel to ignore the selections.

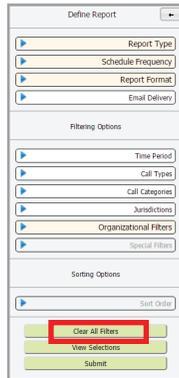
6.3.10.6 Extensions (optional filter)

To find an extension number quickly, enter in filter criteria underneath the appropriate column heading in the Extensions grid. Column headings that can be filtered on include Extension Number, Last Name, First Name and Call Category. Select one or more extensions by selecting the checkbox next to the extension number. To clear the selected extensions, click Clear All Selections. Click Submit once all desired extensions have been selected or click Cancel to ignore the selections.

Mark	Extension	Last Name	First Name	Call Category
<input type="checkbox"/>	162006-01051@dev.s	Extension	Auto Created	Administrative
<input type="checkbox"/>	162006-01052@dev.s	Extension	Auto Created	Administrative
<input type="checkbox"/>	162006-01053@dev.s	Extension	Auto Created	Administrative
<input type="checkbox"/>	162006-01054@dev.s	Extension	Auto Created	Administrative
<input type="checkbox"/>	166598598_1127538	Extension	Auto Created	Administrative
<input type="checkbox"/>	3404	Admin	Admin	Administrative
<input type="checkbox"/>	3405	Room	Guest	Administrative
<input type="checkbox"/>	3406	Admin	Admin	Administrative
<input type="checkbox"/>	3408	Phone	Boardroom	Guest
<input type="checkbox"/>	4036003400@dev.shi	Extension	Auto Created	Administrative

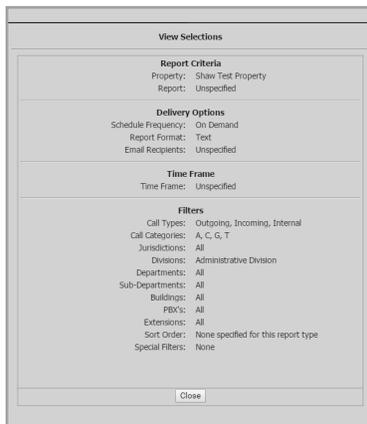
6.3.11 Clear All Filters

On the Define Report menu, click on Clear All Filters to wipe out any filters and start over.



6.3.12 View Selections

On the Define Report box (shown above), click on View Selections to see all the criteria currently selected for the report.



6.3.13 Submit

On the Define Report menu, click on Submit to request or schedule the report. On demand reports will enter the processing queue as soon as they are submitted.

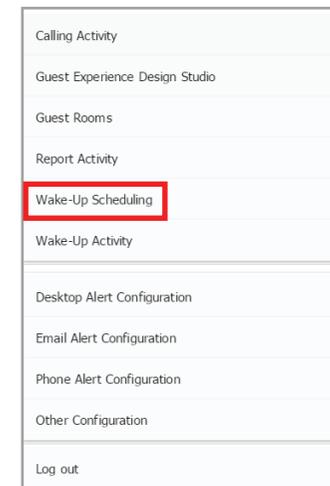
7 Wake-up Scheduling

Wake-up calls can be scheduled for a single guest through the [Manage Wake-ups](#) feature on the guest details page. Alternatively, wake-ups can be scheduled for one or more guests or a group using the Wake-up Scheduling screen.



7.1 Access Wake-up Scheduling

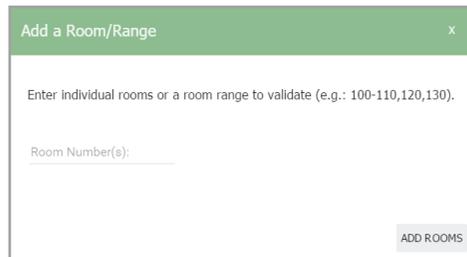
- 1) Click on the hamburger menu on the upper left side of the SmartVoice Hospitality Portal.
- 2) Select Wake-up Scheduling from the hamburger menu.



- 3) Select your property from the dropdown in the center of the screen.

7.2 Add a Room/Range

1) To manage wake-ups by room number, click on the Add a Room/Range link. A box will appear.



2) Click on Room Number(s). Specify the room number(s) by one or more of the following methods:

- Enter a single room number
- Enter a comma separated list of room numbers
- Enter a room number range such as 100 – 199.

3) Hit Add Rooms and chips will appear with the applicable room numbers.



4) To remove a specific room number from the list, click on the X next to the room number.



5) To remove all room numbers that have been entered, click on the red circled X to the right of the Room Number(s) box.

6) Once all rooms have been selected, select to either Schedule Wake-ups or Cancel a Specific Wake-up. See the sections that follow for details on these features.

7.3 Add a Group

1) To manage wake-ups by group code, click on the Add a Group link. A box will appear.

2) Click on Select a group and a dropdown list of group codes currently assigned to inhouse guests will appear.



3) Select a group from the dropdown list and click Add Rooms Within the Group. Chips will appear with the room numbers applicable to the group.

If a group is not visible in the dropdown, there are no guests in house that have that group code checked into the SmartVoice Hospitality Portal.

4) To select additional groups, repeat the process by clicking Add a Group and selecting the group from the dropdown.

5) Once all groups have been selected, select to either Schedule Wake-ups or Cancel a Specific Wake-up. See the sections that follow for details on these features.

7.4 Schedule Wake-ups

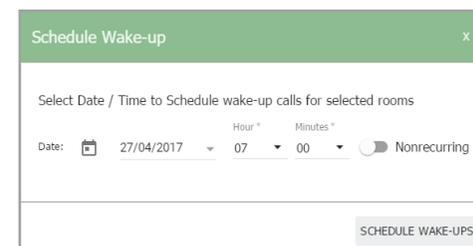
1) After all rooms have been selected, click on the Schedule Wake-ups Button to specify the date and time of the wake-up. The Scheduled Wake-up box will open.

2) Specify the date of the wake-up by one of the following methods:

- Click on the date and manually enter the date in the format displayed.
- Click on the down arrow to get a calendar date picker.

3) Specify the hour, minutes and time of day (for a 12 hour clock) by clicking on the corresponding spaces and selecting the desired time.

4) If the wake-up is a one-time request, leave the slider switch on Nonrecurring. If the wake-up should occur at the same time every day for the length of the guest stay, slide the switch to Recurring.



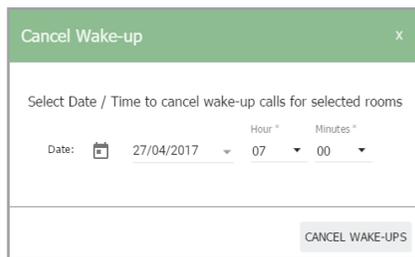
- 5) Click on Schedule Wake-ups. A confirmation box will appear indicating which rooms were scheduled.



- 6) Click Ok.

7.5 Cancel a Specific Wake-up

- 1) After all rooms have been selected for cancellation, click on the Cancel a Specific Wake-up Button. The Scheduled Wake-up box will open.



- 2) Specify the date of the wake-up to be cancelled by one of the following methods:
 - a) Click on the date and manually enter the date in the format displayed.
 - b) Click on the down arrow to get a calendar date picker.
- 3) Specify the hour, minutes and time of day (for a 12 hour clock) of the wake-up to be cancelled by clicking on the corresponding spaces and selecting the desired time.
- 4) Click the Cancel Wake-ups Button. A confirmation box will appear indicating which rooms were cancelled.

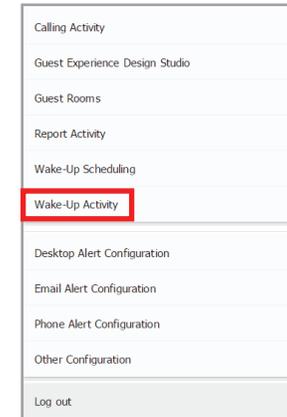


- 5) Click on OK.

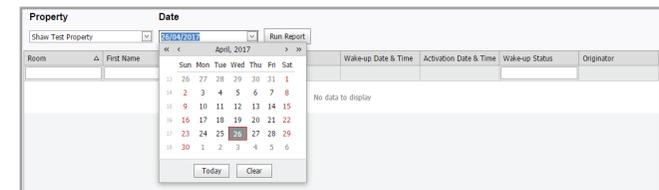
8 Wake-up Call Activity

The SmartVoice Hospitality Portal provides a detailed report of all the wake-up call activity for a selected property by day. To view and/or export a report of all the wake-up activity that has taken place at a hotel property for a given day from the Main Reservations screen:

- 1) Click on the hamburger menu on the upper left side of the SmartVoice Hospitality Portal.
- 2) Click on Wake-up Activity.



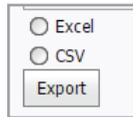
- 3) Select the name of your hotel property from the dropdown menu if it is not already selected.
- 4) The current date will be automatically selected. To select a different date, click on the dropdown menu next to the date to get a calendar pop-up screen and select a date.



- 5) Click on Run Report and a report will be generated showing all of the wake-up call details for your hotel property.

Room	First Name	Last Name	#Attempts	Wake-up Date & Time	Activation Date & Time	Wake-up Status	Originator
7101	Guest	Netwon	0	26/04/2017 11:33 PM	26/04/2017 11:43 AM	Cancelled	abhata
7101	Guest	Netwon	0	26/04/2017 10:40 PM	26/04/2017 11:43 AM	Cancelled	abhata
7101	Guest	Netwon	3	26/04/2017 11:37 AM	26/04/2017 11:39 AM	NO ANSWER - TEST	abhata
7101	Guest	Netwon	3	26/04/2017 11:37 AM	26/04/2017 11:39 AM	Calling - TEST	abhata
7101	Guest	Netwon	0	26/04/2017 10:40 PM	26/04/2017 11:38 AM	Scheduled	abhata
7101	Guest	Netwon	3	26/04/2017 11:37 AM	26/04/2017 11:38 AM	NO ANSWER - TEST	abhata
7101	Guest	Netwon	3	26/04/2017 11:37 AM	26/04/2017 11:38 AM	Calling - TEST	abhata
7101	Guest	Netwon	3	26/04/2017 11:37 AM	26/04/2017 11:37 AM	NO ANSWER - TEST	abhata
7101	Guest	Netwon	3	26/04/2017 11:37 AM	26/04/2017 11:37 AM	Calling - TEST	abhata
7101	Guest	Netwon	3	26/04/2017 11:37 AM	26/04/2017 11:37 AM	Scheduled - TEST	abhata
7101	Guest	Netwon	0	26/04/2017 11:33 PM	26/04/2017 11:31 AM	Scheduled	abhata
7202	WUSimulator	DoNotCheckOut	3	26/04/2017 3:40 PM	26/04/2017 3:41 PM	No Answer	
7202	WUSimulator	DoNotCheckOut	3	26/04/2017 3:40 PM	26/04/2017 3:41 PM	Calling	
7202	WUSimulator	DoNotCheckOut	3	26/04/2017 3:40 PM	26/04/2017 3:40 PM	No Answer	
7202	WUSimulator	DoNotCheckOut	3	26/04/2017 3:40 PM	26/04/2017 3:40 PM	Calling	

- To sort the report on any heading, simply click on the heading.
- To filter the report find a particular record(s) in the report, enter the room number, first name, or last name into the filter boxes just below the column headers and hit Enter or the Tab key. To remove the filter, clear the filter box and hit Enter or the Tab key.
- To export the report to CSV or Excel, select the appropriate radio button on the lower left hand corner of the report and click Export.



8.1 Wake-up Report Definitions/Fields

The report contains the following fields and definitions:

Fields	Meaning
Wake-up Date & Wake-up Time	The date and time when the wake-up call is scheduled to occur.
Activation Date & Activation Time	The date and time that some activity took place related to the scheduled wake-up call. The status field indicates what activity took place.
# of Attempts	The number of wake-up calls that were placed in an effort to reach the guest. If a wake-up call is not answered, the PBX will try again after a specified amount of minutes. The number of minutes in between tries is configurable. The system will continue to retry up to the number of retries that have been configured.
Wake-up Status	The wake-up related activity that generated the record. The wake-up status indicator definitions are located in the section Wake-up Details.
Operator	The source that originated the activity. The Originator may be a person (userid) or a system.

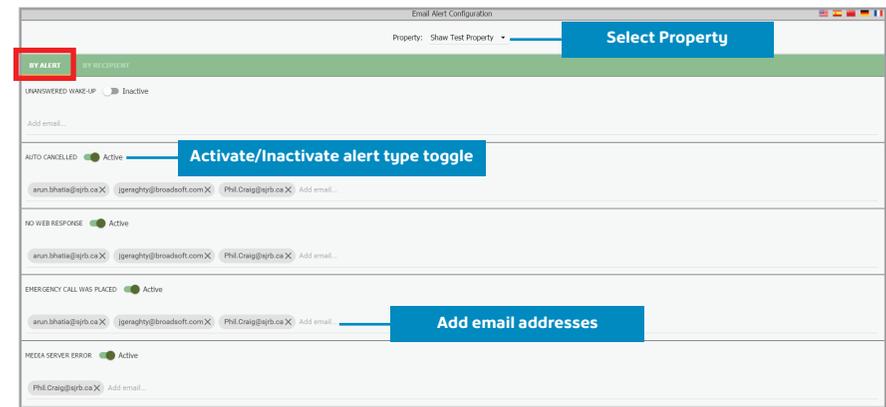
9 Email Alert Configuration

9.1 By Alert Type

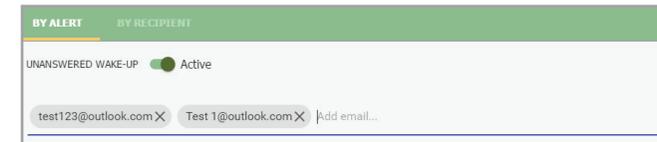
You can specify which email alert types should be created for your hotel property and which email addresses should receive them.

To configure the email alert recipients:

- Click on the hamburger menu and select Email Alert Configuration.
- On the Email Alert Configuration page, select the property to be configured.
- By Alert will be selected on the menu bar by default.



- Click on the Active/Inactive switch to toggle the creation of each alert type on/off. All changes are saved as they are made.
- To add an email alert recipient, click on the words "Add email" under the applicable alert type. Enter in the email address and click Enter. The recipient will be automatically saved.



- To delete an email alert recipient, click on the X next to the email address recipient.

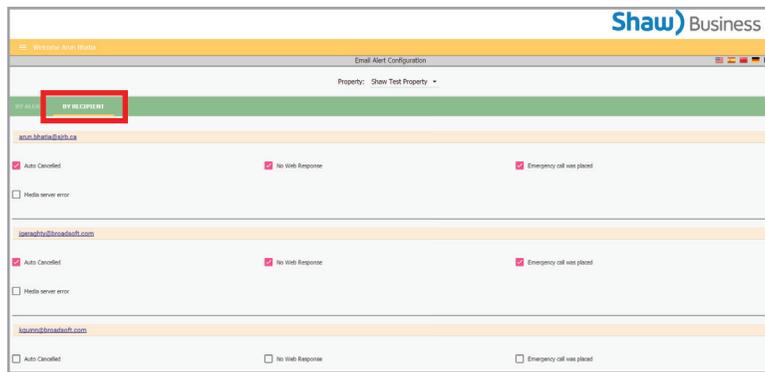


9.2 By Recipient

You can view the list of email alert recipients with enabled or disabled check boxes for each alert type. This makes it easy to subscribe or unsubscribe a recipient to one or more email alert types quickly.

To configure the email alert recipients:

- 1) Click on the hamburger menu and select Email Alert Configuration.
- 2) On the Email Alert Configuration page, select the property to be configured.
- 3) Select By Recipient from the menu bar. A list of the email recipients will appear along with a list of all the active email alerts. Alerts that the recipient is subscribed to will have a checkmark in the box next to the name of the alert.



- 4) To subscribe a recipient to additional alerts, check the box next to the alert type.
- 5) To unsubscribe a recipient to an alert, uncheck the box next to the alert type. To add a new recipient, use the "By Alert" tab on the menu bar and add the user to at least one alert. Then, the By Recipient screen can be used to quickly add them to all other alert types.

10 Phone Alert Configuration

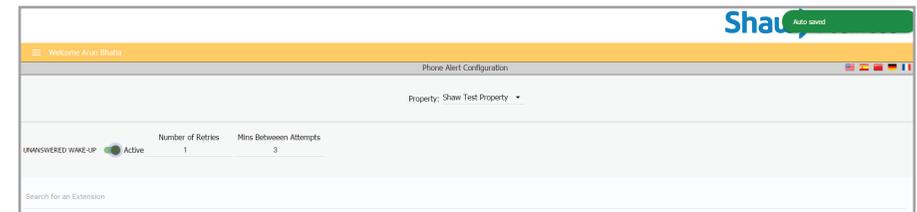
You can select which wake-up and emergency alerts phone alerts your hotel property should receive and which administrative extension(s) should receive the alerts. Additionally, you can configure the number of retries (or calls) that the SmartVoice Hospitality Portal will make in an attempt to notify your staff of the issue. Likewise, your staff can configure the number of minutes in between each of the attempts.

To configure the phone alerts:

- 1) Click on the hamburger menu and select Phone Alert Configuration.
- 2) On the Phone Alert Configuration page, select the property to be configured.

For each alert type:

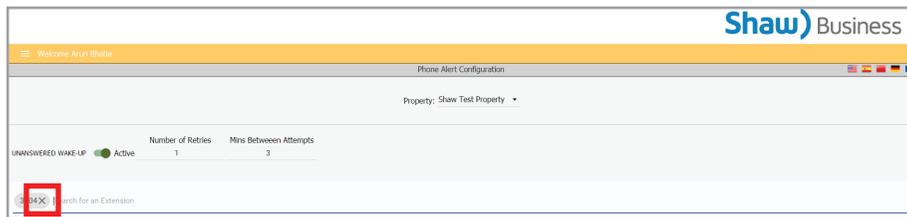
- 3) All changes are saved as they are made.
- 4) Click on the Active/Inactive switch to toggle the alert on/off. For a complete list of the alert types and definitions, see the Alert Type Table.



- 5) Enter in the number of retries. The number of retries is the number of times that the SmartVoice Hospitality Portal will attempt to place the phone alert call if the alert has not been acknowledged.
- 6) Enter the number of minutes between attempts. This is the number of minutes the SmartVoice Hospitality Portal will wait before attempting to place the phone alert call if a previous attempt was either not answered or not acknowledged.
- 7) Enter in the extension number(s) that should receive the alert.
- 8) To enter an extension number, click in the area Search for an Extension and begin typing an extension number.
 - a) As numbers are entered, a list of extensions configured in the SmartVoice Hospitality Portal that contain those numbers will appear. Only extensions that are configured in the SmartVoice Hospitality Portal can be configured to receive the alerts. If the desired extension is not configured, contact Shaw Business Technical Support at 1-877-742-9249.
 - b) If the extension desired appears in the list, select the number by either clicking on it which will automatically add the extension to the phone alert or use the down arrow to highlight the extension and then click Enter which will add the extension.



9) To delete an extension number from receiving a phone alert, click on the X next to the extension number.



11 Other Configuration

The SmartVoice Hospitality Portal will allow you and other users with permission to view and/or edit the configuration of the minibar items and/or the housekeeper ID's.

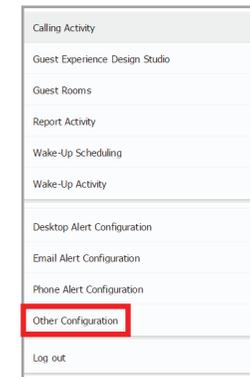
11.1 Minibar Configuration

The minibar IVR requests mini bar item numbers which are configured in the SmartVoice Hospitality Portal.

11.1.1 Access the Mini Configuration

To access the minibar configuration:

- 1) From the main SmartVoice Hospitality Portal page, click on the hamburger menu on the upper left side.
- 2) Click on the Other Configuration link.



- 3) Select your property from the property dropdown selection menu.



- 4) Select the mode Minibar.
- 5) Click Search.

11.1.2 Delete a Minibar Item

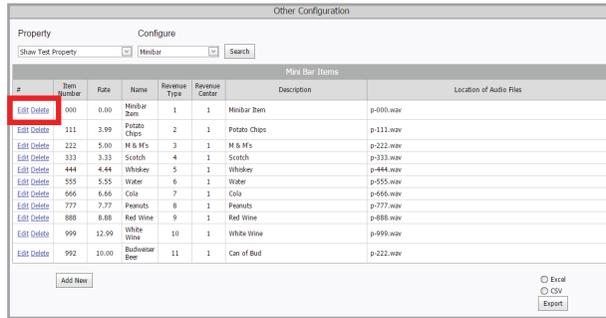
To delete an item from the minibar configuration:

- 1) From the minibar configuration screen, click on the Delete link next to a minibar item to delete the item from the list.
- 2) A confirmation box will appear. Click OK to confirm the deletion.

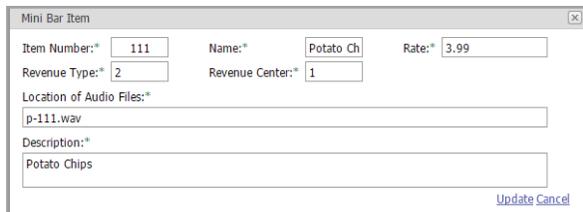
11.1.3 Modify a Minibar Item

To make changes to the minibar configuration:

- 1) From the minibar configuration screen, click on Edit next to a minibar item to modify the item.



- 2) A pop up box will appear with all of the parameters related to that item. Edit as desired. Note that in JAZZ 6.2 and under, it is not possible to load new wav files from the SmartVoice Hospitality Portal. If new wav files need to be added, please contact Shaw Business Technical Support at 1-877-742-9249. All other parameters can be edited.



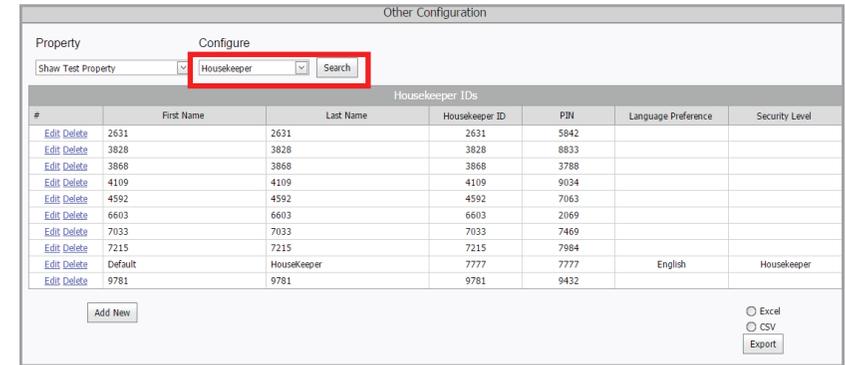
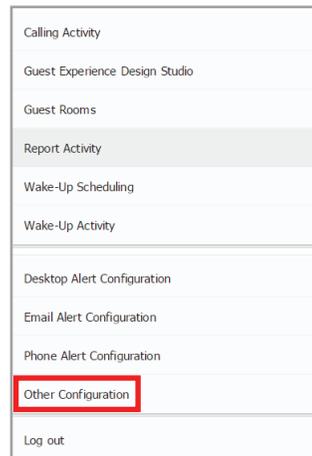
- 3) Click Update when finished editing or Cancel if no changes are required.

11.2 Housekeeper Configuration

11.2.1 Access the Housekeeper Configuration

To access the Housekeeper configuration:

- 1) From the main SmartVoice Hospitality Portal page, click on the hamburger menu.
- 2) Select the Other Configuration link.
- 3) Select your property from the property dropdown selection menu.
- 4) Select the mode Housekeeper.
- 5) Click Search. A list of the housekeepers configured in the SmartVoice Hospitality Portal will appear.



11.2.2 Delete a Housekeeper ID

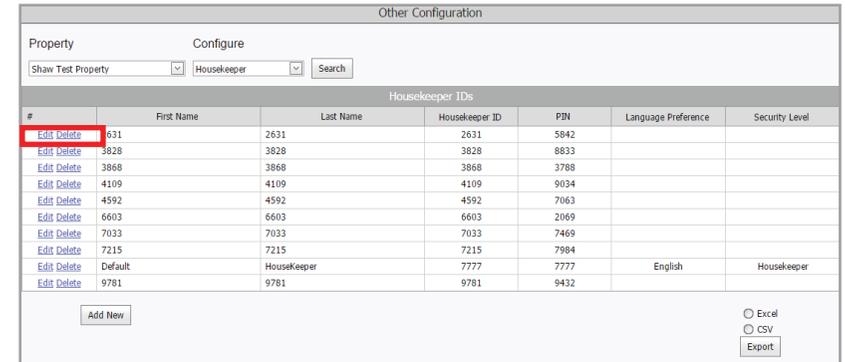
To delete a housekeeper from the Housekeeper configuration:

- 1) From the Housekeeper configuration screen, click on the Delete link next to the housekeeper that should be removed from the list.
- 2) A confirmation box will appear. Click OK to confirm the deletion.

11.2.3 Modify a Housekeeper ID

To make changes to the housekeeper configuration:

- 1) From the housekeeper configuration screen, click on Edit next to a housekeeper to modify the housekeeper details.



- 2) A pop up box will appear with the information about that housekeeper. Modify as desired.

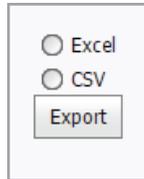


- 3) Click Update when finished editing or Cancel if no changes are required.

11.2.4 Export Housekeeper List

To make changes to the housekeeper configuration:

- 1) On the housekeeper configuration screen, click on either the Excel or CSV radio button located in the lower right hand corner of the screen.
- 2) Click on Export.



- 3) Select where the file should be downloaded.

12 Interactive Voice Recording System

The SmartVoice Hospitality Portal has Interactive Voice Records (IVR's) that are used for the room status updates and automated wake-up calls, and mini-bar; see below for further details of each IVR.

12.1 SmartVoice Hospitality Room Status IVR

The SmartVoice Hospitality Room Status functionality allows the housekeeping staff to use the phone system within the guest room to report the physical condition of the room back to the PMS and to the SmartVoice Hospitality Portal.

12.1.1 Short Version

To access the SmartVoice Hospitality Room Status functionality from the guest room:

- 1) Dial the Room Status extension number or speed dial code from the guest room phone.
- 2) An IVR will request the status of the room followed by #:
- 3) Enter Room Status (Example values below - mau vary by PMS/Property)
 - 1 = Vacant Ready
 - 2 = Vacant Clean
 - 3 = Vacant Dirty
 - 4 = Occupied Clean
 - 5 = Occupied Dirty
 - 6 = Maid in Room

12.1.2 Extended Version (requires language and employee ID):

The Room Status IVR also has the ability to require each housekeeping staff to log in prior to changing the status of a room. This will be done as follows:

- 1) Dial the Room Status Access code (for example, *01) from the guest room phone.
- 2) A series of Interactive Voice Recordings (IVR's) will request information

Use the keypad on the phone to reply with the following:

- 3) Language Preference (optional)
- 4) Employee ID and #
- 5) PIN Number and #
- 6) Room Status (example values below) followed by the # (see further details*)
 - 1 = Vacant Ready
 - 2 = Vacant Clean
 - 3 = Vacant Dirty
 - 4 = Occupied Clean
 - 5 = Occupied Dirty
 - 6 = Maid in Room

- 7) Confirm Selection

- 1 = Correct
- 2 = Incorrect

In the event that an invalid response is entered, the IVR will request another response. The IVR will read back the description matching the code that has been entered and request verification of the status before disconnecting.

* Upon installation, Shaw Business will setup the room status values to match the values recognized by your PMS and PBX. To have the values changed, please contact Shaw Business Technical Support at 1-877-742-9249.

12.2 SmartVoice Hospitality Mini Bar IVR

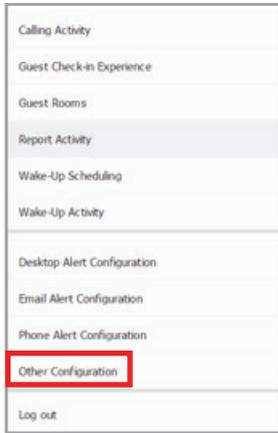
The SmartVoice Hospitality Minibar Status functionality allows the housekeeping staff to use the phone system within the guest room to record the mini bar items that have been consumed by the guest. The information is processed by the SmartVoice Hospitality Portal according to the pricing already setup and the quantities entered by the housekeeping staff. The SmartVoice Hospitality Portal then sends a posting record to the PMS and records the transaction.

To access the SmartVoice Hospitality Mini Bar functionality from the guest room:

- 1) Dial the mini bar extension or speed dial from the guest room phone. A series of Interactive Voice Recordings (IVR's) will request information Use the keypad on the phone to reply with the following prompts:
- 2) Language Preference (optional)
- 3) Employee ID and #
- 4) PIN Number and #
- 5) Mini Bar Item Code and # (see below*)
- 6) Confirm Selection:
 - 1 = Correct
 - 2 = Incorrect
- 7) Mini Bar Item Quantity Consumed and #
- 8) Confirm Selection:
 - 1 = Correct
 - 2 = Incorrect
- 9) Continue with Another Item:
 - 1 = Enter Another Mini Bar Item
 - 2 = End of Mini Bar Items

In the event that an invalid response is entered, the IVR will request another response. The IVR will read back the description matching the code that has been entered and request verification of the status before disconnecting.

To see what mini bar items are currently configured, go to the SmartVoice Hospitality Portal and click on the hamburger menu, then choose Other Configuration. In the configuration screen, select your hotel property and click Search.



Under configuration select your property and click Search, the mini-bar items will display. The item numbers correspond with the item numbers that should be entered into the phone.

Other Configuration

Property:

Mini Bar Items

#	Item Number	Rate	Name	Revenue Type	Revenue Center	Description	Location of Audio Files
Edit Delete	000	0.00	Minibar Item	1	1	Minibar Item	p-000.wav
Edit Delete	111	3.99	Potato Chips	2	1	Potato Chips	p-111.wav
Edit Delete	222	5.00	M & M's	3	1	M & M's	p-222.wav
Edit Delete	333	3.33	Scotch	4	1	Scotch	p-333.wav
Edit Delete	444	4.44	Whiskey	5	1	Whiskey	p-444.wav
Edit Delete	555	5.55	Water	6	1	Water	p-555.wav
Edit Delete	666	6.66	Cola	7	1	Cola	p-666.wav
Edit Delete	777	7.77	Peanuts	8	1	Peanuts	p-777.wav
Edit Delete	888	8.88	Red Wine	9	1	Red Wine	p-888.wav
Edit Delete	999	12.99	White Wine	10	1	White Wine	p-999.wav
Edit Delete	992	10.00	Budweiser Beer	11	1	Can of Bud	p-222.wav

Excel CSV

12.3 SmartVoice Hospitality Schedule Wake-up IVR

The guest has the ability to schedule or cancel his/her own wake-up call using the guest room phone. Typically, most hotels will configure a speed dial button on the guest phone that accesses the wake-up call system.

12.3.1 To Access the SmartVoice Hospitality Wake-up Call Functionality from Phone:

- 1) Dial the number for the schedule wake-up IVR from the guest room phone. (Generally this is a preprogrammed button or speed dial on the phone)

A series of Interactive Voice Recordings (IVR's) will request information from the guest. The guest should use the keypad on the phone to reply with the following:

12.3.2 Wake-up IVR Prompts for Wake-up Scheduling

- 1) Schedule for Wake-up
 - 1 = Schedule for Today
 - 2 = Schedule for Tomorrow
 - 3 = Schedule for Remainder of Stay
 - 4 = Cancel All Wake-ups
- 2) Time for Wake-up in Four Digit Format

e.g. 2:00 o'clock = 0200 #
- 3) AM/PM Selection
 - 1 = AM
 - 2 = PM
- 4) Confirm Selection
 - 1 = Correct
 - 2 = Incorrect

Shaw) Business

For customer care and technical support

Call 1-866-244-7475

Email ServiceAssurance@shawbusiness.ca

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