HOSPITALITY VOICE PORTAL

User guide

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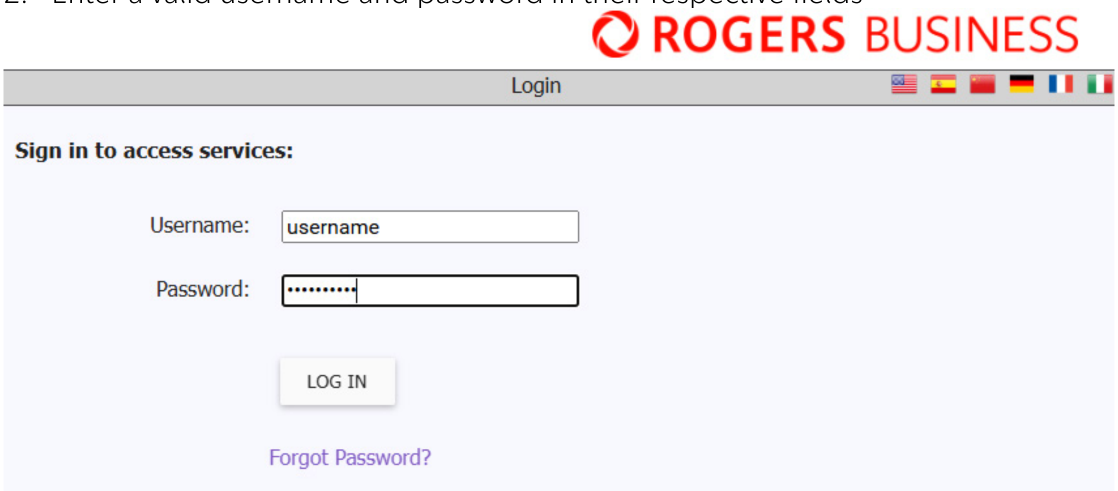
Hospitality Voice Portal Login

Portal Access

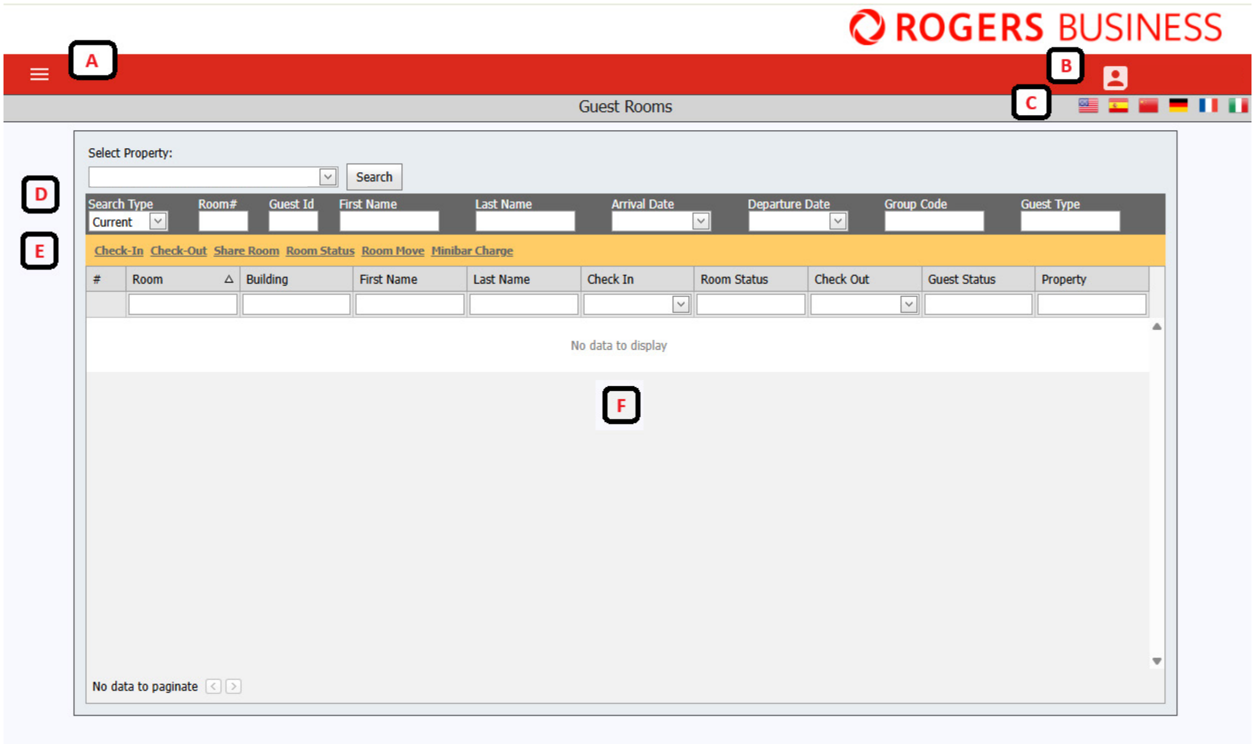
1. Access the Hospitality Voice Portal using the URL provided by Rogers Business
2. Enter a valid username and password in their respective fields



3. Click on **LOG IN**

Main Page

If login was successful, you will be brought to the main page of the portal where you can manage your property/properties in an easy-to-use format:



a. Function Menu* – Gives user direct access to the various functionalities of the Hospitality Voice Portal. By default, the default section of the main page is the 'Guest Rooms' functionality.

   *Note: The menu items are based on the type of PBX, the feature(s) assigned to the guest room, and your user profile type.

b. My Account – Gives the logged in user access to their account and can change their password directly here

c. Language Selection – Clicking on a specific flag will change the portal language (EN, ES, CN, DE, FR, IT)

d. Search – Gives the ability to search for multiple properties, when applicable, and/or Guest information when prompted in the search field(s)

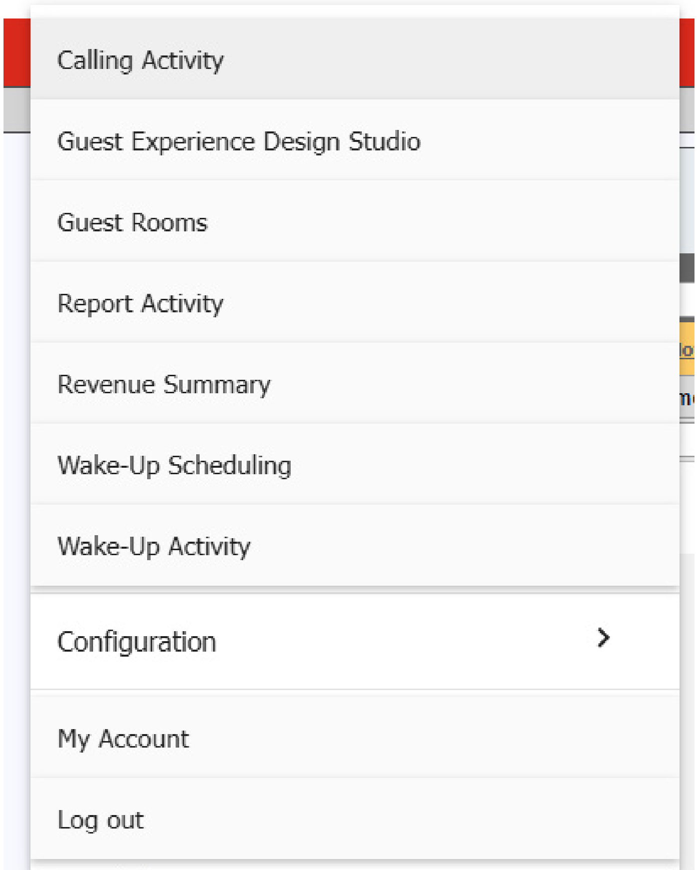
e. Guest Actions – Various options available for a guest functionality to be accessed

f. Data Window – Displays data when prompting a search and/or a guest action

Portal Functions

Accessing the Function Menu

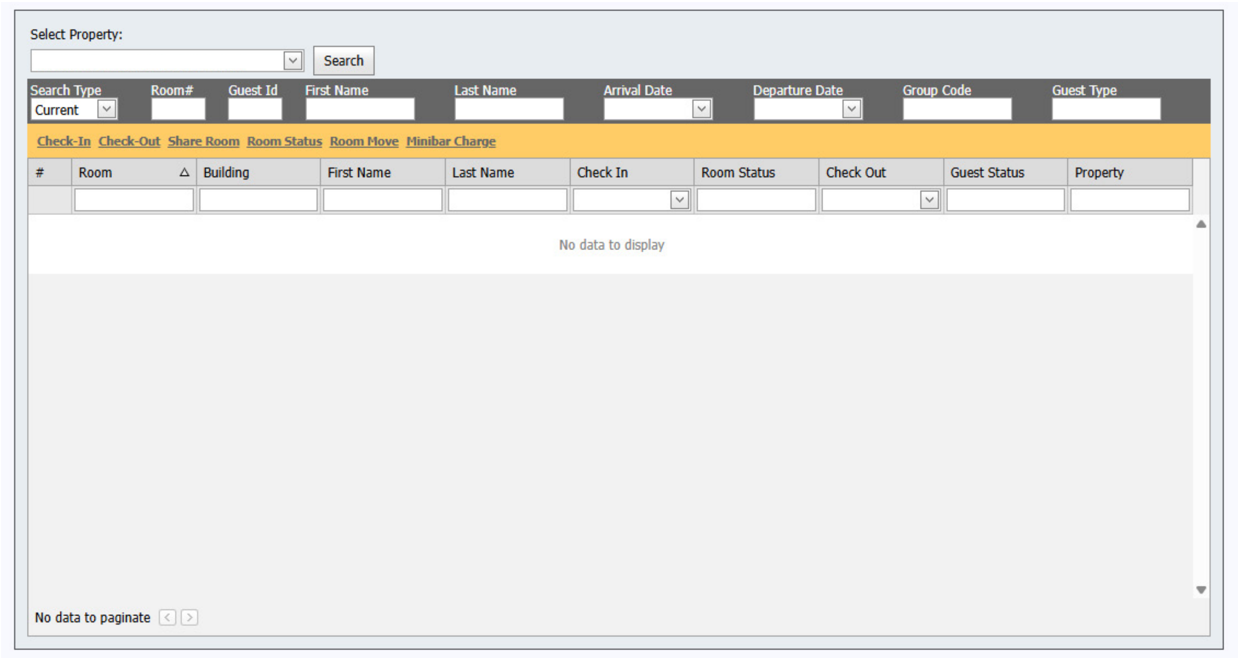
1. Hover and click on the hamburger menu icon on the top left-hand corner of the portal
2. When clicked, it will bring up the various functions available for the user to navigate to:



3. Select a specific function to continue.

Guest Rooms

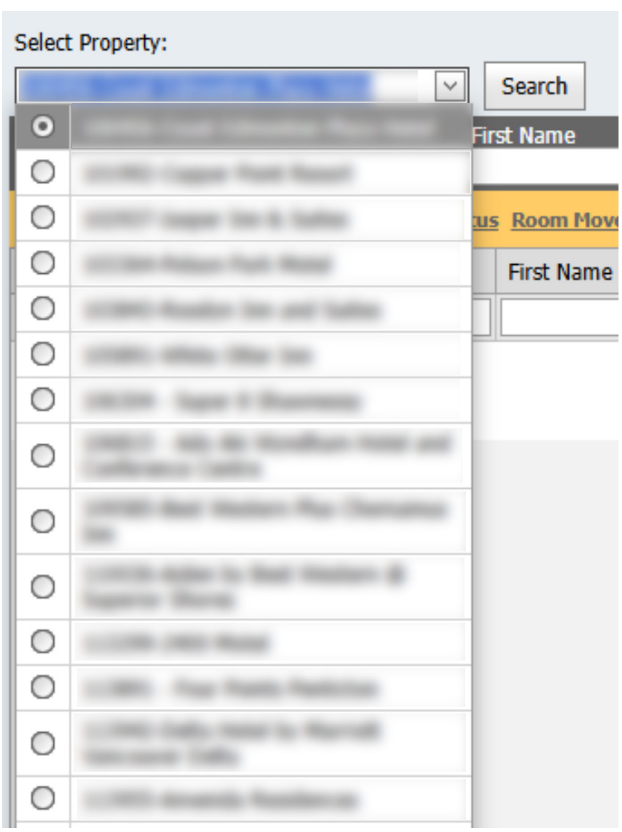
When logged into the Portal, the Guest Rooms function will be the default view.



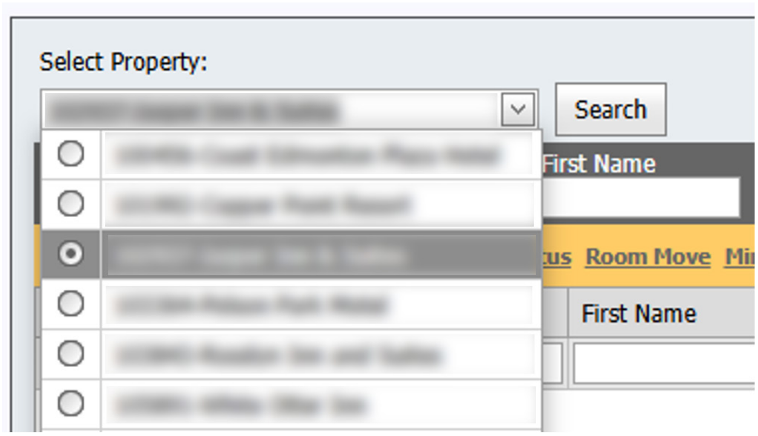
Property Selection

If your organization has multiple properties, you can navigate to the various properties by:

1. Clicking on the drop-down menu under 'Select Property:'

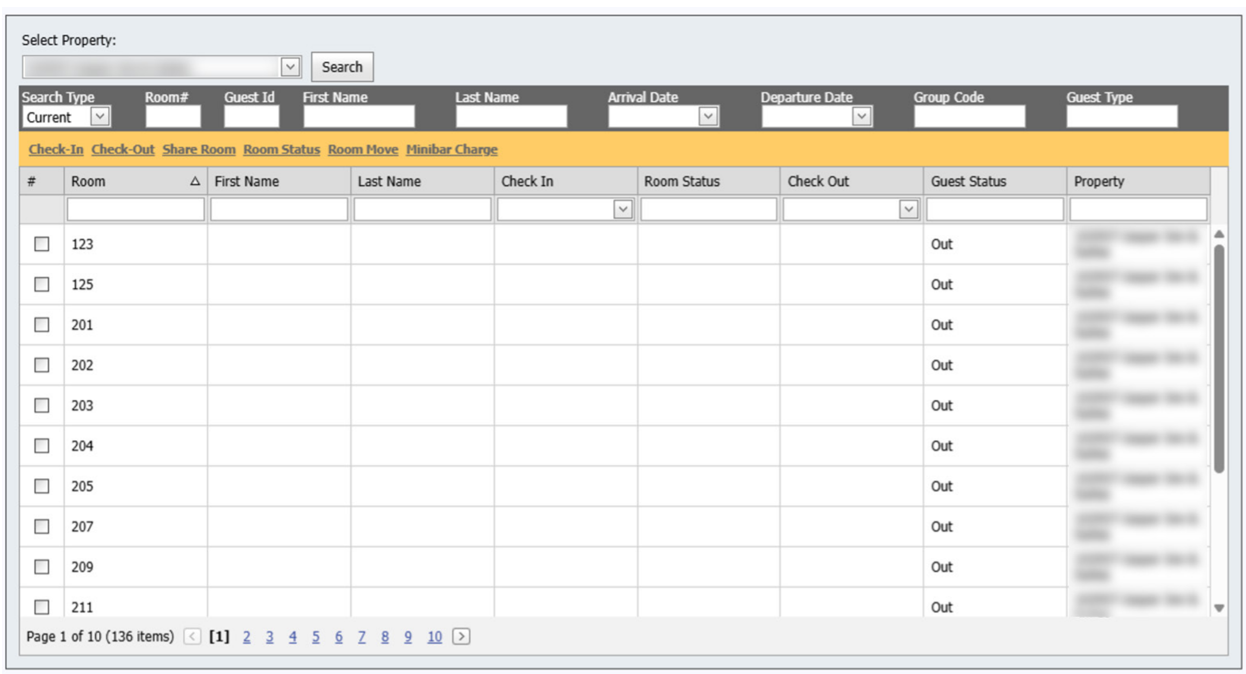


2. Click on the radio button beside the property you want to view. Alternatively, you can also type the desired property name on the text field and the drop-down menu will filter based on the keyword(s) inputted



3. Click on Search

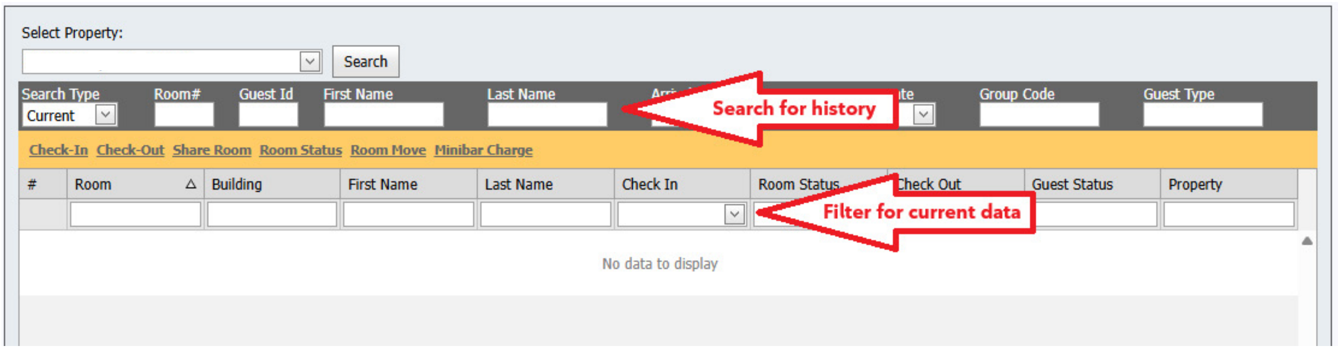
4. If successful, the data window will provide you the guest room(s) in that selected property and various statuses related to the guest room(s)



Search and Filter

On the main screen, there are two sets of options to retrieve guest data: a search and a secondary filter.

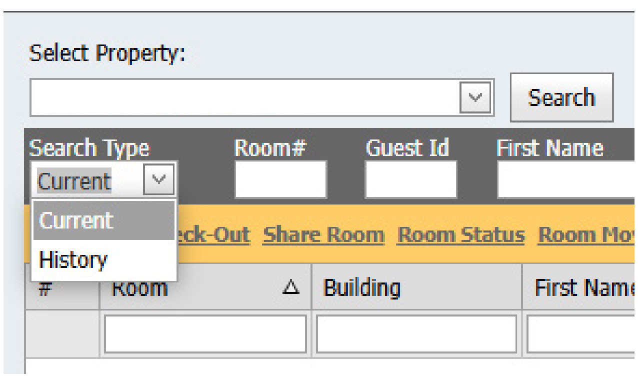
Searching is ideal when wanting to go through historical data. Searches for current data can be achieved through filters below the column headings in the data window.



Searching retrieves all the records that match the criteria inputted after clicking on Search. Once the search function retrieves all the records that match the criteria inputted, you can use the Filter function to further dissect the records. If a filter is cleared, the original results will appear.

Searching for a Specific Room or Guest

1. Ensure the correct property is selected
2. Select the Search Type from the drop-down menu



Selecting a specific search type will yield different results:

Current – Search results will only show the most recent guest in each room
History - Search results will show both current and past guest information

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

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, Portal will return all guests whose last name starts with "Mar".

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.

Guest Check-In/Check-Out + Disclaimer

If the Property Management System (PMS) is down, the Portal can be used to send commands to the PBX*

The Portal can perform the following functions:

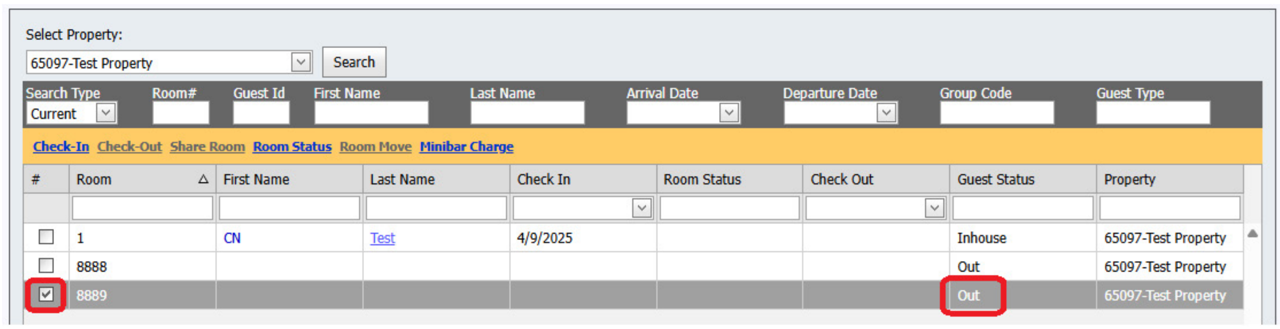
- Check a guest into one room
- Check multiple guests into one room (Share Room)
- Check a guest with one guest reservation id into multiple rooms
- Move guests from one room to another
- Check out guests

Disclaimer: The Portal should only be used to check guests in and out of the PBX if 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 active

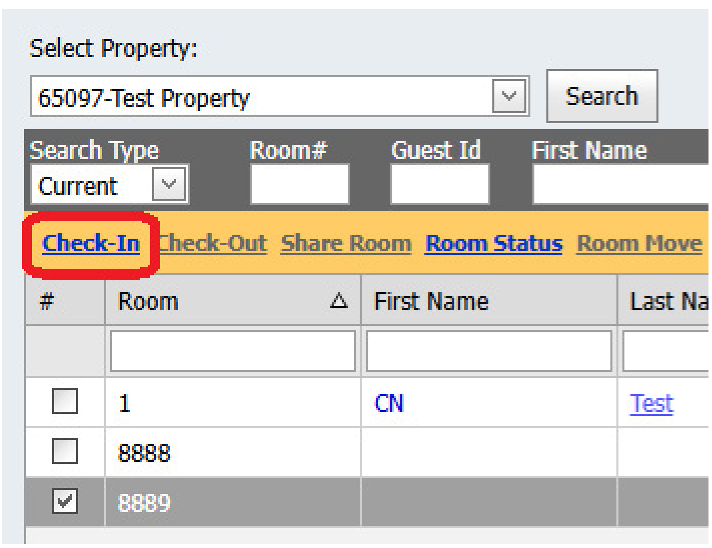
‘Check-In’ Functionality

Note: This non-Voice portal feature should only be actioned if 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 active.

1. Ensure the right property is selected
2. Locate a vacant room which can be identified via ‘Guest Status’ as Out
3. Select the vacant room by clicking on the left-hand checkmark button

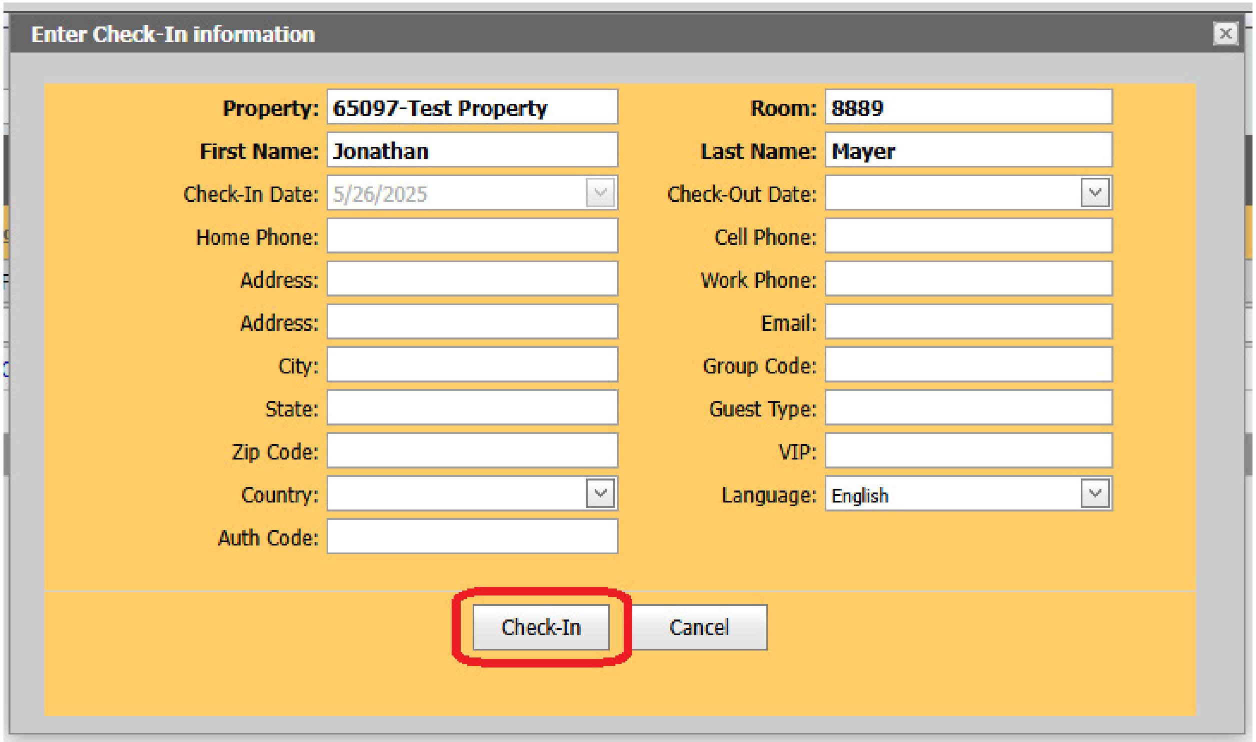


4. Select the **Check-in function and a check-in window will appear**

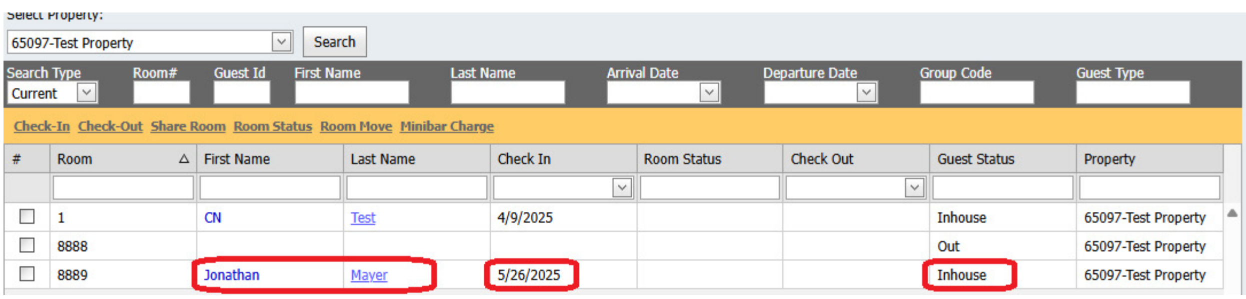


   a. Note that the check-in function will be grayed out and not available if a room is occupied

5. Enter all appropriate guest data in the check-in window and select **Check-In**



6. If successful, the ‘Guest Status’ will be updated to ‘Inhouse’ and the guest data will be present in the data window

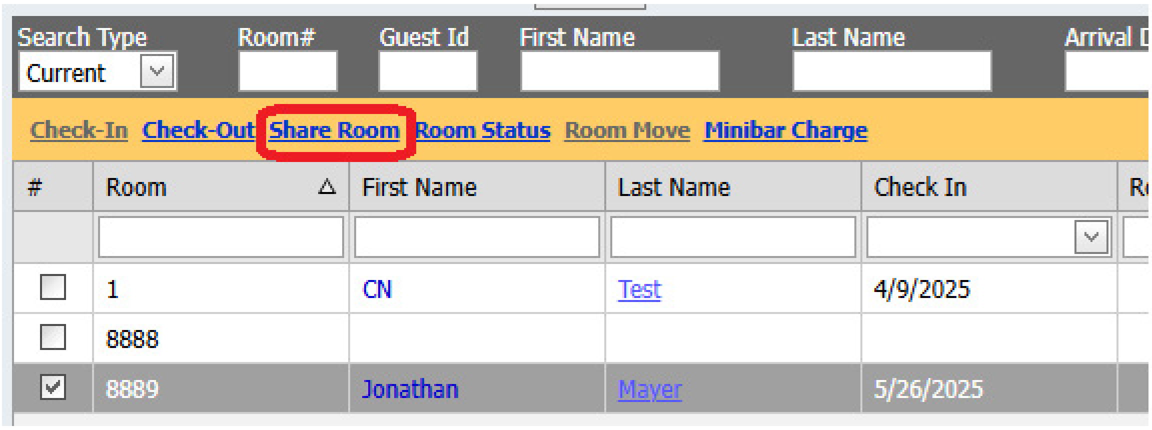


‘Share Room’ Functionality

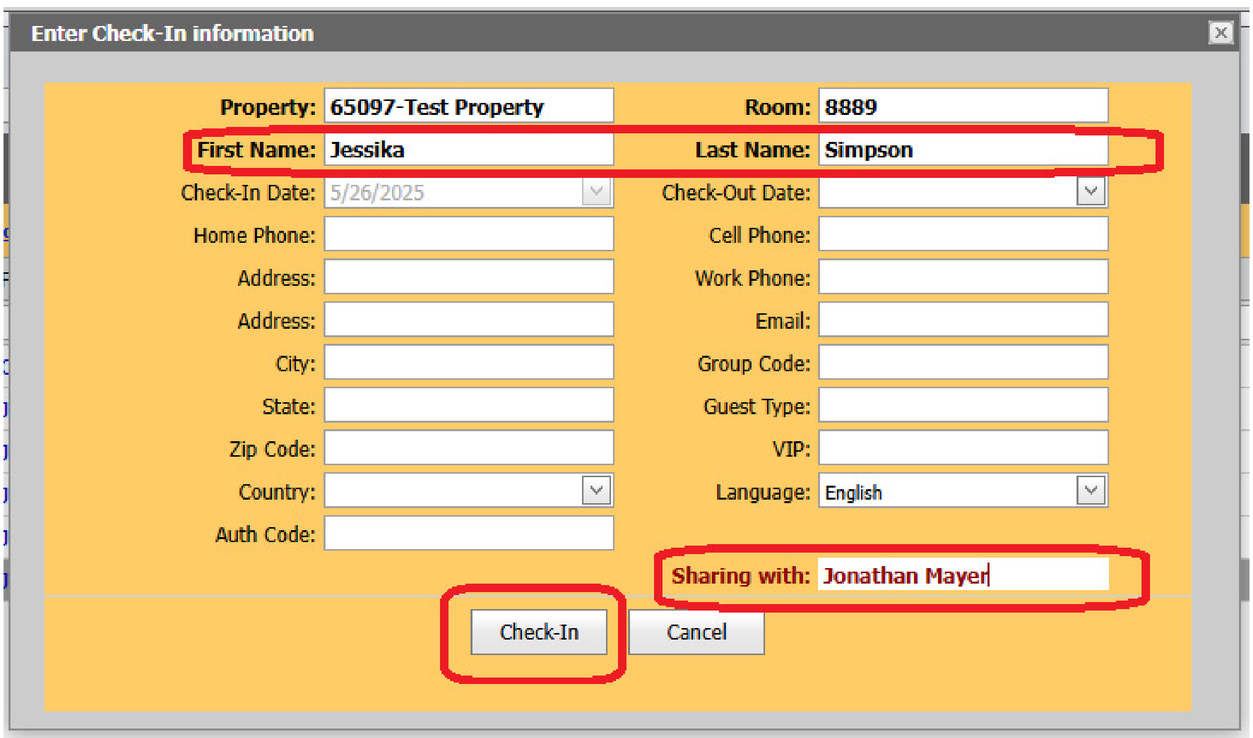
Note: This non-Voice portal feature should only be actioned if the PMS is unable to perform this function. The PMS will not have record of this activity and will need to be updated when it is active.

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 then select **Share Room**

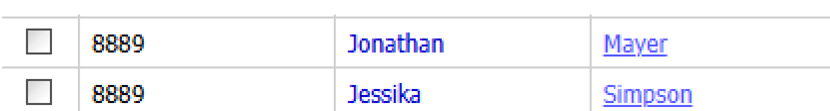


3. Enter the information for the second Guest into the Check-In pop-up box. Ensure that 'Sharing with:' field has the original Guest name.



4. Click on Check-In

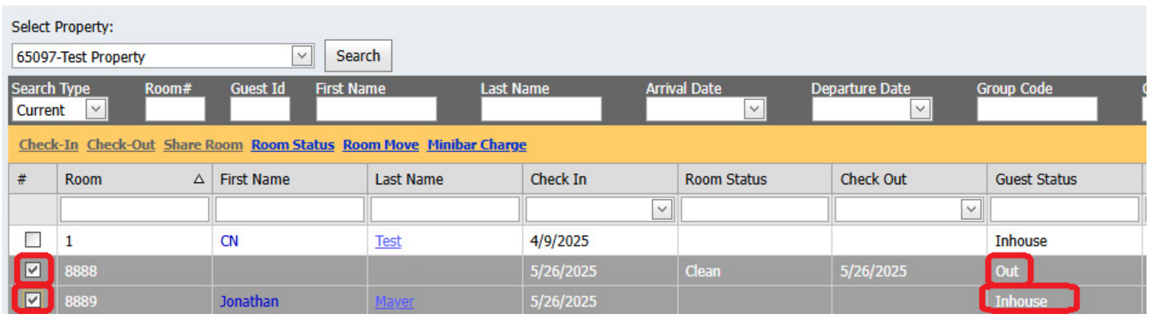
5. If successful, multiple records will appear in the data window for the same room



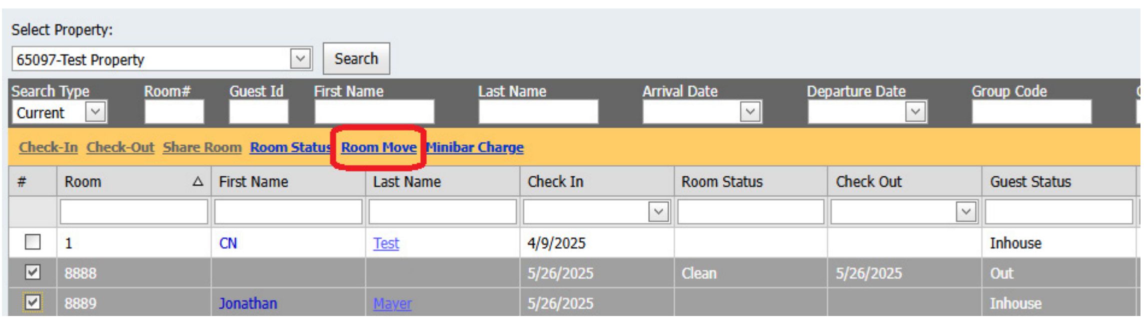
‘Room Move’ Functionality

Note: This non-Voice portal feature should only be actioned if 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 active.

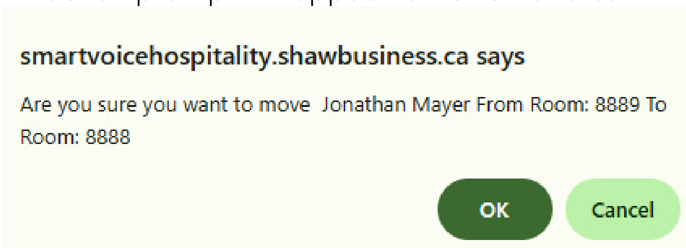
1. Ensure the right property is selected
2. Locate a vacant room that a Guest can be moved to, which can be identified via ‘Guest Status’ as Out
3. Select the vacant room by clicking on the left-hand checkmark button
4. Select the occupied room that’s requesting a room change by clicking on the left-hand checkmark button



5. Select **Room Move**



6. An action prompt will appear for review and confirmation. If this is correct, select **OK**

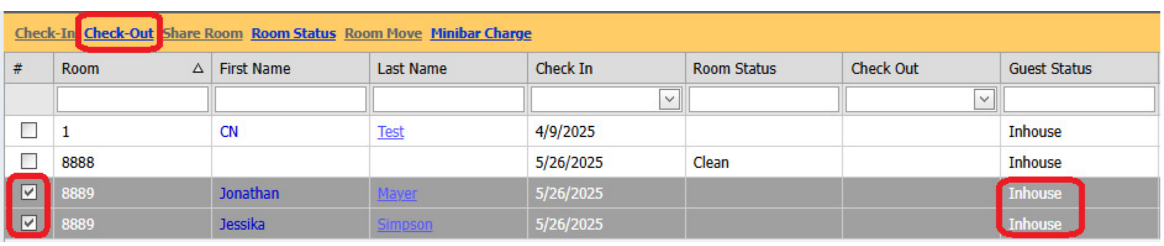


7. After clicking OK the Room Move occurs.
    a. The guest will be checked out of the original room and checked in to the new room
    b. The Check-In, Check-Out and Guest Status fields will be changed to reflect the move
    c. The settings from the previous room, including wakeups, charge information, class of service, voicemail and other information will be moved to the new room

'Check Out' Functionality

Note: This non-Voice portal feature should only be actioned if 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 active.

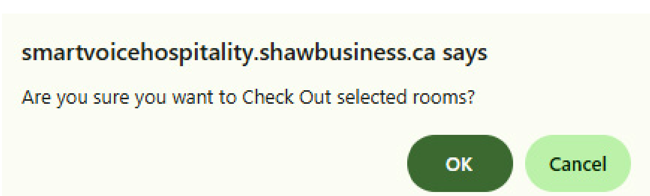
1. Ensure the right property is selected
2. Locate the occupied room(s) that the Guest(s) want to be checked out from, which can be identified via 'Guest Status' as Inhouse
3. Select the occupied room by clicking on the left-hand checkmark button
4. Select Check-Out



Check-In Check-Out Share Room Room Status Room Move Minibar Charge

#	Room	First Name	Last Name	Check In	Room Status	Check Out	Guest Status
☐	1	CN	Test	4/9/2025			Inhouse
☐	8888			5/26/2025	Clean		Inhouse
☑	8889	Jonathan	Mayer	5/26/2025			Inhouse
☑	8889	Jessika	Simpson	5/26/2025			Inhouse

5. An action prompt will appear for review and confirmation. If this is correct, select **OK**



6. The Guest Status for all the selected rooms will change to **Out**

☐	8889	Jessika	Simpson	5/26/2025		5/26/2025	Out		65097-Test Property

‘Room Status’ Functionality

The purpose of room status is to update the Property Management System with the 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.

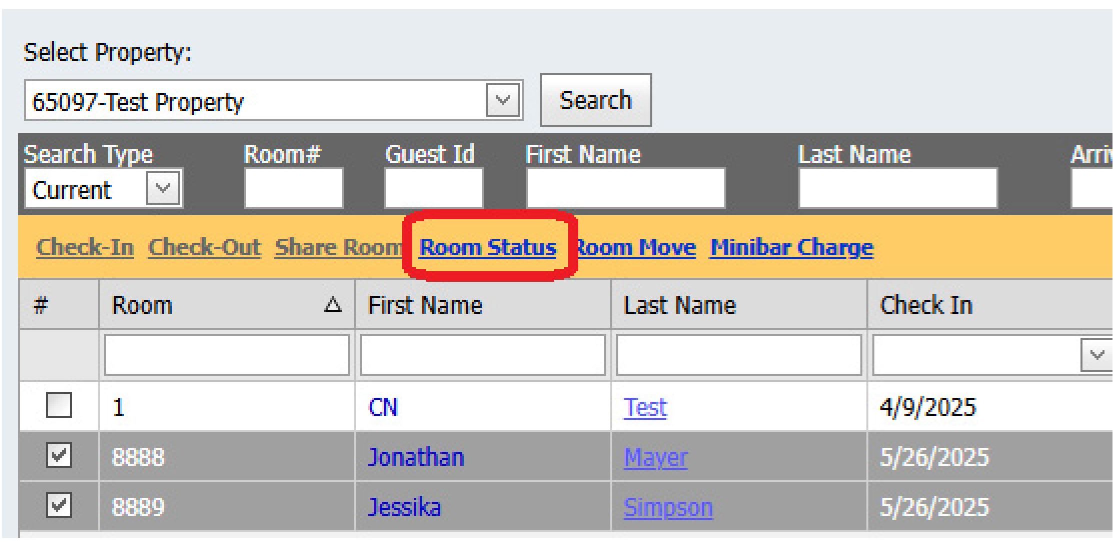
Alternatively, the room status can also be updated using the Portal. One or more rooms can be updated simultaneously from the Guest Rooms screen. Alternatively, the room status of a single guest room can be updated by selecting that room and making the change from the guest details page.

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

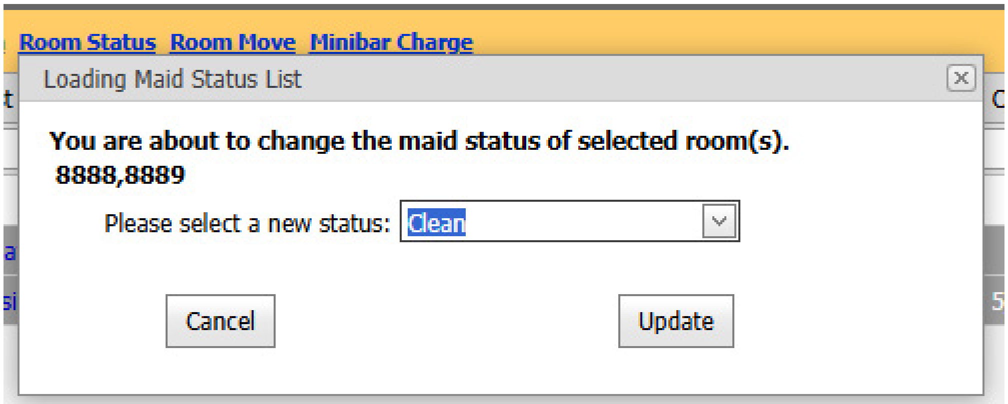
For information on how to use the guest room phone to enter room status, see the section in this document entitled Room Status IVR.

Updating Room Status

1. Ensure the right property is selected
2. Select the room(s) that requires the same update via the left checkmark button
3. Select Room Status



4. A new window will appear to confirm the type of status



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

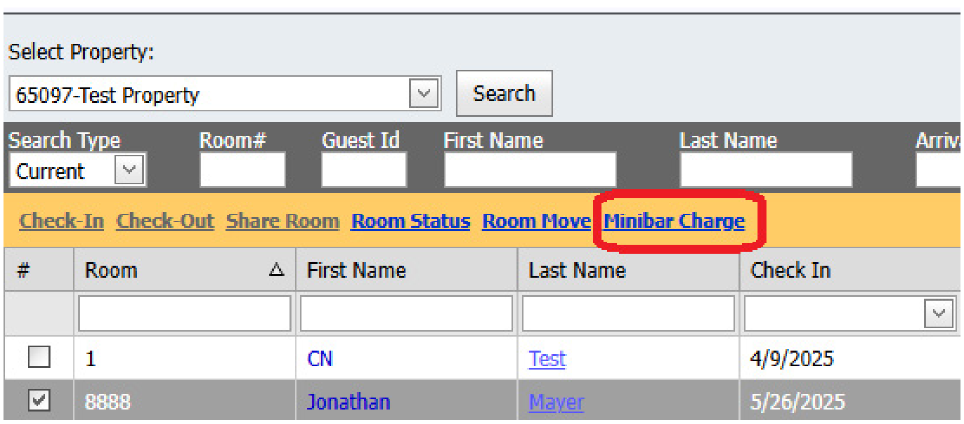
5. Click the Update button to save the Room Status change
    a. Alternatively, click Cancel button to cancel the change
6. After clicking Update the Room Status will be updated

'Minibar Charge' Functionality

Minibar charges can be added to a guest using the Minibar IVR or by using the 'Minibar Charge' link on the main Reservations page of the Portal.

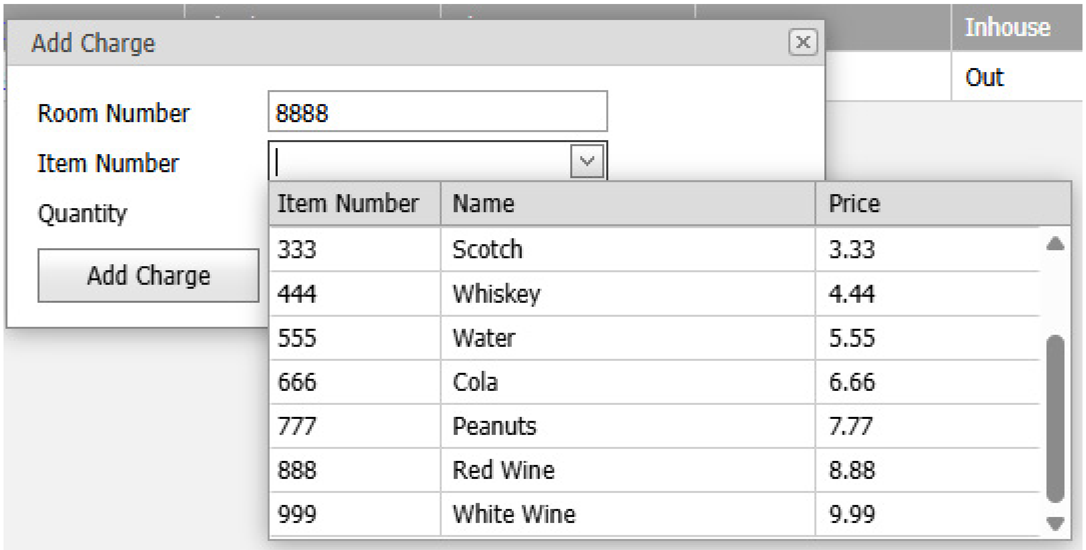
Adding a Minibar Charge(s) to Room(s)

1. Ensure the right property is selected
2. Select the room(s) that requires the charge inputted via the left checkmark button
3. Select Minibar Charge

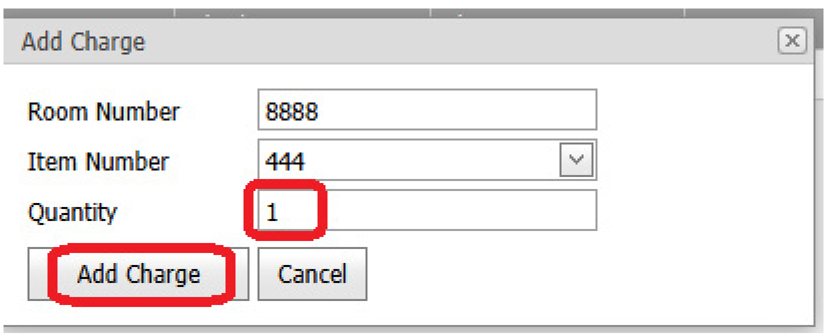


4. When selected, a new window will appear to inform you the room number, the item that's being charged, and the quantity

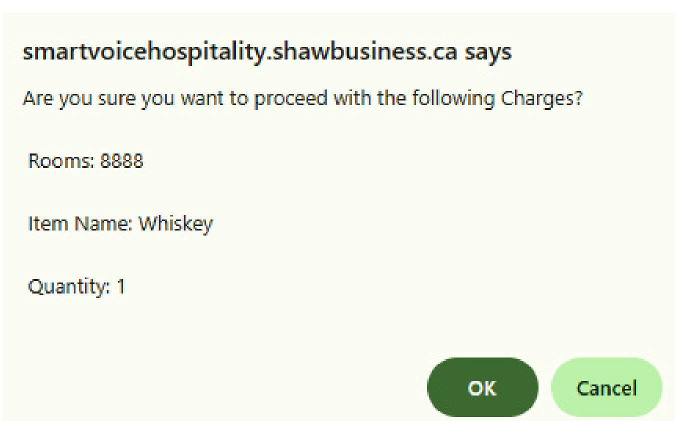
5. Select from the drop-down menu the type of minibar item being charged



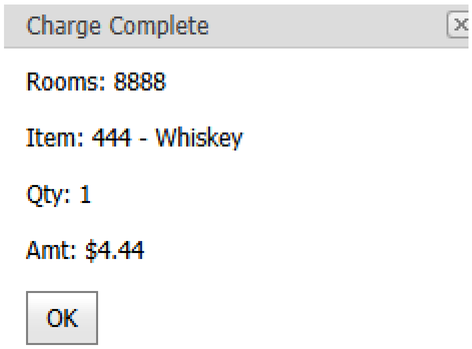
6. Enter the quantity consumed by the Guest
7. Select **Add Charge when confirmed**



8. An action prompt will appear to confirm charges
9. Click **OK if correct**



10. A confirmation window will appear after clicking OK



11. Click **OK again**

Guest Details

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

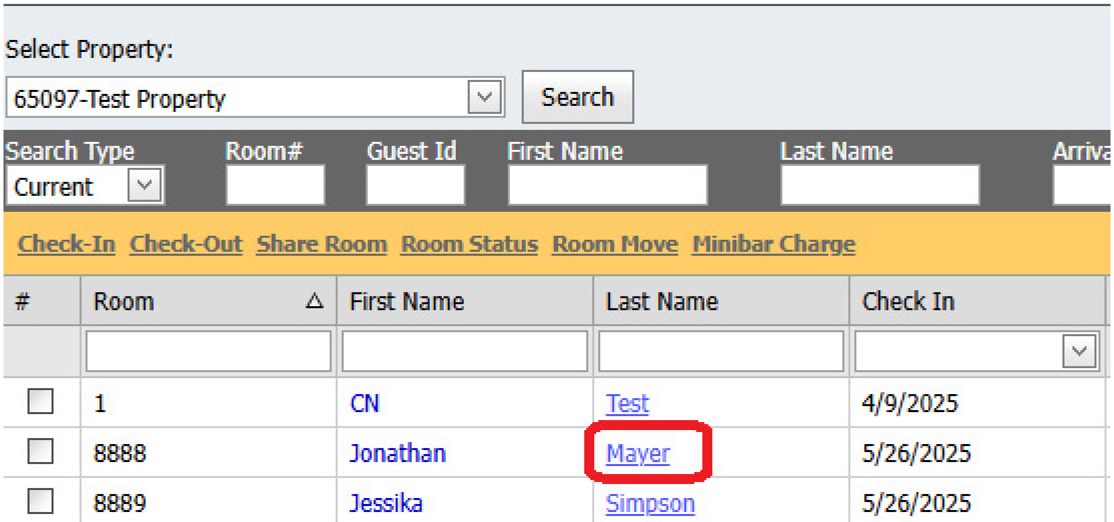
- Guest information
- Modify guest information link
- Manage wake-up calls
- Call charge estimate
- Class of service/phone restriction

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.

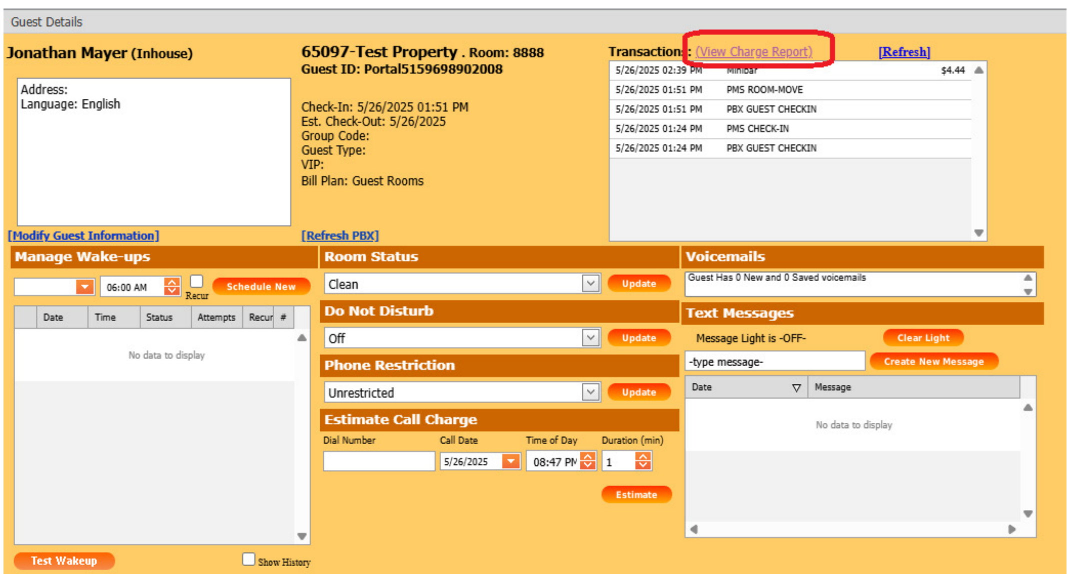
Note: *Information entered here does not get sent to the PMS. The property, room number and check-in date cannot be modified using this link. To modify the room number, return to the main reservation screen.*

Minibar Charge Report/View Charge Report

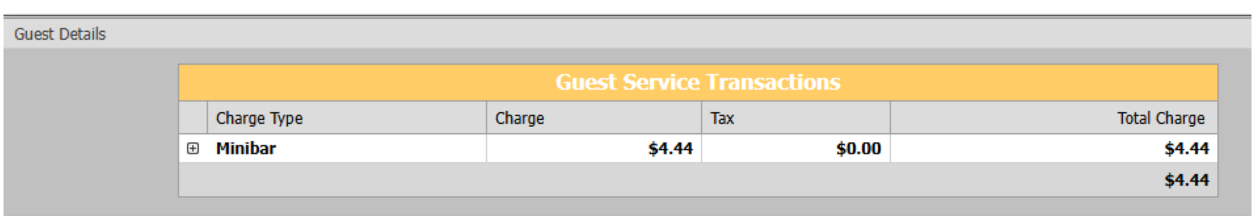
1. Ensure the right property is selected
2. Find the room that's requesting a minibar charge report
3. Select their Last Name to pull up their Guest Details



4. A new window will appear with the Guest details
5. Click on **View Charge Report**

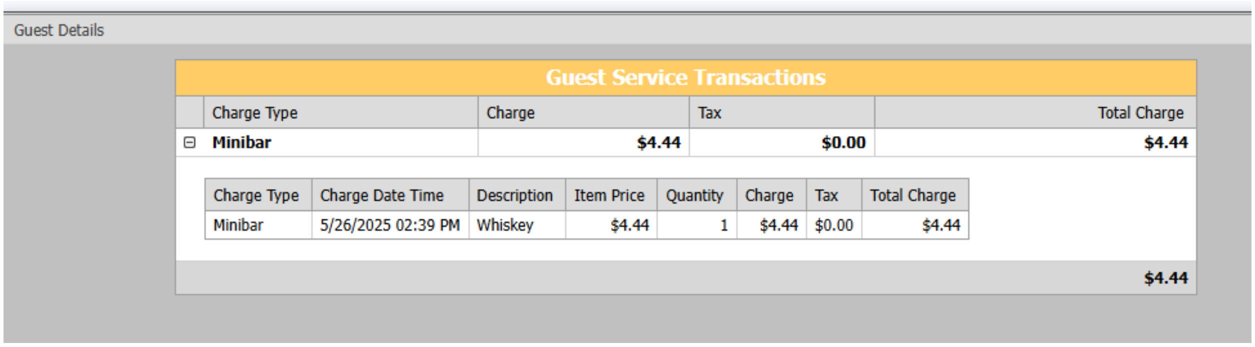


6. The report will show a summary of charges to the customer



Charge Type	Charge	Tax	Total Charge
Minibar	$4.44	$0.00	$4.44
			$4.44

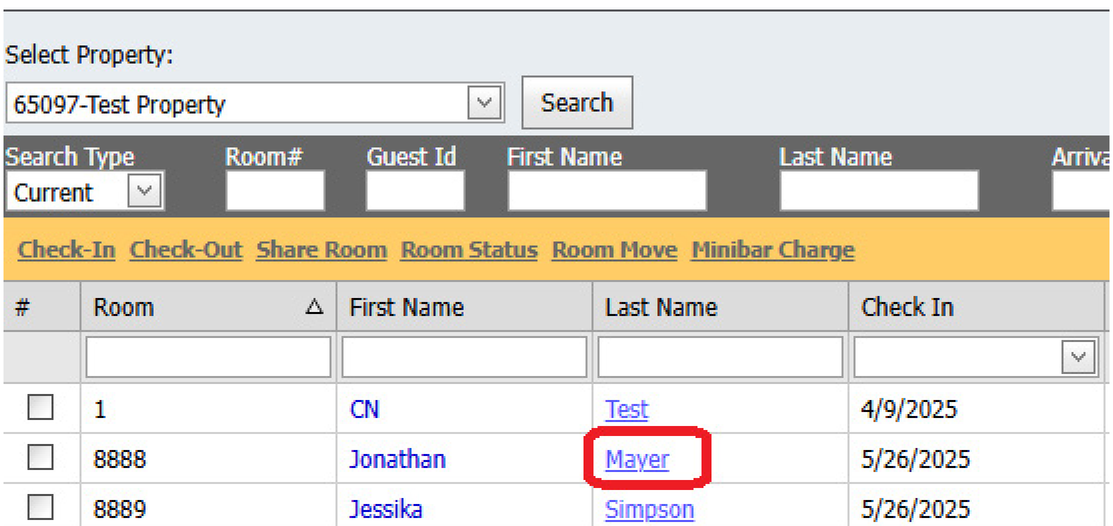
7. Click on the plus icon beside the Charge Type to get a detailed summary of the charges



Modify Guest Details

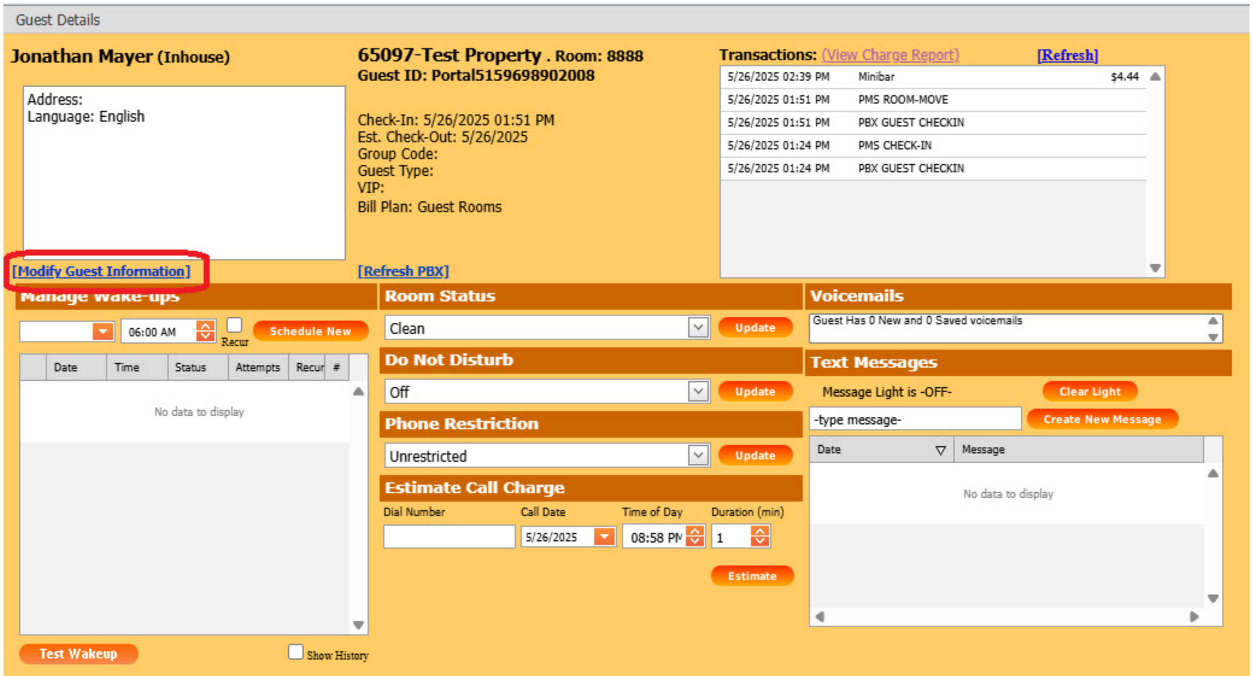
If the guest name, language, guest type, group code or other personal information must be changed and cannot be done through the PMS, use the Modify Guest Information link on the Guest Details page. Applicable changes will be sent to the PBX.

1. Ensure the right property is selected
2. Find the room that's requesting a guest detail change
3. Select their **Last Name to pull up their Guest Details**

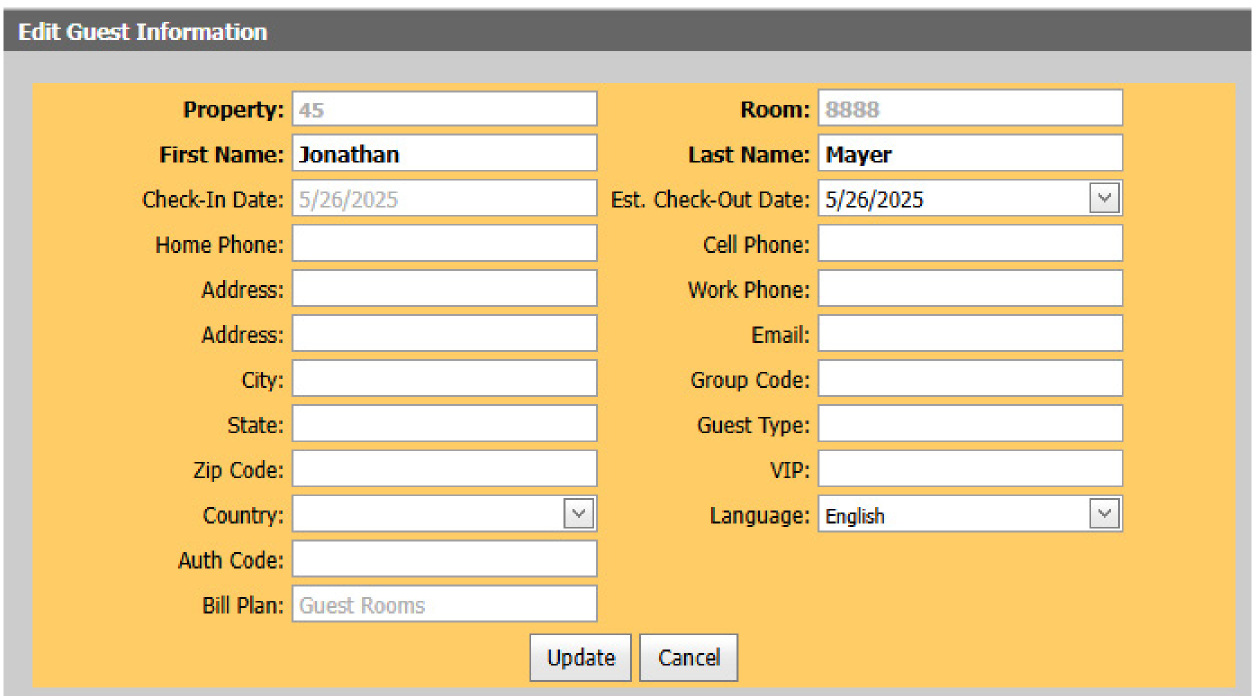


4. A new window will appear with the Guest details

5. Select **Modify Guest Information**



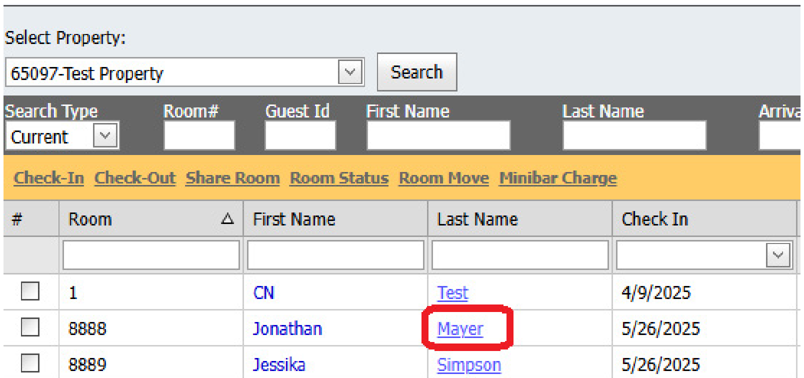
6. A new window will appear with the ability to update guest detail fields



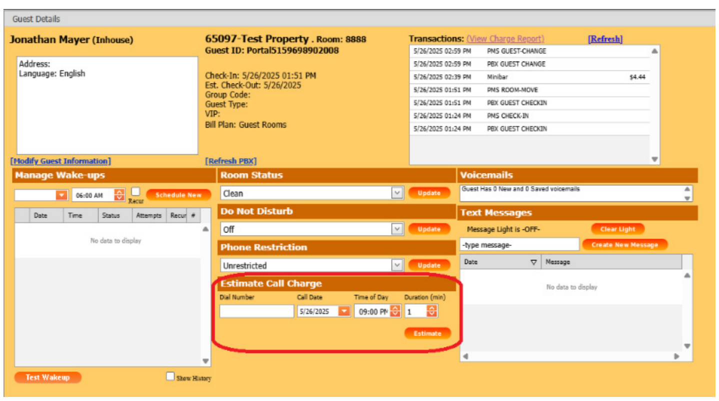
7. Once completed, click on **Update. The applicable changes will be sent to the PBX.**

Estimate Call Charge

1. Ensure the right property is selected
2. Find the room that's requesting a call charge estimate
3. Select their **Last Name to pull up their Guest Details**

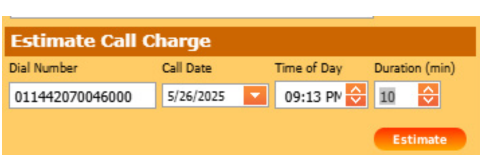


4. A new window will appear with the Guest details
5. The bottom part of the Guest Details window will have the **Estimate Call Charge section**



6. 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.
7. 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 Canada to London, England would be entered as: 011-44-xx-xxxx-xxxx

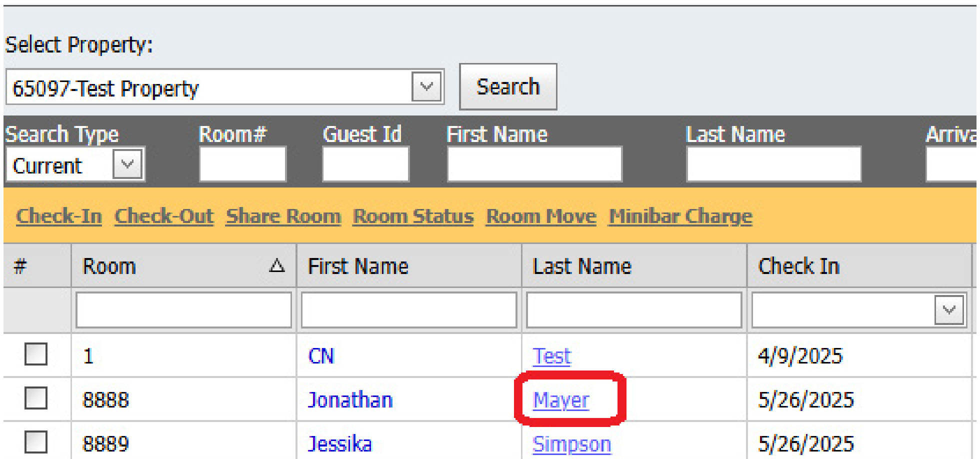


8. Click **Estimate. The call location and total charge will appear to the right of the Estimate button.**

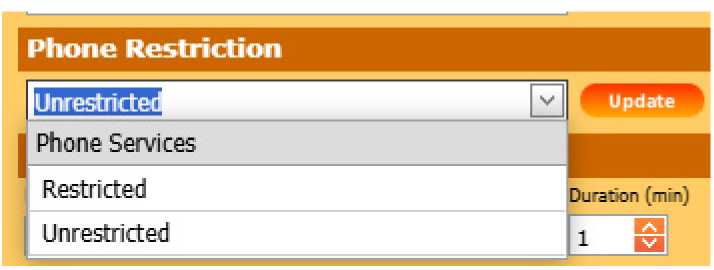
Change Phone Restriction (Class of Service)

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 Voice Portal.

1. Ensure the right property is selected
2. Find the room that's requesting a call charge estimate
3. Select their **Last Name to pull up their Guest Details**



4. A new window will appear with the Guest details
5. At the centre of the Guest Detail page, you will see **Phone Restriction**
6. **Access the drop-down menu to which will give you access to the type of conditions set for this guest room phone**



7. Once you have the selected the appropriate condition, click on **Update beside the drop-down menu**
8. A record will be sent to the PBX and the new Class of Service will be applied
9. The class of service categories available in the drop down vary depending on your property's setup

Do Not Disturb (DND)

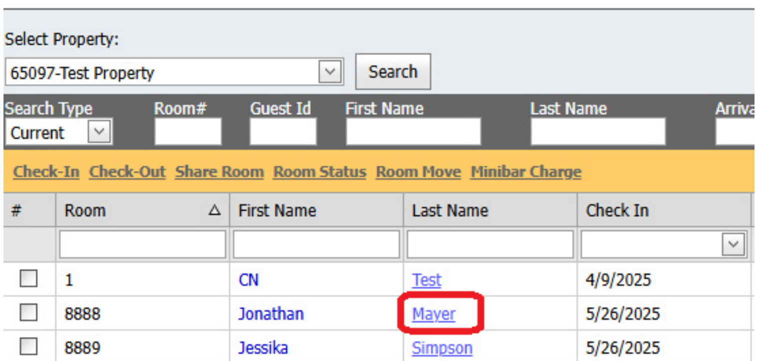
When a guest is checked in through either the PMS or the SmartVoice Hospitality Portal, the Do Not Disturb status is automatically set to “Off” by default.

If the guest requests not to be disturbed and Do Not Disturb is activated to “On” in the PMS, the Portal will receive this information and set the PBX accordingly. If Do Not Disturb is activated to “On”, all calls go directly to the voicemail system.

If the PMS is unable to send the Portal a DND notification automatically, the status can be changed using the Portal.

If the guest has a wake-up call scheduled, the wake-up system will turn off the DND feature and place the wake-up. The status will be left “Off” after a wake-up call.

1. Ensure the right property is selected
2. Find the room that’s requesting a call charge estimate
3. Select their **Last Name to pull up their Guest Details**



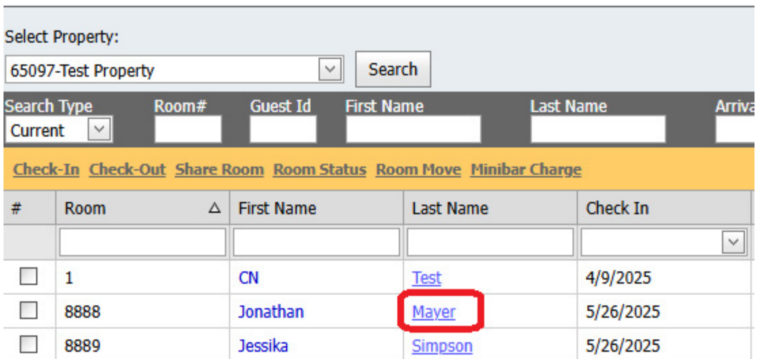
4. A new window will appear with the Guest details
5. At the centre of the Guest Detail page, you will see **Do Not Disturb**
6. Access the drop-down menu to which will give you access to the type of conditions set for this guest room

7. Once you have the selected the appropriate condition, click on **Update** beside the drop-down menu
8. A room status update record will be sent to the PMS

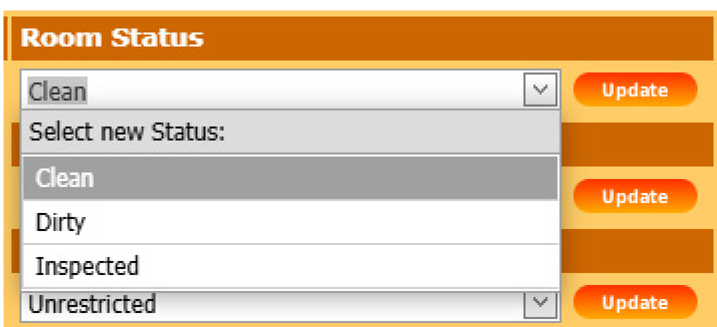
Room Status

The room status can be changed via the Room Status IVR, the Room Status functionality on the main Portal page, or the Guest Details page.

1. Ensure the right property is selected
2. Find the room that's requesting a call charge estimate
3. Select their **Last Name** to pull up their Guest Details



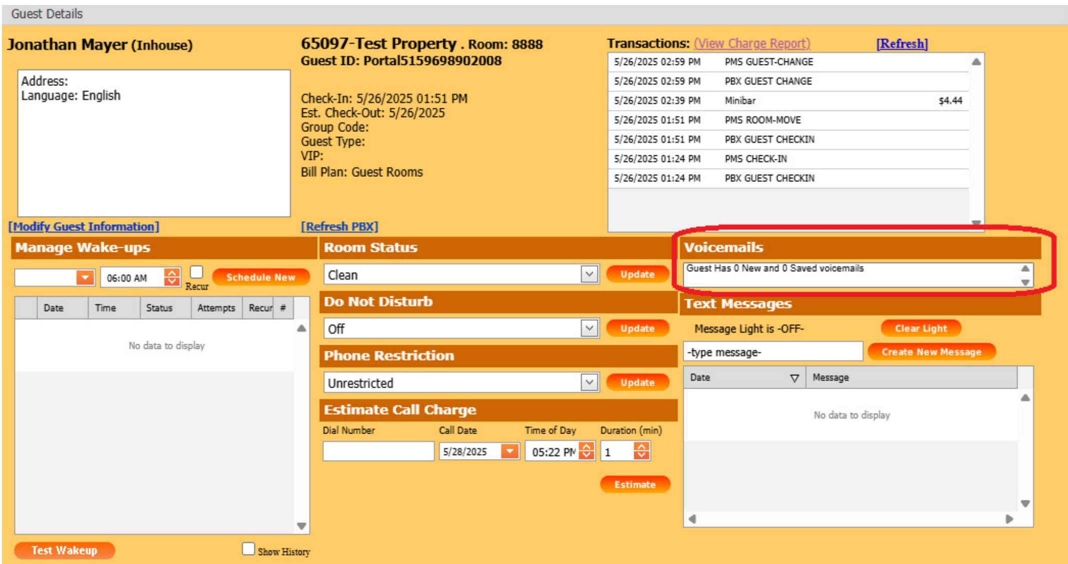
4. A new window will appear with the Guest details
5. At the centre of the Guest Detail page, you will see **Room Status**
6. Access the drop-down menu to which will give you access to the type of conditions set for this guest room



7. Once you have the selected the appropriate condition, click on **Update** beside the drop-down menu
   a. A room status update record will be sent to the PMS
   b. The status options that appear in the dropdown are configurable and are setup at installation
   c. These status types can be modified by you or other users with access to the Portal

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**

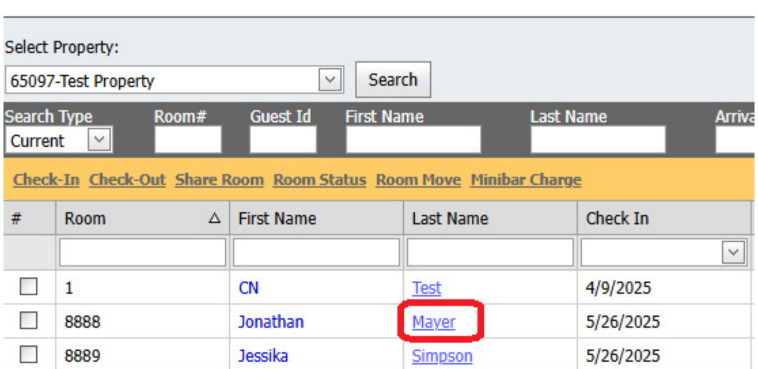


Create a Text Message Note For Guest

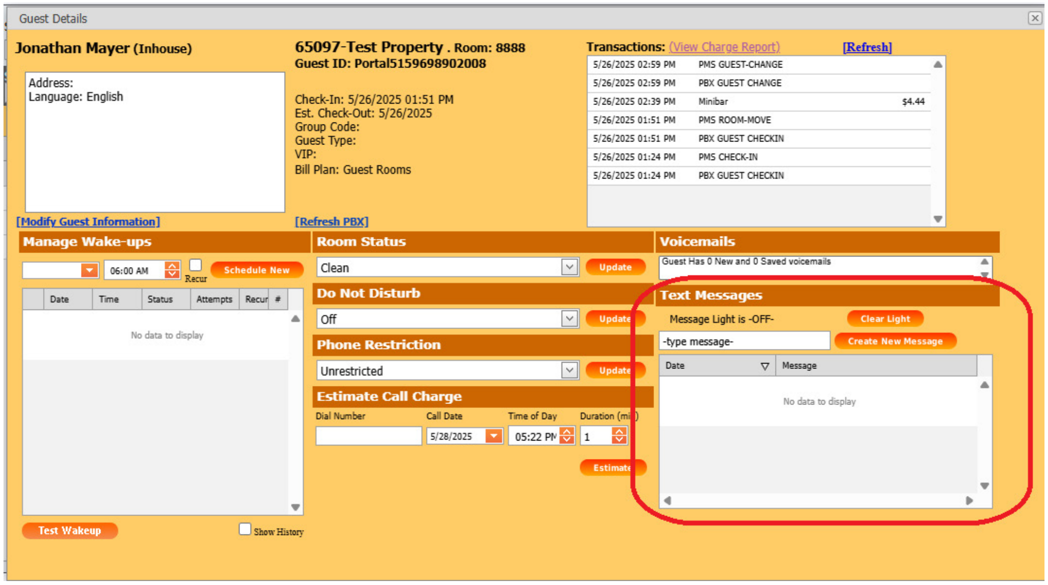
The front desk can create a text message for a specific guest using the Portal. This is ideal to keep notes for guests if they are busy, away, or unreachable.

- The text message is not sent directly to the guest but instead, the text message can be retrieved by portal users who have access
- A command is sent to the voicemail or PBX to turn on the message light and if the guest in the room will see the phone light on, the guest can call the front desk to retrieve the message
- Once the text message has been provided to the guest, the front desk staff must clear the light using the Clear Light button on the Portal which will send the message to the voicemail or PBX to clear the light on the phone

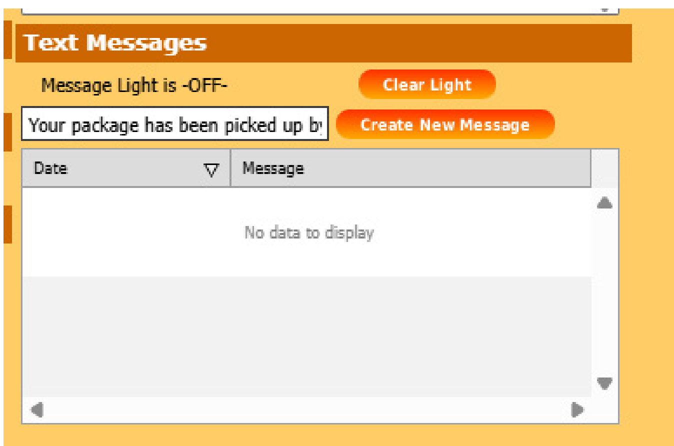
1. Ensure the right property is selected
2. Find the room that's requesting a call charge estimate
3. Select their **Last Name to pull up their Guest Details**



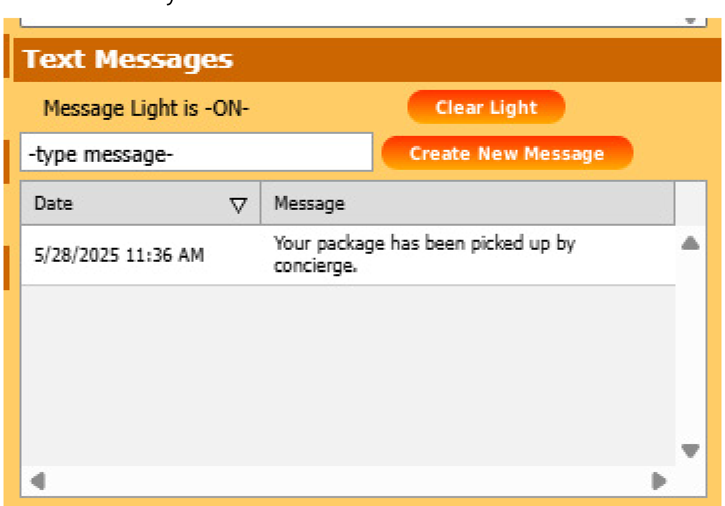
4. A new window will appear with the Guest details
5. At the right-hand side of the Guest Detail page, you will see **Text Messages**



6. Type your note in the input field and click on **Create New Message**

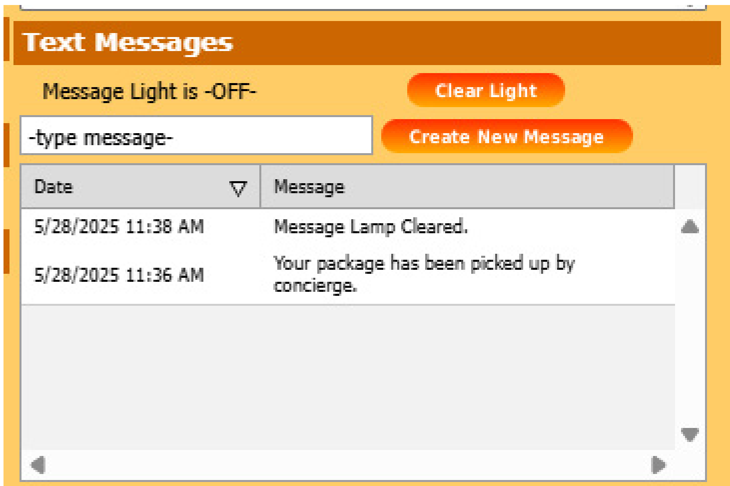


7. When successful, the message will appear in the queue. Note that the message light is automatically turned ON



Modifying Text Message Light Notification on Guest Room Phone

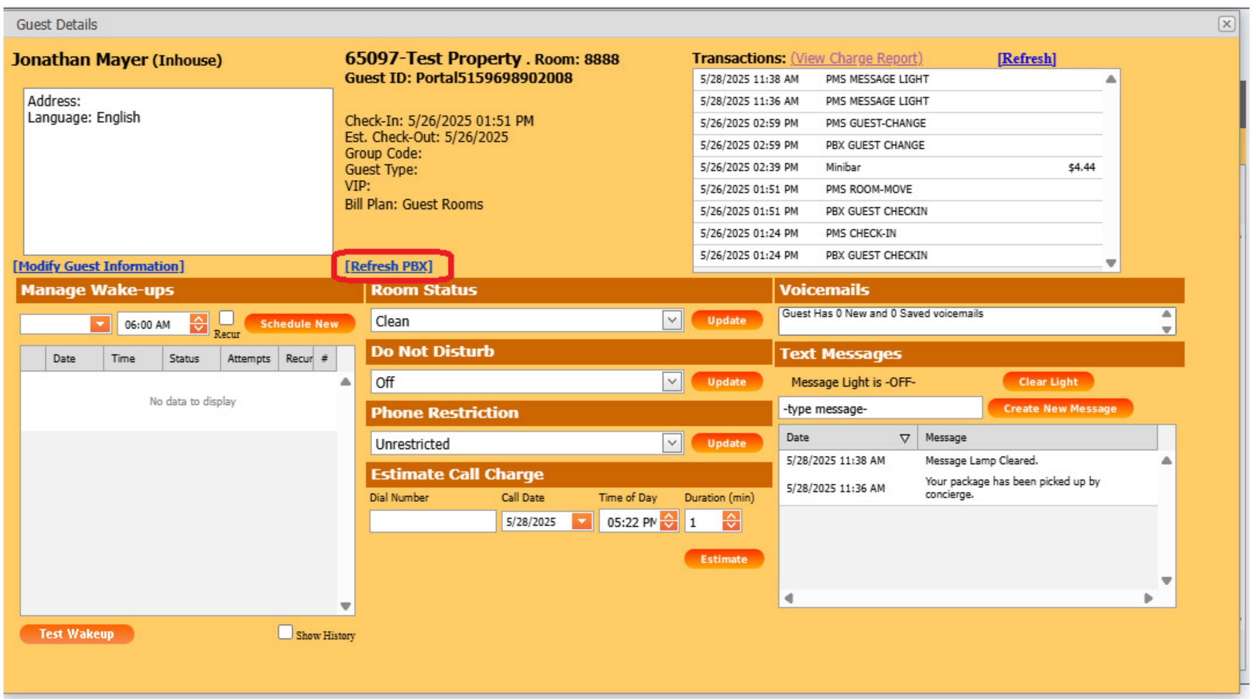
1. When the guest calls to inquire about the message, the staff member must clear the light from the guest room phone by clicking on **Clear Light**
2. After clearing the notification light, the system will provide an automated message confirming the notification was deactivated



Refresh PBX

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

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



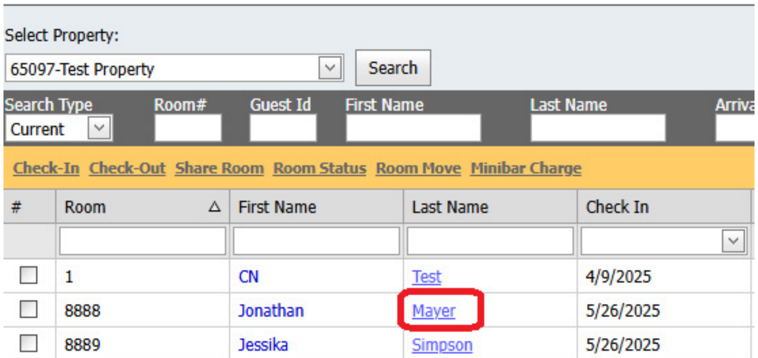
Manage Wake-Up Requests

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

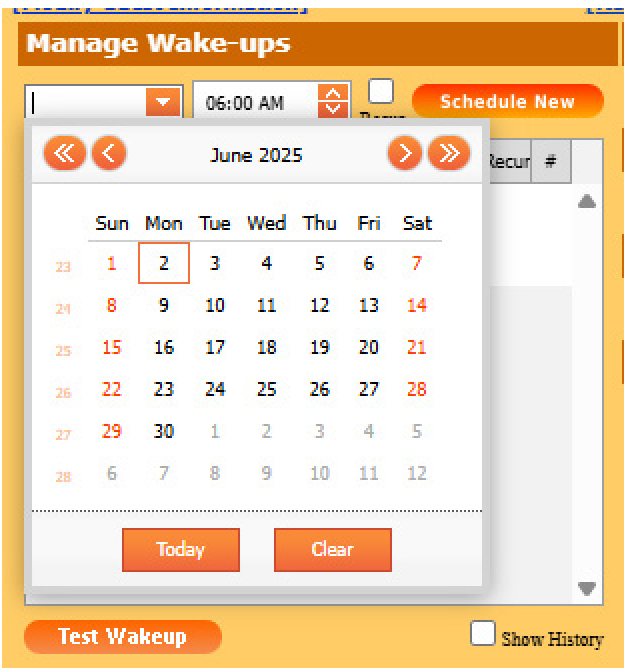
To set a wake-up call for a guest room:

1. Ensure the right property is selected
2. Find the room that's requesting a wake up call

3. Select their **Last Name to pull up their Guest Details**

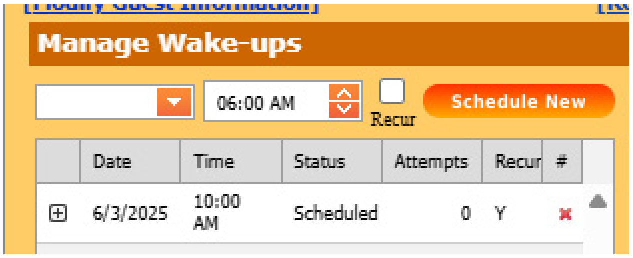


4. A new window will appear with the Guest details
5. Under the heading Manage Wake-ups, click on the empty drop down box. A pop-up calendar will appear



6. Select the date for the wake-up call from the pop up calendar.
7. 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
8. If the guest would like to be woken up every day of his/her stay at the same time, select the **Recur** checkbox
9. Click on Schedule New

a. 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.



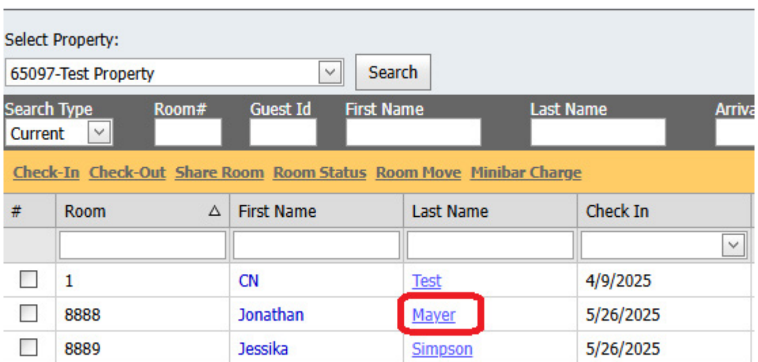
10. The Portal will call the guest at the scheduled time and provide the guest the option to snooze

    a. PMS systems that are capable of handling wake-up status updates will be sent wake-up updates

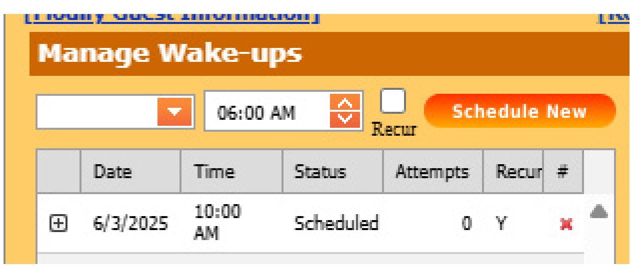
Cancelling Wake-Up Calls

Wake-ups can be canceled through the PMS, the guest wake-up schedule IVR, or the Guest Details portion of the Portal.

1. Ensure the right property is selected
2. Find the room that's requesting a wake up call
3. Select their **Last Name to pull up their Guest Details**



4. A new window will appear with the Guest details
5. Under the heading **Manage Wake-ups,** find the wake-up call that should be cancelled
6. Click on the red X and the wake-up that was scheduled will be cancelled



   a. If the wake-up that was set was a recurring wake-up, then all the wake-ups for that time will be cancelled

   b. PMS systems that are capable of handling wake-up status updates will be notified of the cancellation

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

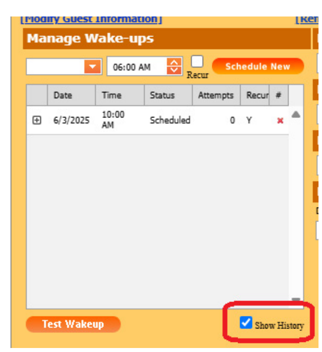
The status of a wake-up call attempt can be an interim status, meaning there will be other actions taken by the wake-up system or a final status, which indicates that no further action will be taken by the Portal, related to placing the wake-up

Wake-up Status Descriptions

Status Name	Status Type	Status Description
Answered	Final	The guest answered the wake-up call.
Auto Cancelled	Final	There was a problem with the system and the wakeup 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.

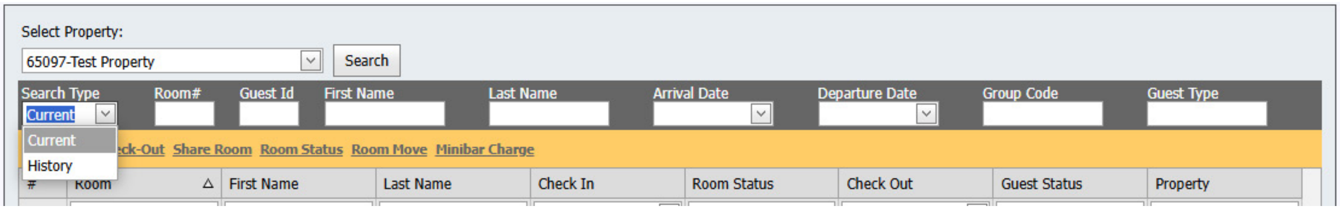
Wake-up Call History for Current Guests

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.



Wake-up Call History for Former Guests

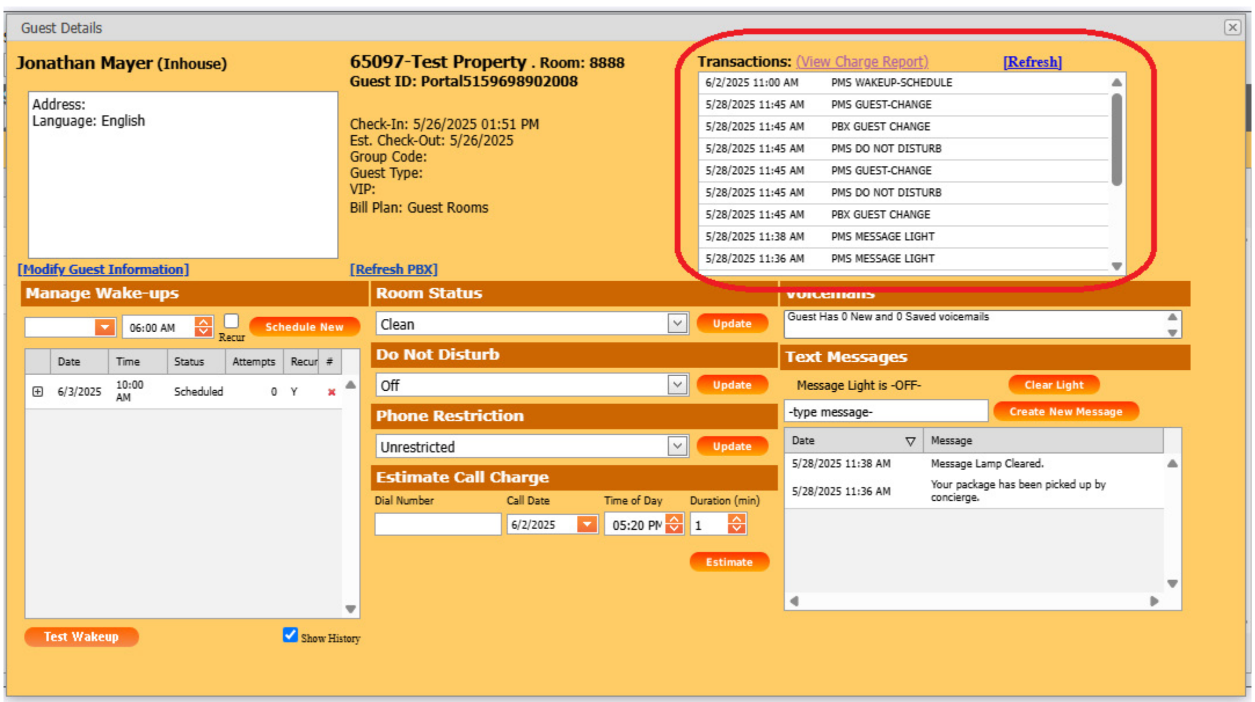
To view the history of wake-up calls for a guest that has already checked out, use the **Search Type: History** as described in the Search and Filter section of this document and locate the guest record.



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.

Transactions History

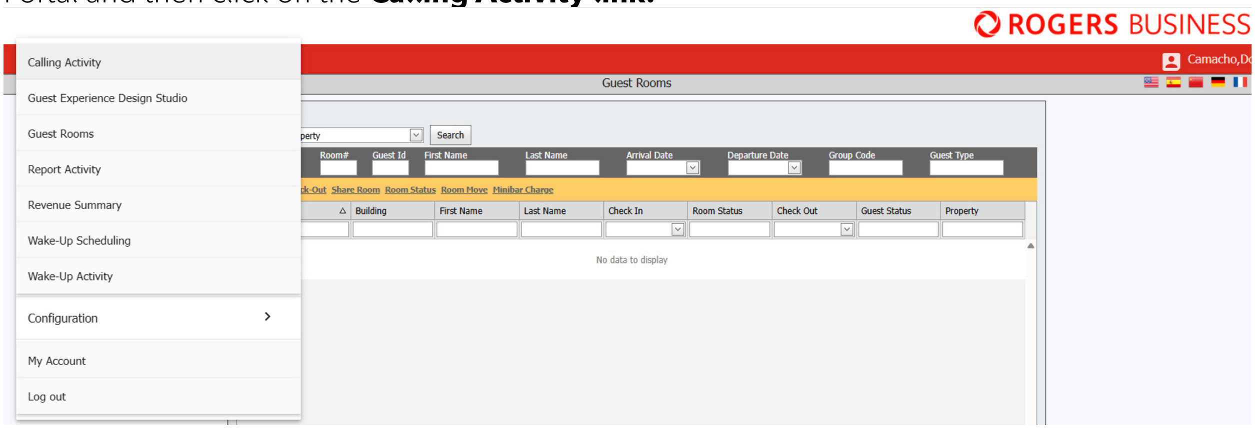
The transaction box on the Guest Details page displays descriptions of all the transactions that have occurred. Transactions include any updates including Room Status, call charges, Phone Restriction, Do Not Disturb, Mini Bar charges, and others.



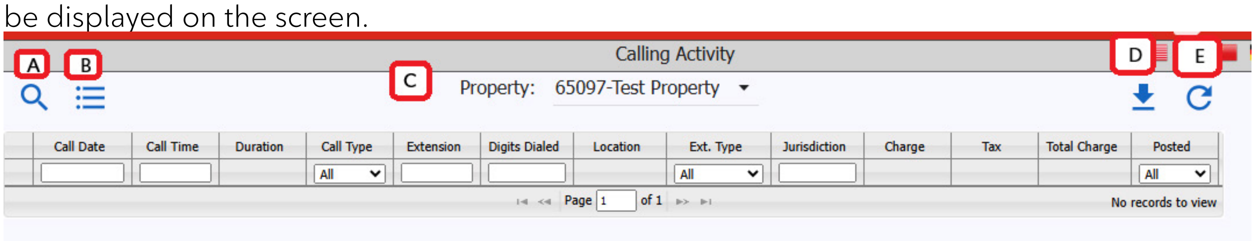
Calling Activity

The 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 Portal and 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.



a. Configure/Specify Search Criteria

b. View Search Criteria

c. Property Select

d. Data Export

e. Refresh

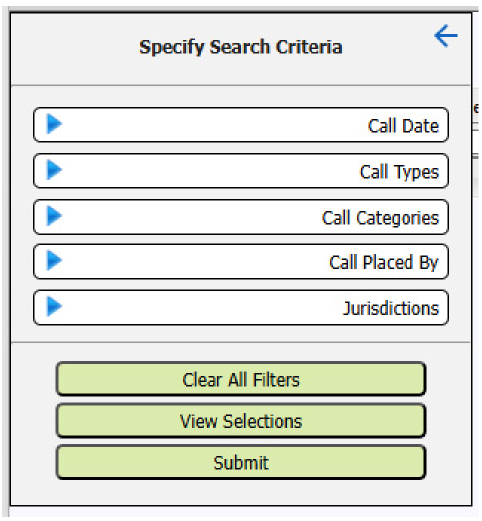
Property Select

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

Configure/Specify Search Criteria

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
2. The *Specify Search Criteria* slide out menu will appear with optional filters
3. Click on any of the desired filter buttons on the Specify Search Criteria box and the applicable filter criteria slide out box will appear



   a. The filter buttons include:
      i. Properties
      ii. Call Date
      iii. Call Types
      iv. Call Categories
      v. Call Placed By
      vi. Jurisdictions

Call Date

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

Call Type

Select ‘Outgoing’, ‘Incoming’, and/or ‘Internal’ type

Call Categories

Select ‘Administrative’, ‘Convention’, ‘Guest’, and/or ‘Tenant Category

Call Placed By All Extensions

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

Call Placed By Room Number

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

Call Placed By Guest Name

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

Call Placed By Extension Number

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

Call Placed By Department Number

1. To find a department number quickly, enter in the number just under the Code column heading
2. Select one or more departments by selecting the checkbox next to the department number and description.
3. To clear the selected departments, click Clear All Selections.

4. If changes have been made, the department number listing can be refreshed by clicking on Refresh Grid
5. Click **Submit** once all desired departments have been selected or click **Cancel** to ignore the selections.

Call Placed by Reservation ID

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

Jurisdiction

1. 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
2. Click Submit once all desired jurisdictions have been selected
    a. To clear the selected jurisdictions, click Clear All Selections
    b. If changes have been made, the jurisdiction code listing can be refreshed by clicking on Refresh Grid.

Finalizing 'Specify Search Criteria'

Once all criteria have been selected, click on **Submit**

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.

Refresh Page

To retrieve the latest calls to hit the Hospitality Voice database, click on the **Refresh** Page icon

on the right-hand side of the screen and the list of calls will be updated

Export – Print or Download Data

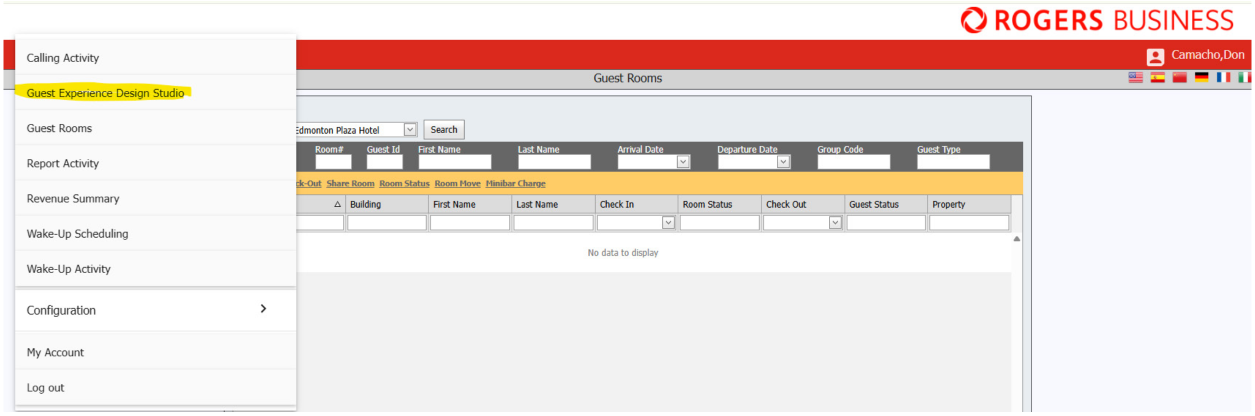
The Export function will allow you to print either an individual invoice for a single guest or export a list of all the calls that meet the search criteria. The export file will contain all of the fields applicable to the call(s).

1. To download an export, click on the **Export** icon on the right hand side of the Calling Activity page
2. Select the radio button for either
    a. Print Invoice
    b. Download All Calls
3. Click **Submit**
    a. Otherwise, click Cancel
    b. Download files will appear in your device's Downloads folder

Guest Experience Design Studio

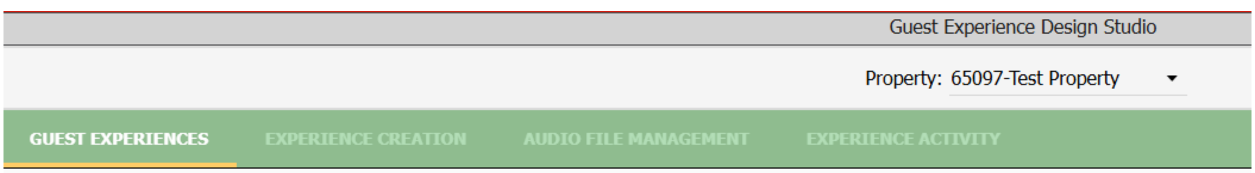
To access the Guest Experience Design Studio:

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:



   a. **Guest Experiences** - To view, prioritize, edit, enable/disable or delete the experiences that have already been configured

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

   b. **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.

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

   d. **Audio File Management** - To view the current list of audio files, listen to the files, delete files, or upload new files

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

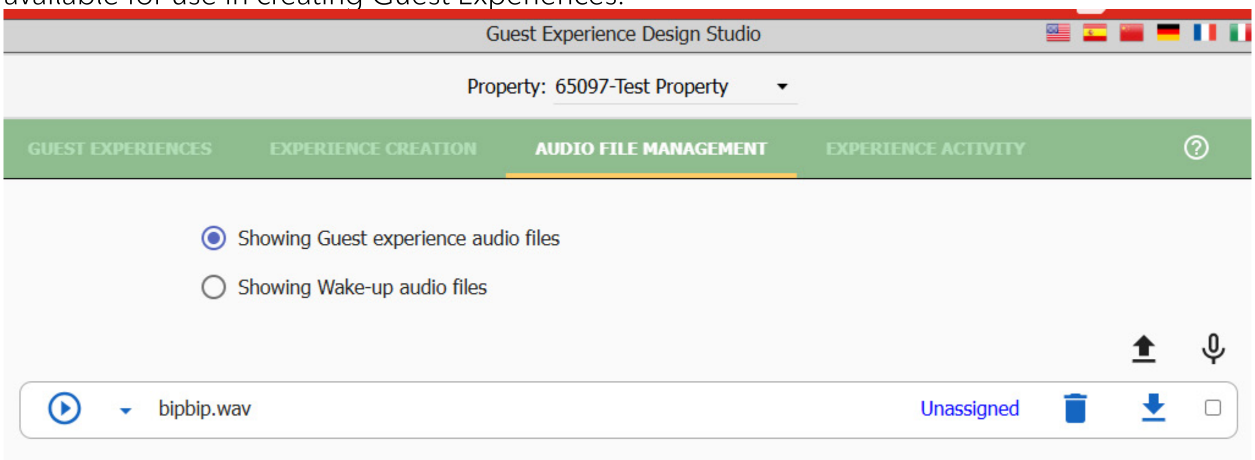
   e. **Experience Activity** - To view experiences which have already been sent

      i. 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

Audio File Management

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.

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.



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
- An up arrow to Upload an Audio File
- 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

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

Upload Audio File

1. On the menu bar, select **Audio File Management**
2. To upload a file, click on the upward arrow *Upload a New Audio File* button
3. On the Upload box, click on Choose File to select a file to upload
    a. Audio files must be less than 5 MB to upload
    b. Optional: Enter in notes about the file by clicking on the word Notes.
    c. Optional: Select a language from the dropdown or select Other and type in a language for the file as this is used strictly for reference.
4. *Click* **Add**
    a. The file will now appear in the list

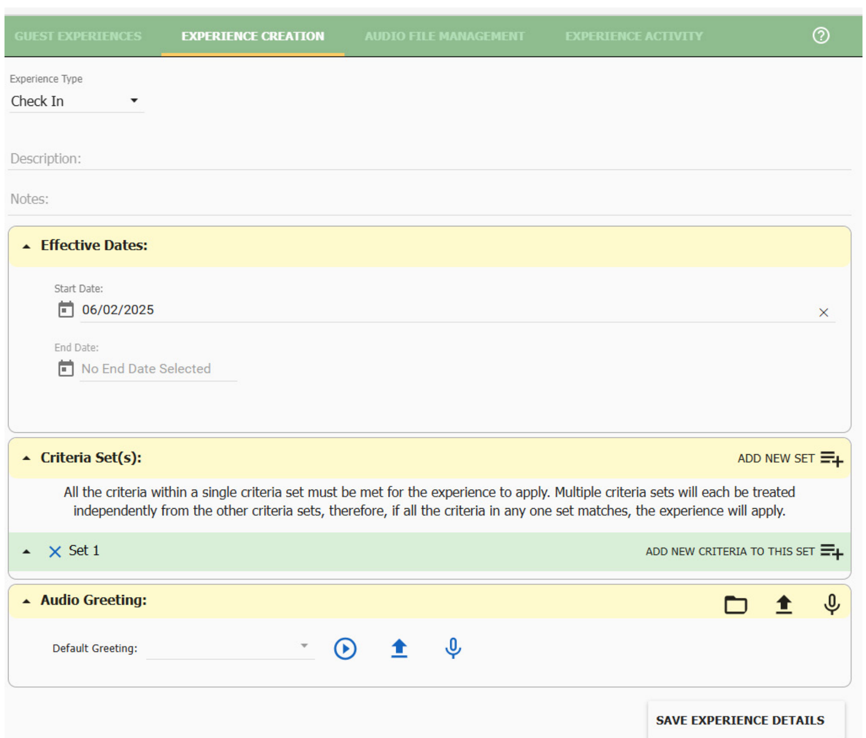
Experience Creation

In the 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.

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

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)

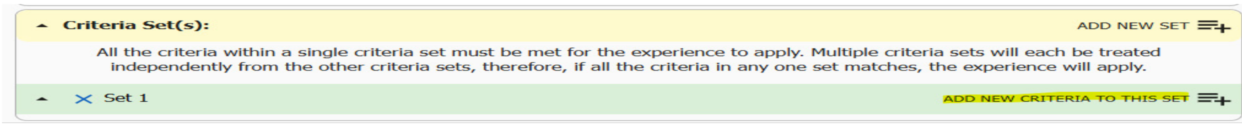
Depending on which type is selected, the configuration will vary slightly.

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
        i. Click on **Effective Dates** to select the start and end dates for the experience
        ii. An end date is not required
        iii. Experiences will not be delivered outside of the effective date range regardless of whether they are active (on) or inactive (off)
        iv. 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
        i. Click on Effective Dates and configure the start and end dates as described for check-in experiences
        ii. 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)
        iii. Configure the time of day that the check-out message should be sent

If the PMS does not provide the anticipated check out date, the anticipated checkout 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
        i. Click on **Scheduled Date & Time** and configure the date and time that the message should be sent
    d. For on demand experiences
        i. No dates are required
        ii. 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.
7. 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
    a. After renaming a set, click anywhere and the new name for the set will be saved
8. To define the criteria for the set, click on **Add New Criteria** to This Set to the right of the set name



9. Select the Type of criteria from the first dropdown
    a. All Guests
    b. Group Code
    c. VIP Code
    d. Distribution List
    e. Guest Type
    f. Room Number(s)
10. Select the Operation type
    a. Equals
    b. Not Equals
11. Enter in a Value
12. Click **Add** to save the criteria to the set
13. If more than one criteria should apply to the set, click **Add New Criteria to This Set** again
    a. When creating a criteria set, every criteria specified within that set must match for the experience to be delivered

Example: if a single criteria set is created using group code equals ABC; guest type equals Platinum; 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 for the experience to apply.

14. Add additional Criteria Sets as needed by clicking on Add New Set and repeating the steps above
    a. When creating a criteria set, every criteria specified within that set must match for the experience to be delivered

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.

15. In the Voicemail Greetings section, select the default audio file for the voicemail greeting experience from the dropdown menu

a. Click on the Play icon to hear the default greeting

b. 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

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

a. Click on the Add New button on the right.

b. 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

c. Select an audio file from the dropdown. Click the Play icon to hear the file if desired.

d. Click Add.

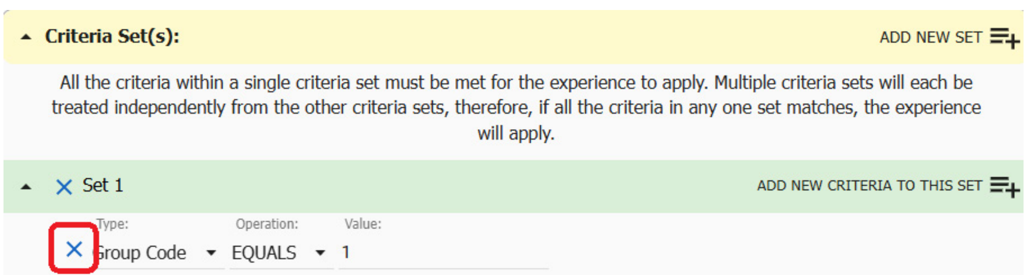
17. After all of the experience details have been entered, click on Save Experience Details or Send now if it is an on demand experience.

18. 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

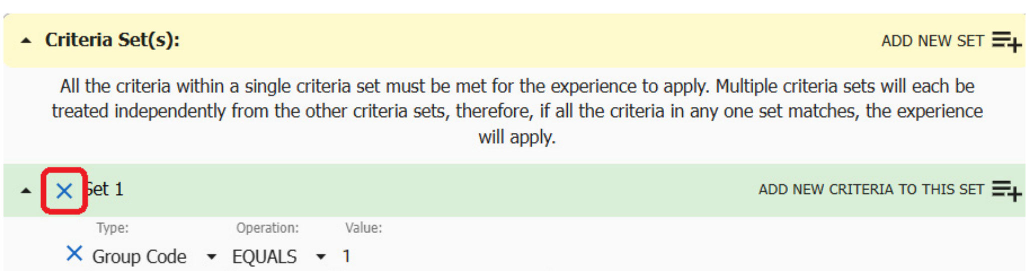
19. Finally, click on the off icon to change the status to On. The experience is now ready for delivery to the applicable guests.

Deleting Experience Criteria

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

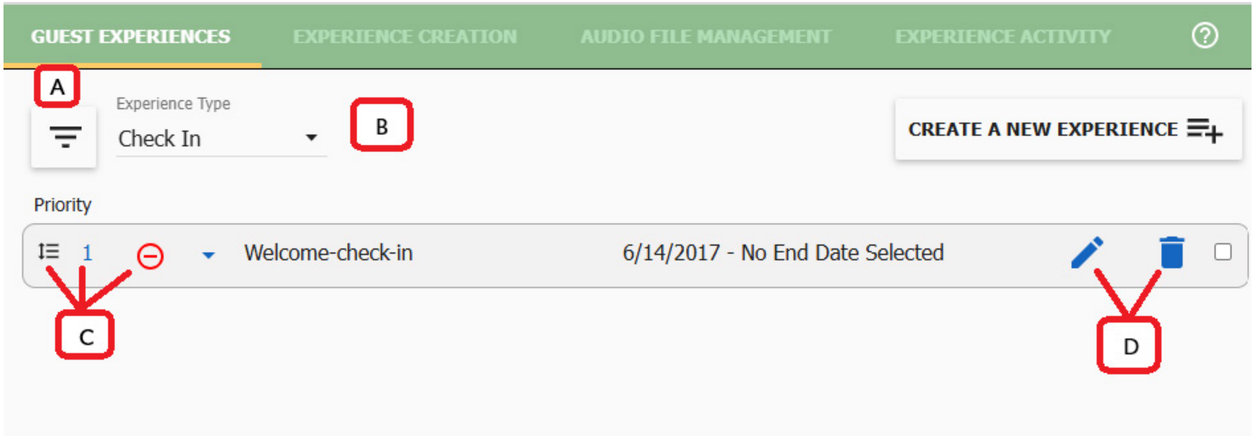


2. To delete *an entire Criteria Set, click on the X next to the Criteria set*



Guest Experiences

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.



1. Filtering Options
2. *Experience Type* drop-down menu - The experiences are prioritized within an experience type. Select the type of experience from the Experience Type dropdown.
3. You can reprioritize the experience by either dragging and dropping the task; changing the priority number; turning the experience On (green) or Off (red)
4. You can edit or delete the task

New Experiences (Not Valid for '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 for them to be delivered.

The new experience will have a warning icon to indicate that it must be prioritized

before it can be turned on.

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

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

Prioritizing Experiences (Not valid for '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:
  - Drag and drop the experience into a different location using the drag handle on the left of the experience
  - Click on the priority number (or dashes if it is a new experience) and select the appropriate number from the dropdown

Experience Filters

The filter feature appears on both the Guest Experiences tab and the Experience Activity tab.

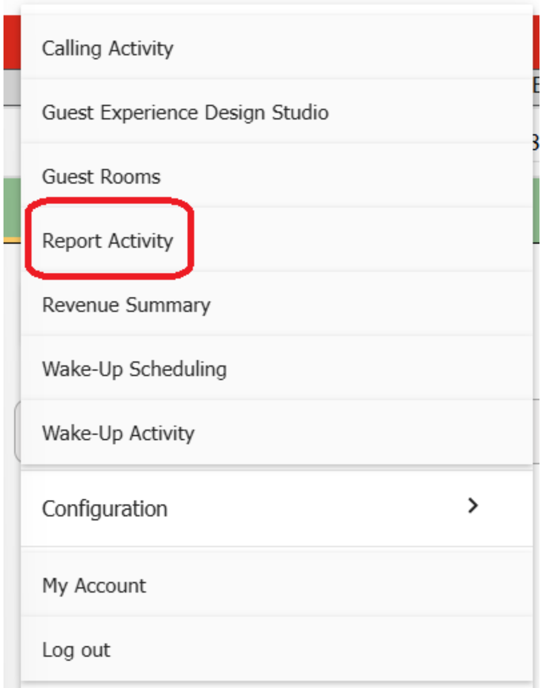
1. Click on the **filtering options** icon next to the Experience Type dropdown.
2. Click on a filter type to expand it
3. To filter by *Media File*, click on the search area and a list of the configured files will appear. Click to select a file from the dropdown or type in the file name
4. To filter 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.
   a. 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:
   a. The filter selected icon indicates that this filter type is being applied.
   b. 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.

Report Activity

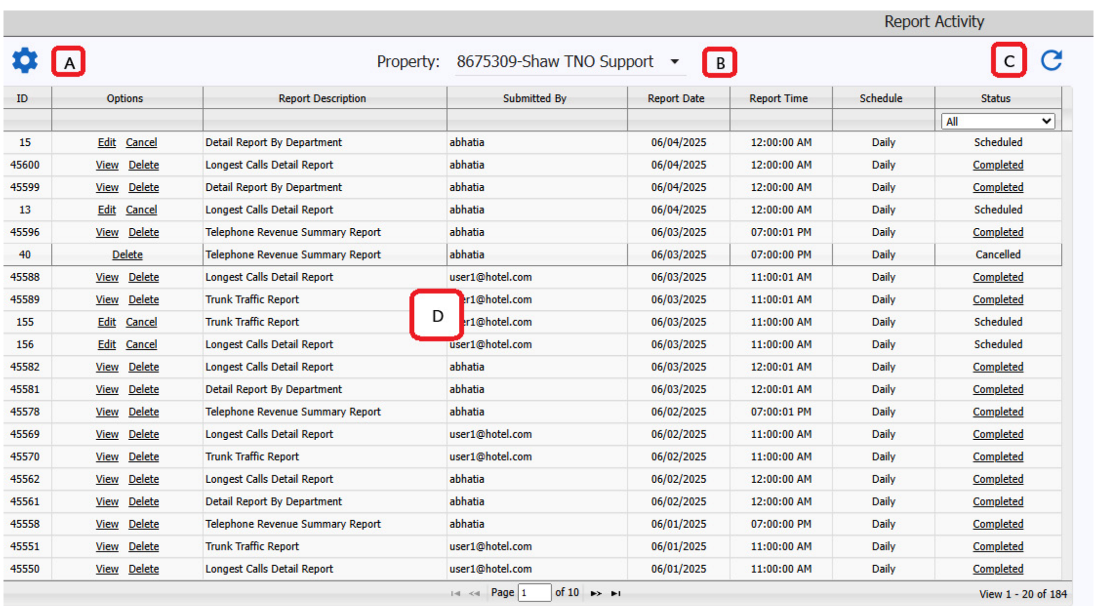
The Report Activity screen lists all the reports that have been created or that are scheduled for your hotel property selected in the upper right-hand corner. Additionally, the screen allows you to request new reports both on-demand and according to a set schedule.

1. Click on the hamburger menu on the top left-hand side of the Portal

1. Click on **Report Activity**



2. The Report Activity screen provides a report listing of all the existing reports and scheduled reports for your hotel property that was selected in the Reservations screen



ID	Options	Report Description	Submitted By	Report Date	Report Time	Schedule	Status
							All
15	Edit Cancel	Detail Report By Department	abhatia	06/04/2025	12:00:00 AM	Daily	Scheduled
45600	View Delete	Longest Calls Detail Report	abhatia	06/04/2025	12:00:00 AM	Daily	Completed
45599	View Delete	Detail Report By Department	abhatia	06/04/2025	12:00:00 AM	Daily	Completed
13	Edit Cancel	Longest Calls Detail Report	abhatia	06/04/2025	12:00:00 AM	Daily	Scheduled
45596	View Delete	Telephone Revenue Summary Report	abhatia	06/03/2025	07:00:01 PM	Daily	Completed
40	Delete	Telephone Revenue Summary Report	abhatia	06/03/2025	07:00:00 PM	Daily	Cancelled
45588	View Delete	Longest Calls Detail Report	user1@hotel.com	06/03/2025	11:00:01 AM	Daily	Completed
45589	View Delete	Trunk Traffic Report	er1@hotel.com	06/03/2025	11:00:01 AM	Daily	Completed
155	Edit Cancel	Trunk Traffic Report	er1@hotel.com	06/03/2025	11:00:00 AM	Daily	Scheduled
156	Edit Cancel	Longest Calls Detail Report	user1@hotel.com	06/03/2025	11:00:00 AM	Daily	Scheduled
45582	View Delete	Longest Calls Detail Report	abhatia	06/03/2025	12:00:01 AM	Daily	Completed
45581	View Delete	Detail Report By Department	abhatia	06/03/2025	12:00:01 AM	Daily	Completed
45578	View Delete	Telephone Revenue Summary Report	abhatia	06/02/2025	07:00:01 PM	Daily	Completed
45569	View Delete	Longest Calls Detail Report	user1@hotel.com	06/02/2025	11:00:00 AM	Daily	Completed
45570	View Delete	Trunk Traffic Report	user1@hotel.com	06/02/2025	11:00:00 AM	Daily	Completed
45562	View Delete	Longest Calls Detail Report	abhatia	06/02/2025	12:00:00 AM	Daily	Completed
45561	View Delete	Detail Report By Department	abhatia	06/02/2025	12:00:00 AM	Daily	Completed
45558	View Delete	Telephone Revenue Summary Report	abhatia	06/01/2025	07:00:00 PM	Daily	Completed
45551	View Delete	Trunk Traffic Report	user1@hotel.com	06/01/2025	11:00:00 AM	Daily	Completed
45550	View Delete	Longest Calls Detail Report	user1@hotel.com	06/01/2025	11:00:00 AM	Daily	Completed

a. Create Report
b. Property Select
c. Refresh
d. Data Field

Report Data Criteria

There are multiple criteria the data can be organized or implemented

- **Options** - The report listing allows you to View, Delete, Edit or Cancel the report depending on the status of the report
- **Description** - The Report Description field lists the report type
- **Submitted By** - Submitted by indicates who originally setup and ran the report
- **Report Date/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
- **Schedule** - Scheduled reports are highlighted in the report listing.bThe 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
- **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.

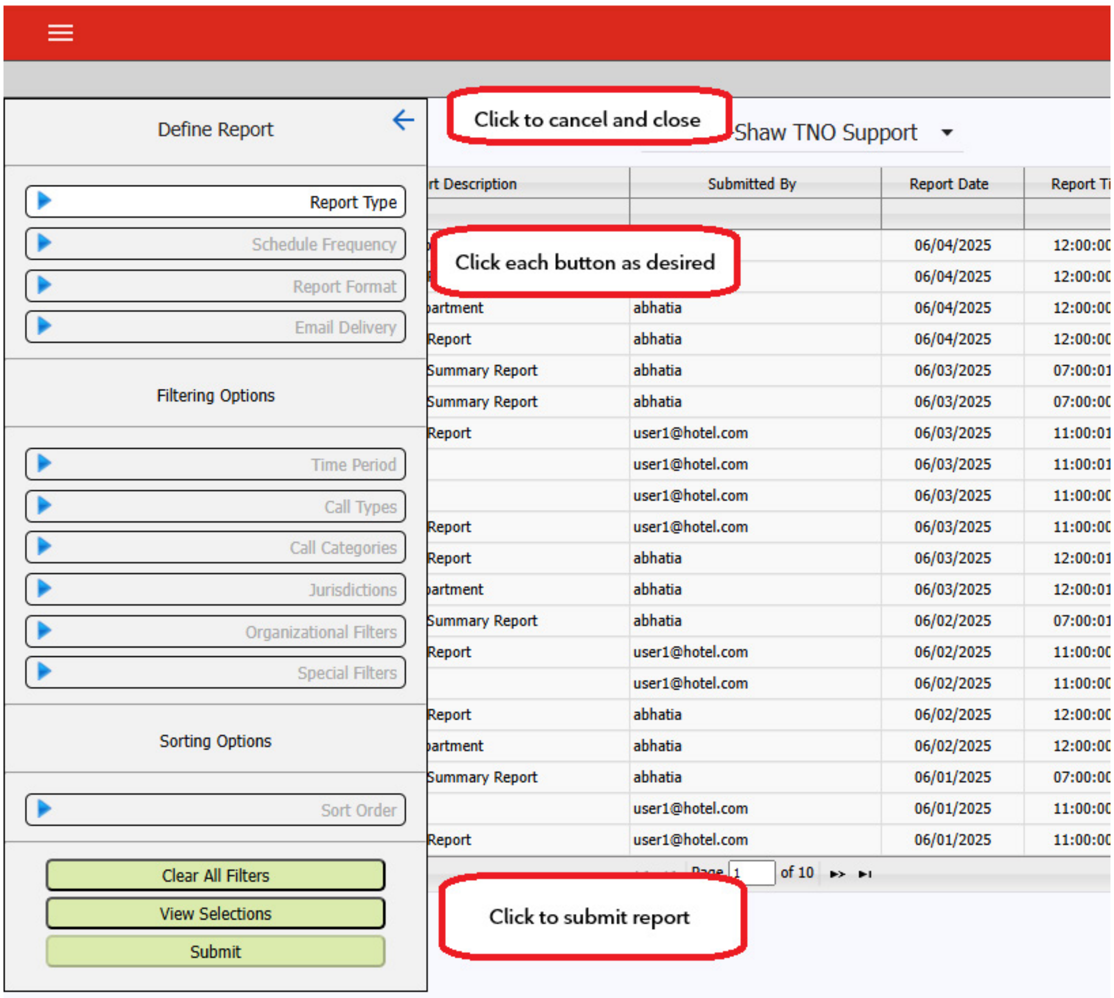
Create Report

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.

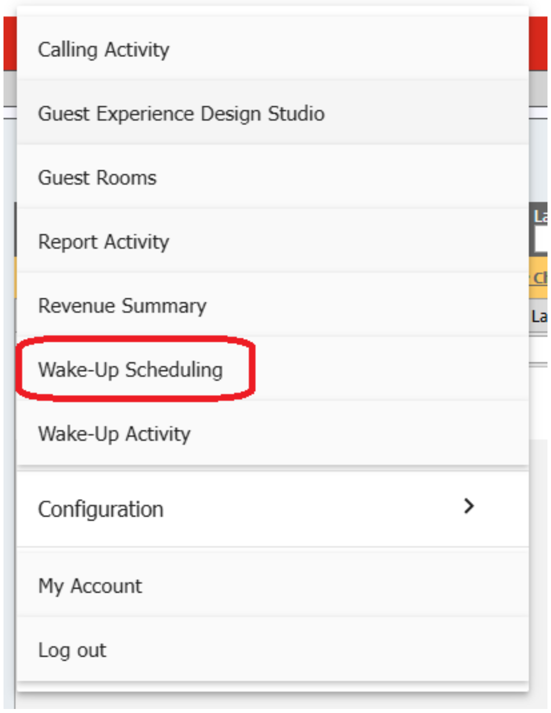
Therefore, the Special Filters and Sort Order options will not be enabled unless a report that provides those options has been selected. Most of the filters are optional and do not have to be configured.



Wake-up Scheduling

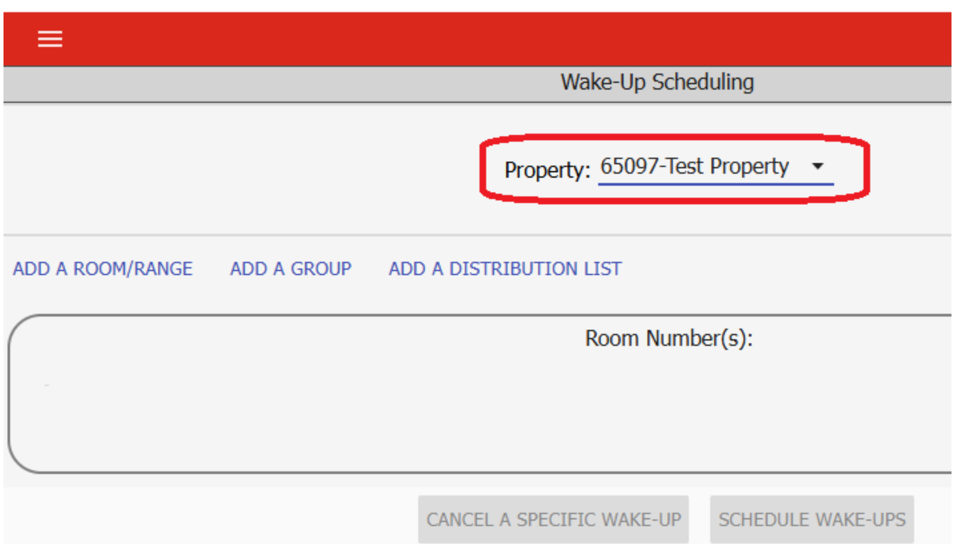
Wake-up calls can be scheduled for a single guest through the *Manage Wake-ups* feature on the guest details page. Alternatively, wake-ups can be scheduled for one or more guests or a group using the Wake-up Scheduling screen.

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



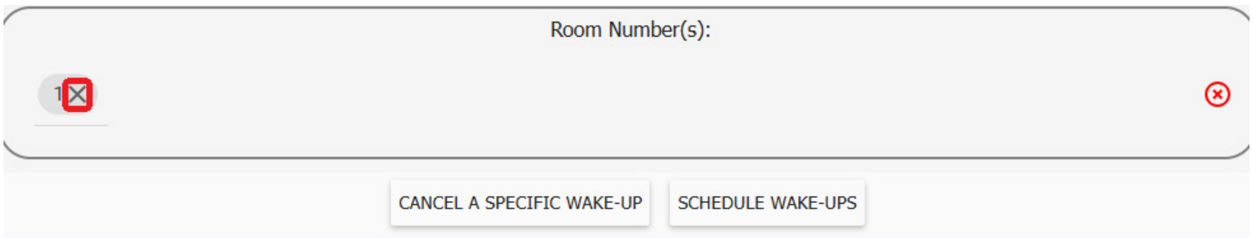
Add a Room/Range

1. Select your property from the dropdown in the center of the screen

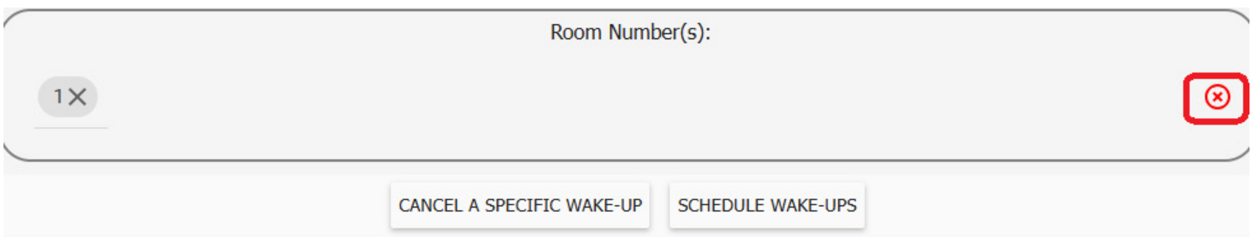


2. Select **Add a Room/Range**

3. Click on Room Number(s). Specify the room number(s) by one or more of the following methods:
    a. Enter a single room number (ex: 100)
    b. Enter a comma separated list of room numbers (ex. 100, 101, 110)
    c. Enter a room number range such as 100 – 199.
4. Click **Add Rooms** and chips will appear with the applicable room numbers
5. If you want to remove a specific room number in your criteria, click on the X icon beside the room number you want to remove



6. If you want to remove all room numbers, click on the **red X icon** on the right side of the screen



7. Once all rooms have been selected, select to either *Schedule Wake-ups* or *Cancel a Specific Wake-up*

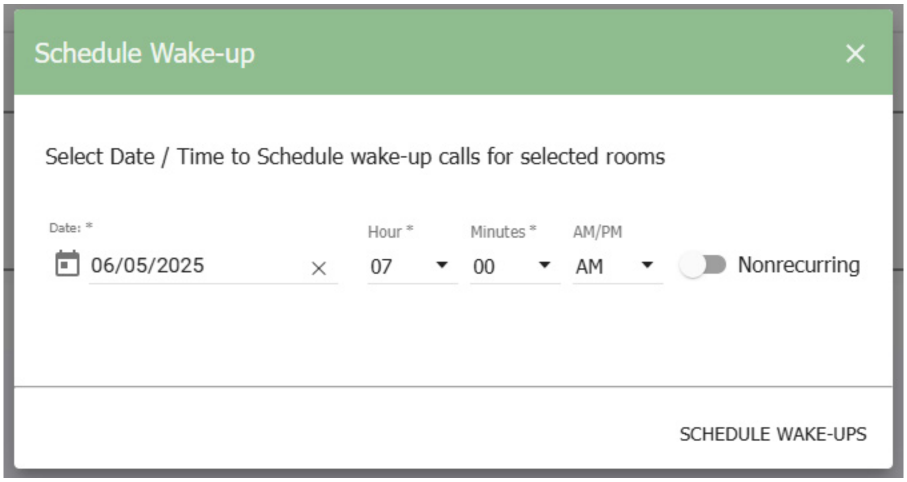
Add a Group

1. To manage wake-ups by group code, click on the **Add a Group** tab. 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.
    a. Chips will appear with the room numbers applicable to the group
    b. If a group is not visible in the dropdown, there are no guests in house that have that group code checked into the 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

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

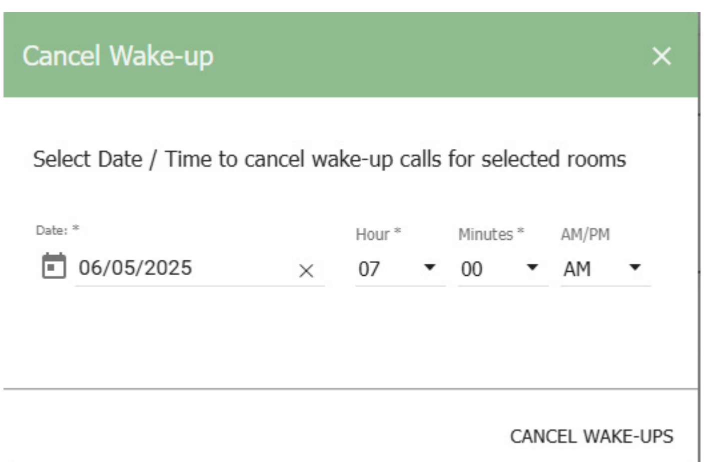
a. The Scheduled Wake-up box will open



2. Specify the date of the wake-up 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) 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.
    a. Click on **Schedule Wake-ups**
5. A confirmation box will appear indicating which rooms were scheduled
6. Click OK

Cancel a Specific Wake-up

1. After all rooms have been selected for cancellation, click on the Cancel a Specific Wake-up Button.
    a. 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.

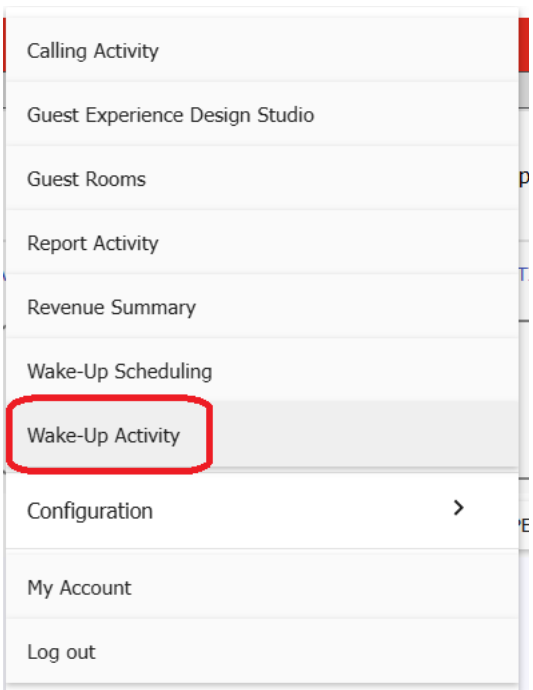
3. Specify the hour, minutes and time of day (for a 12 hour clock) of the wake-up to be cancelled by clicking on the corresponding spaces and selecting the desired time.
4. Click the **Cancel Wake-ups Button**. A confirmation box will appear indicating which rooms were cancelled
5. Click OK

Wake-up Call Activity

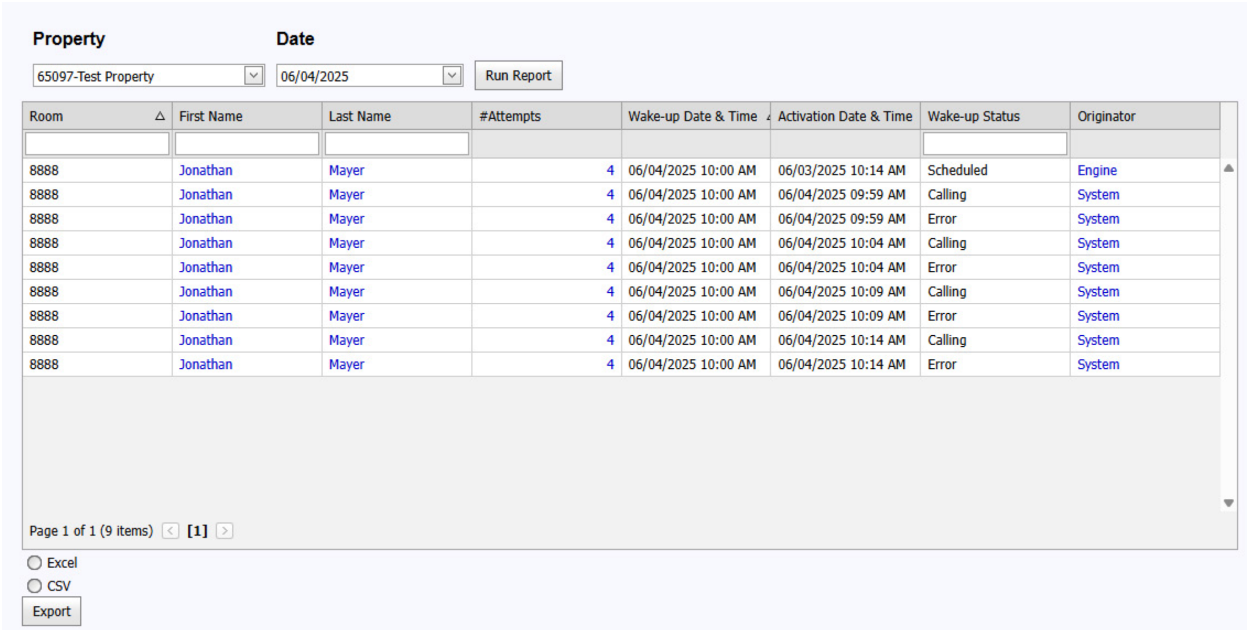
The Portal provides a detailed report of all the wake-up call activity for a selected property by day.

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 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
8888	Jonathan	Mayer	4	06/04/2025 10:00 AM	06/03/2025 10:14 AM	Scheduled	Engine
8888	Jonathan	Mayer	4	06/04/2025 10:00 AM	06/04/2025 09:59 AM	Calling	System
8888	Jonathan	Mayer	4	06/04/2025 10:00 AM	06/04/2025 09:59 AM	Error	System
8888	Jonathan	Mayer	4	06/04/2025 10:00 AM	06/04/2025 10:04 AM	Calling	System
8888	Jonathan	Mayer	4	06/04/2025 10:00 AM	06/04/2025 10:04 AM	Error	System
8888	Jonathan	Mayer	4	06/04/2025 10:00 AM	06/04/2025 10:09 AM	Calling	System
8888	Jonathan	Mayer	4	06/04/2025 10:00 AM	06/04/2025 10:09 AM	Error	System
8888	Jonathan	Mayer	4	06/04/2025 10:00 AM	06/04/2025 10:14 AM	Calling	System
8888	Jonathan	Mayer	4	06/04/2025 10:00 AM	06/04/2025 10:14 AM	Error	System

6. To sort the report on any heading, simply click on the heading.
7. 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.
8. To remove the filter, clear the filter box and hit Enter or the Tab key.
9. 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.

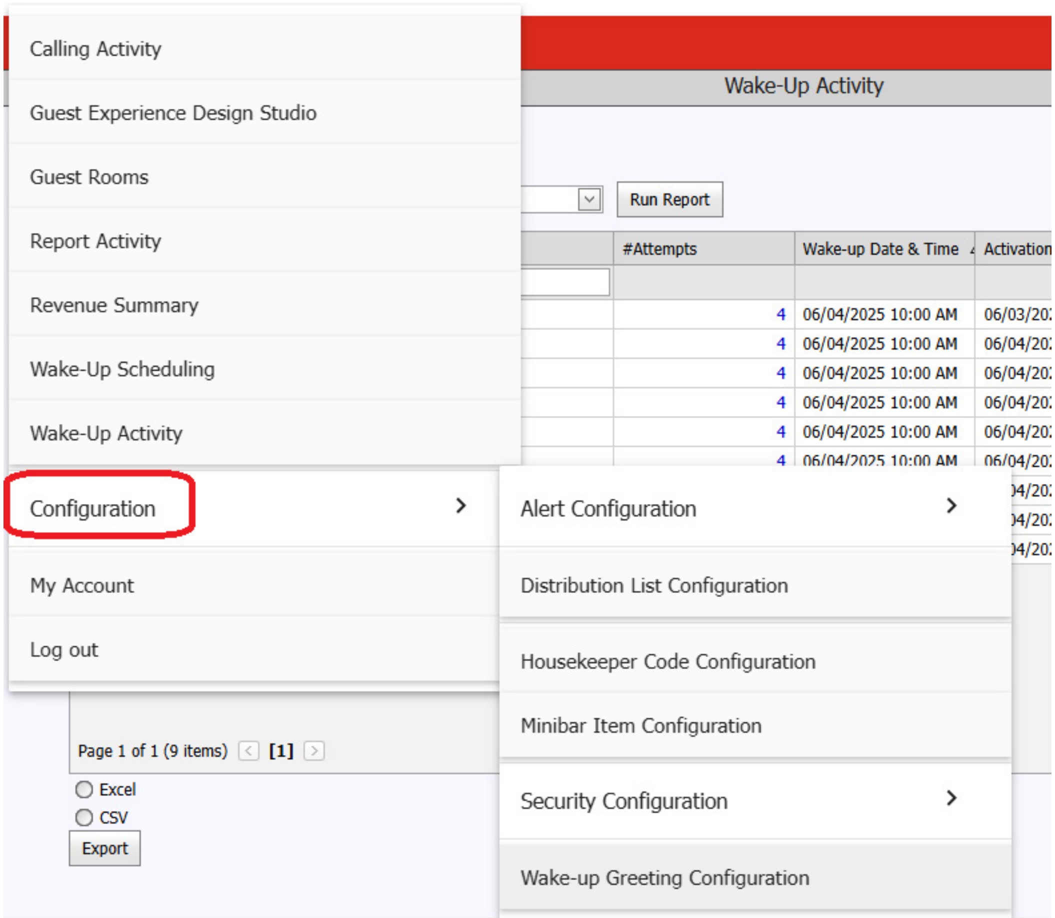
Wake-up Report Definitions/Fields

Field Name	Field Definition
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 to reach the guest. If a wake-up call is not answered, the PBX will try again after a specified number 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 in the section Wake-up Details.
Operator	The source that originated the activity. The Originator may be a person (userid) or a system.

Configurations

There are various configurations an administrator can do to the Portal related to their Hospitality Voice services

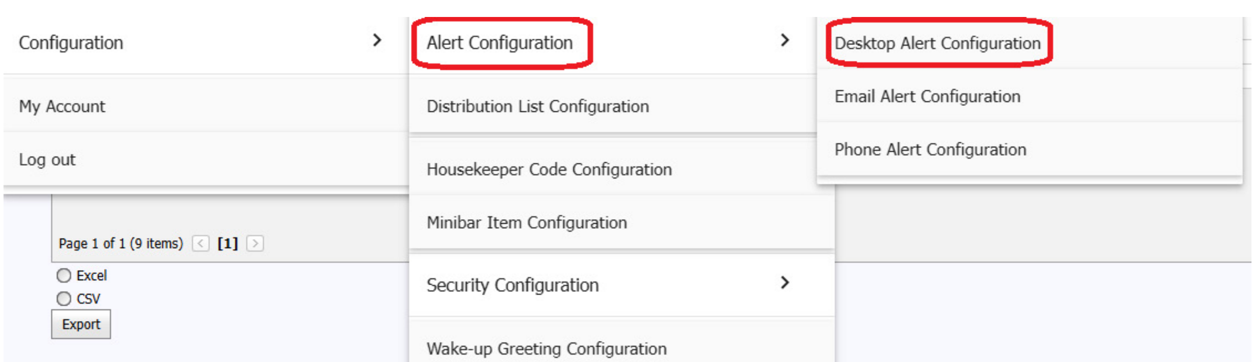
1. Click on the hamburger menu on the left side of the page
2. Click on **Configuration**



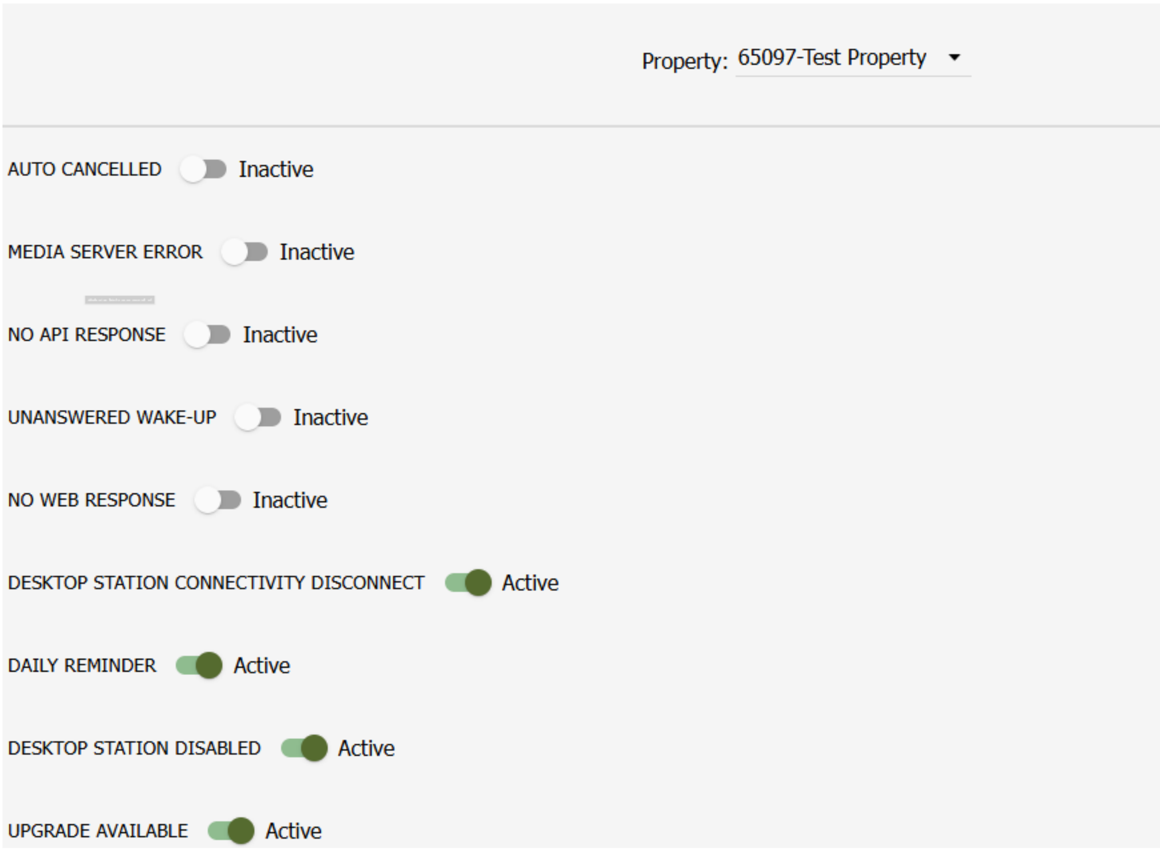
3. You can then configure various options from this sub-menu

Desktop Alert Configuration

1. Within the Configuration hierarchy, hover towards **Alert Configuration**
2. Click on Desktop Alert Configuration

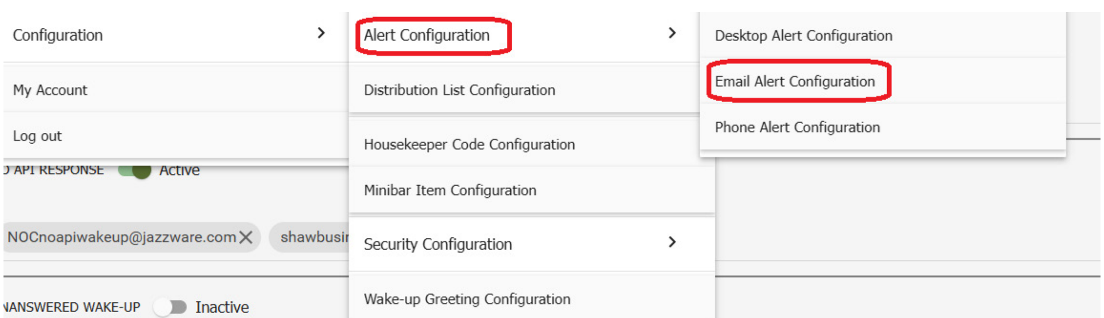


3. You can now activate/deactivate various alerts to appear or not appear on the desktop page
    a. Note that the alerts are customized per property; select the right property before changing the alert configurations



Email Alert Configurations

1. Within the Configuration hierarchy, hover towards **Alert Configuration**
2. Click on **Email Alert Configuration**



Email Alert by Type

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

1. On the Email Alert Configuration page, select the property to be configured.
2. By Alert will be selected on the menu bar by default

3. Click on the Active/Inactive switch to toggle the creation of each alert type on/off. All changes are saved as they are made.
4. To add an email alert recipient, click on the words “Add email” under the applicable alert type.
5. Enter in the email address and click Enter. The recipient will be automatically saved
6. To delete an email alert recipient, click on the X next to the email address recipient

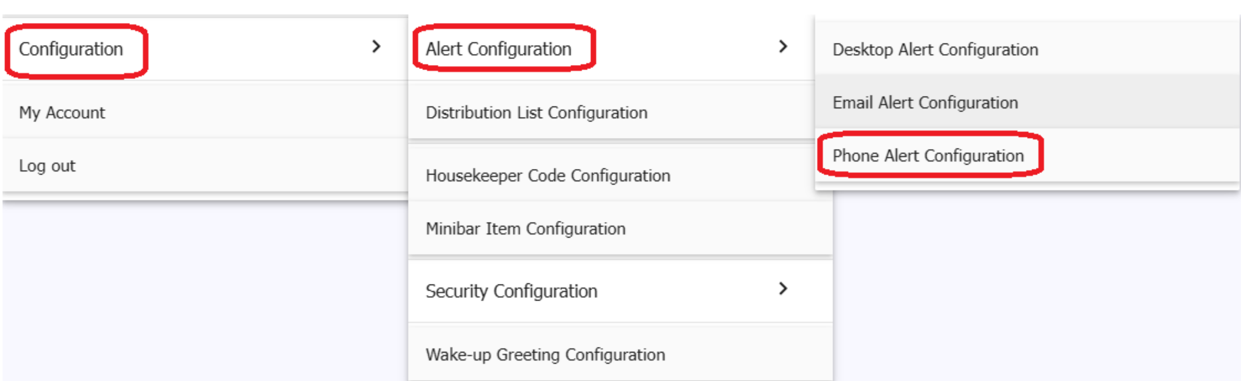
Email Alert by Recipient

1. On the Email Alert Configuration page, select the property to be configured.
2. Select **By Recipient** tab

3. A list of the email recipients will appear along with a list of all the active email alerts
    a. Alerts that the recipient is subscribed to will have a checkmark in the box next to the name of the alert
    b. To subscribe a recipient to additional alerts, check the box next to the alert type.
    c. To unsubscribe a recipient to an alert, uncheck the box next to the alert type.
    d. 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.

Phone Alert Configuration

1. Within the Configuration hierarchy, hover towards **Alert Configuration**
2. Click on **Phone Alert Configuration**



3. Select the appropriate property to update alerts on
4. For each alert type:

   a. All changes are saved as they are made.

   b. 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 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 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.

   a. To enter an extension number, click in the area Search for an Extension and begin typing an extension number.

   b. As numbers are entered, a list of extensions configured in the Portal that contain those numbers will appear

   c. Only extensions that are configured in the Portal can be configured to receive the alerts. If the desired extension is not configured, contact Technical Support

8. 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

Other Configuration

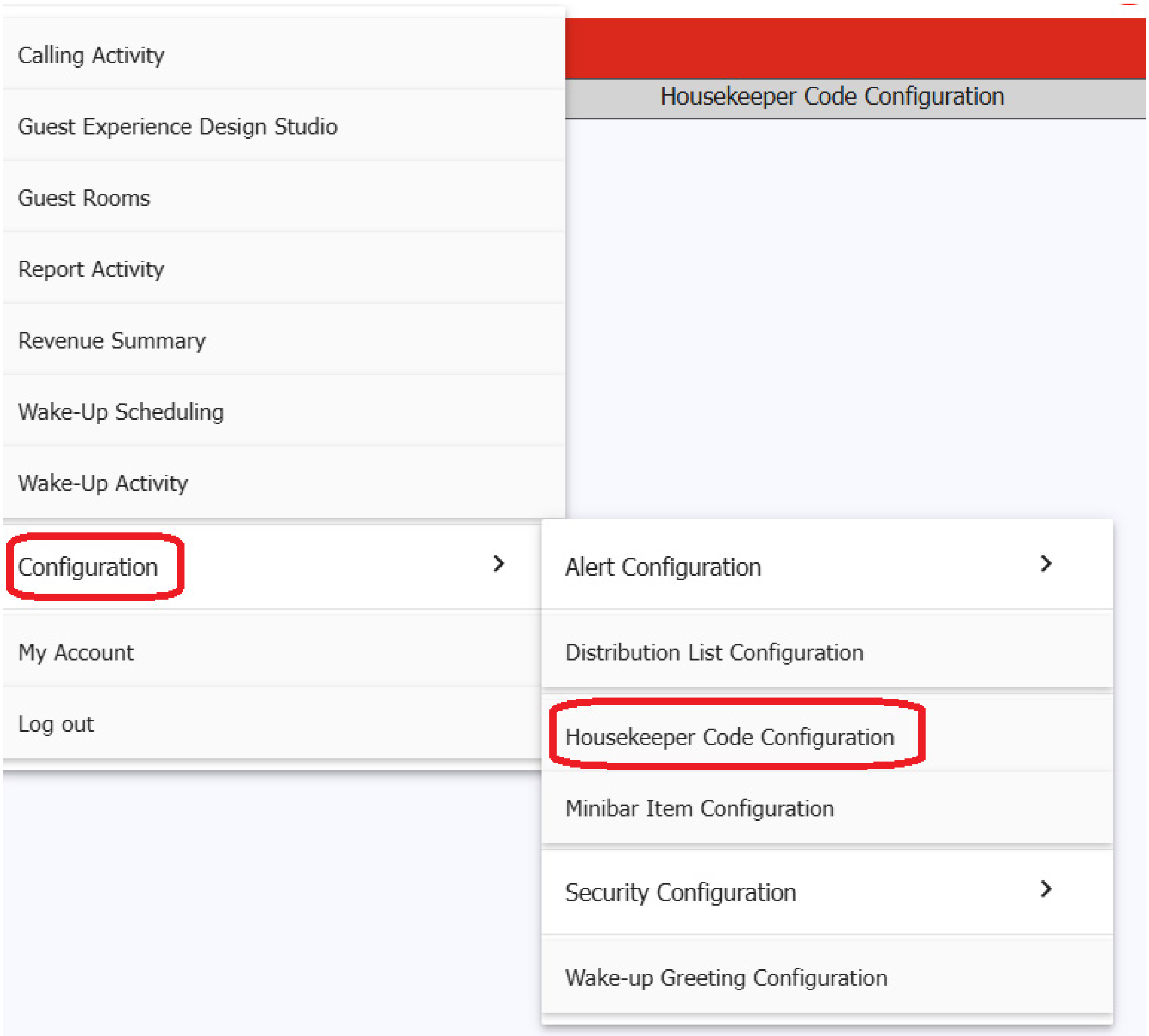
The Portal will allow you and other users with permission to view and/or edit the configuration of the minibar items and/or the housekeeper ID's.

Housekeeper Configuration

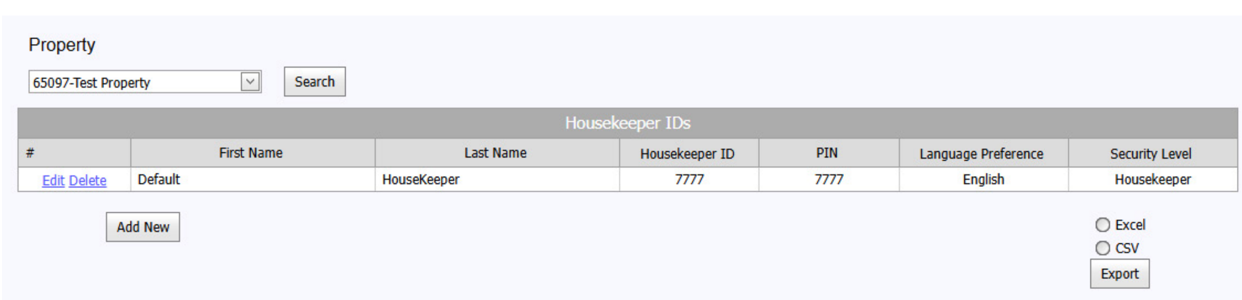
1. From the main Portal page, click on the hamburger menu on the upper left side.

2. Click on the **Configuration link**

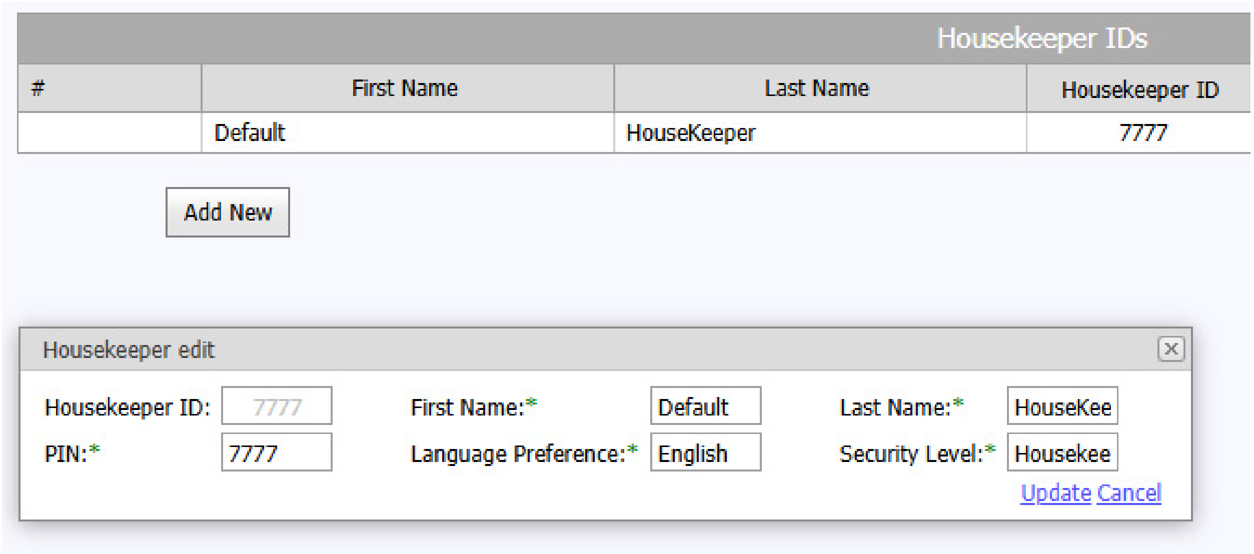
3. Click on **Housekeeper Code Configuration**



4. Under 'Property', select the appropriate property and click **Search**
5. After clicking Search, the housekeeper ID's will appear in the search result
6. On the left-hand side of the search results, you can **Edit** or **Delete** the housekeeper. You can also add a new housekeeper by clicking on **Add New**



7. When you click on **Edit** or **Add New**, you can modify a specific housekeeper detail or add a new housekeeper detail like their name, ID #, PIN, Security Level

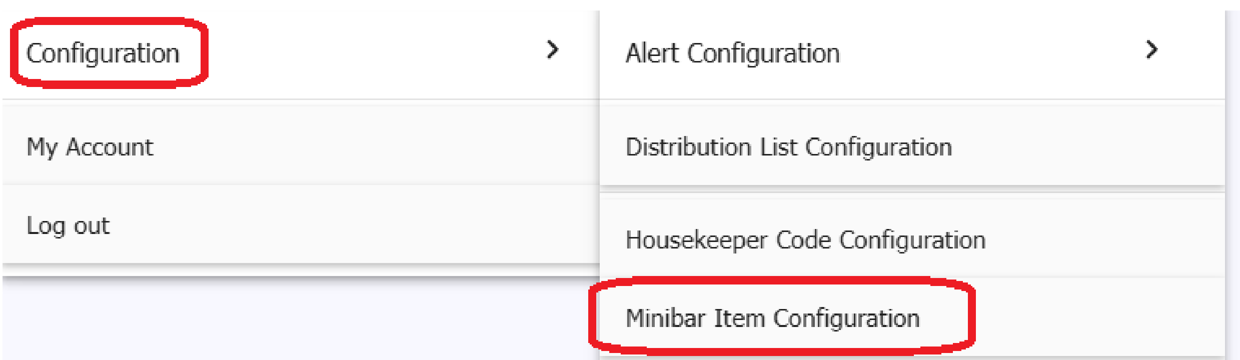


8. Once completed, click on **Update** or **Cancel**

Minibar Configuration

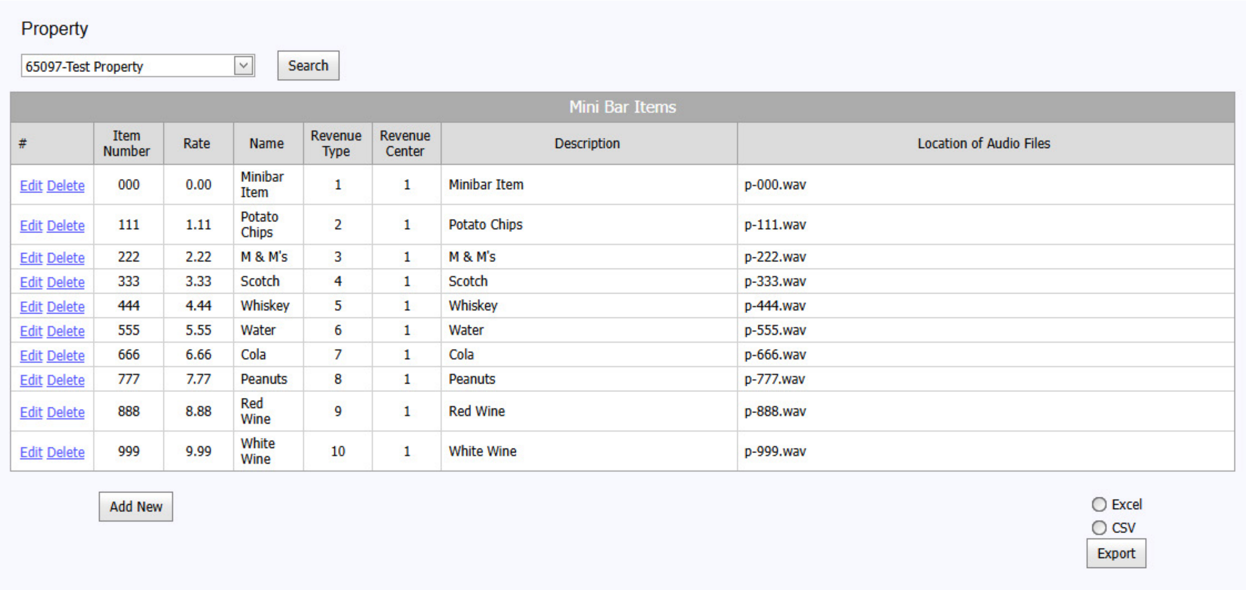
The minibar IVR requests mini bar item numbers which are configured in the Portal

1. From the main Portal page, click on the hamburger menu on the upper left side.
2. Click on the **Configuration** link
3. Click on **Minibar Item Configuration**



4. Under ‘Property’, select the appropriate property and click **Search**

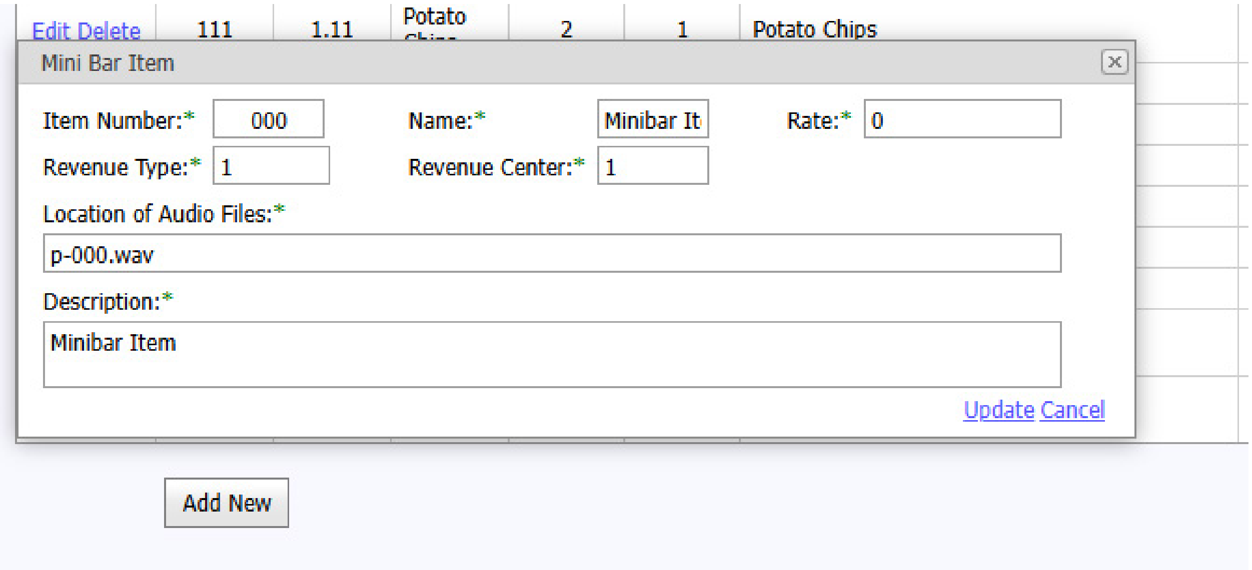
5. After clicking Search, the minibar items will appear in the search result



#	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	1.11	Potato Chips	2	1	Potato Chips	p-111.wav
Edit Delete	222	2.22	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	9.99	White Wine	10	1	White Wine	p-999.wav

6. On the left-hand side of the search results, you can **Edit** or **Delete** the minibar item. You can also add a new minibar item by clicking on Add New

7. When you click on **Edit** or **Add New**, you can edit or add the minibar item configuration details presented to you



8. Once completed, click on **Update** or **Cancel**

Interactive Voice Recording System

The 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.

Room Status IVR

The 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 Portal.

Short Version

To access the 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
3. Enter Room Status (Example values below - may vary by PMS/Property)
    a. 1 = Vacant Ready
    b. 2 = Vacant Clean
    c. 3 = Vacant Dirty
    d. 4 = Occupied Clean
    e. 5 = Occupied Dirty
    f. 6 = Maid in Room

Extended Version (requires language and employee ID):

The Room Status IVR also can 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
3. Use the keypad on the phone to reply with the following:
    a. Language Preference (optional)
    b. Employee ID followed by the # key
    c. PIN followed by the # key
    d. Room Status (example values below) followed by the #key
        i. 1 = Vacant Ready
        ii. 2 = Vacant Clean
        iii. 3 = Vacant Dirty
        iv. 4 = Occupied Clean

v. 5 = Occupied Dirty

vi. 6 = Maid in Room

4. Confirm Selection by selecting
    a. 1 = Correct
    b. 2 = Incorrect
5. If an invalid response is entered, the IVR will request another response. The IVR will
6. read back the description matching the code that has been entered and request verification of the status before disconnecting
7. Upon installation, Rogers Business will setup the room status values to match the values recognized by your PMS and PBX. To have the values changed, please contact Technical Support

Minibar IVR

The 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 Portal according to the pricing already setup and the quantities entered by the housekeeping staff. The Portal then sends a posting record to the PMS and records the transaction.

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:
    a. Language Preference (optional)
    b. Employee ID and # key
    c. PIN and # key
    d. Mini Bar Item Code and # key
    e. Confirm Selection:
        i. 1 = Correct
        ii. 2 = Incorrect
    f. Mini Bar Item Quantity Consumed and # key
    g. Confirm Selection:
        i. 1 = Correct
        ii. 2 = Incorrect
    h. Continue with Another Item:
        i. 1 = Enter Another Mini Bar Item
        ii. 2 = End of Mini Bar Items

If 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.

Schedule Wake-up IVR

The guest can 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.

1. Dial the number for the schedule wake-up IVR from the guest room phone. (Generally this is a preprogramed button or speed dial on the phone
   a. A series of Interactive Voice Recordings (IVR's) will request information from the guest.
2. The guest should use the keypad on the phone to reply with the following:
   a. Schedule for Wake-up
      i. 1 = Schedule for Today
      ii. 2 = Schedule for Tomorrow
      iii. 3 = Schedule for Remainder of Stay
      iv. 4 = Cancel All Wake-ups
   b. Time for Wake-up in Four Digit Format
      i. e.g. 2:00 o'clock = 0200 #
   c. AM/PM Selection
      i. 1 = AM
      ii. 2 = PM
   d. Confirm Selection
      i. 1 = Correct
      ii. 2 = Incorrect

Additional resources

Support articles	Small Business customers	Enterprise customers
Browse our support pages to find the answers you need. We have a wide range of self-help, FAQs and troubleshooting articles to help you. Go to Business Support	**Phone** 1-877-727-2141 **Hours of operations** Billing and account changes: Monday to Friday, 8 am – 6 pm (customer's local time) Technical support: 24/7	**Phone** 1-877-274-3375 **Email** Rogers.BusinessSupport@rci.rogers.com **Hours of operations** Billing and account changes: Monday to Friday, 8 am – 6 pm (customer's local time) Technical support: 24/7

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