

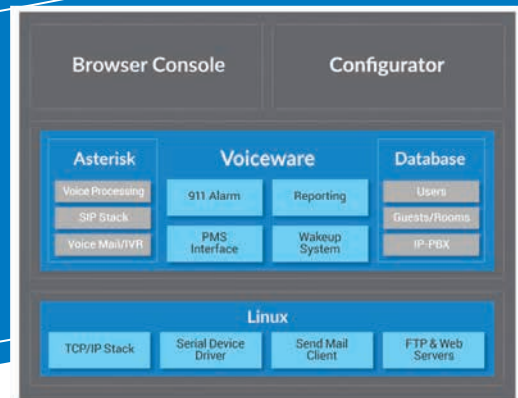


Say Goodbye to PBX Regret...  
and Hello to FREEDOM in your  
Hotel Communications Platform



**Voiceware**<sup>®</sup>  
By |  PHONESUITE™

Phonesuite's dedication to customer delight is at the forefront of its evolution toward becoming a leading single-source solution provider of innovative communications technology to the hospitality industry.



Voiceware is Phonesuite's software-based VoIP phone system (IP-PBX) application designed specifically for today's hospitality communication environment. The server-based core makes Voiceware extremely scalable and flexible, while enabling Phonesuite to continually enhance and improve the hotel communication feature set without expensive equipment upgrades. Unlike traditional hardware-based PBXs, the Voiceware platform is fully integrated into one software-based application, built from the ground up for IP-based communication. Unlike traditional hardware-based PBXs, the Voiceware platform is fully integrated into one software-based application, built from the ground up for IP-based communication.

Designed and built in the U.S. by Phonesuite, Voiceware can accommodate hotels of any size and style. From a Boutique or Select 60-room hotel to a Full-Service Resort with over 1,600 rooms, the Voiceware platform has the proven experience in delivering high quality hotel communication solutions.

## Voiceware by Phonesuite Advantages

**Open-Based Architecture** – Built using the latest VoIP technology, Voiceware is designed specifically for hotel use and is based on open standards to further protect your investment and facilitate new features and functionality.

**Hybrid Design (SIP or Analog)** – Leverage the latest in IP-enabled technology or implement a more cost-effective analog in those areas where it makes sense. Run the latest SIP phones or re-use your existing analog phones in the guestroom – your choice. Either way, your staff and guests can utilize the full set of advanced features available in Voiceware, while still re-using your existing phones and hotel infrastructure.

**Unified Communication Features** – The Voiceware platform allows hotelier to leverage a full array of communication features to enhance staff efficiency and guests' overall experience. Voiceware UC features include Voicemail to Email, Find-Me-Follow-Me, Mobile App integration and more, along with our powerful Browser Console to enhance guest to staff interaction capabilities and provide new and more effective approach to Front Desk and Guest Service communications. New features and upgrades are added on a continuous basis.

## Voiceware Platform Includes:

- Hospitality VoIP PBX
- Call Accounting
- Voicemail
- PMS Integration
- Full Hospitality Feature Set
- Deployment/Integration Services
- 24/7 Hardware & Software Support
- SIP Trunking-Local/Long Distance

**Cloud or On-Premise Deployment** – Voiceware can be run locally or hosted in the Cloud, meeting the needs of your communication strategy and technology management approach. This also allows you the flexibility to keep system maintenance responsibility within your organization, or utilize the experts at Phonesuite to monitor and update the system for you.

**Scalable** – Voiceware runs any size hotel with the same set of features. No property is too big or too small. Starting now, your phone system can be consistent among all your properties.

**Value-Added** – Phonesuite has been the value-added leader for Hospitality Communication since 1998, and this philosophy continues with our latest technological advancements. Phonesuite remains committed, "To delight our customers and exceed their expectations through innovation and trusted relationships" while being a thought leader within the Hospitality industry and providing a quality feature-rich Hospitality Communication platform at a value price.



## Voiceware meets the needs for Hotel Management, Staff and Guests!

### Administrative

- Ability to run full-featured SIP phones from a variety of manufacturers, including soft phones and mobile apps. Ability to stay connected from anywhere and anytime; no longer tied to a desk or phone.
- Extensive “Find Me-Follow Me” capabilities, allows you and your staff to never miss that important phone call.
- Voice mail to email forwarding
- Built-In Automatic Call Distribution and Call Flow Management
- Handle multiple calls simultaneously
- Unlimited call/staff groupings, ring groups, and role-based queues
- Automated or on-demand staff call recording



### Front Desk

- Powerful browser-based console offers more functionality and an intuitive and easy-to-use interface. No more large and bulky \$1,500 consoles! Now with Voiceware Browser-Based Console, staff can take care of guest communication requests from anywhere on or above property. Leveraging a tablet and bluetooth headset, the Front Desk staff can access phone calls and respond to guest requests from anywhere in the building; providing freedom, efficiency and flexibility in the way they work.
- Find guests or staff quickly by name, then one-click call or transfer.
- Pop-up screen of guest information any time you answer a guest’s call. Setting wakeup calls is a snap and requires almost no training.
- All wakeup activity logged. See who set, answered, or canceled a wakeup call.
- Displays important guest information, including:
  - name
  - native language
  - VIP status
  - group affiliation
  - outbound dialing permissions
  - unlimited wakeup calls, and more

### Guests

- Wakeup calls, and voice mail prompts are delivered in the guest’s native language.
- Unlimited wakeup calls with options including daily, weekend only, weekday only.
- Wakeup message can include weather forecast, snooze option, or transfer to room service options.
- As extensive a guest information voice tree system as you can imagine.
- Check-out from room phone option (requires PMS with remote check-out interface enabled).
- Compatible with all hotel guest phone speed dial buttons, whether SIP or analog.

*“As a General Manager for over 21 years I have worked with several different phone systems, and love the versatility and features that Phonesuite offers. It is very user-friendly and easy to train staff on. We never miss a call—a must have!”*



*With over 5,500 hotels and for over 25 years, Phonesuite has been a certified and preferred provider for many national Brands. This is why Voiceware along with the Phonesuite Deployment Team can deliver a high-quality, feature-rich hotel communication solution at a reasonable price. Whether enhancing staff and call center productivity or delighting your guest with mobile integration and a more unified communication experience, Voiceware is the communication platform that allows the hotelier to think more strategically about hotel communications they want to provide at their hotel.*

**CONTACT PHONESUITE FOR MORE  
INFORMATION: 800-245-9933**

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