

HOTEL GUESTS & NON-GUESTS TELEPHONE BILLING & MANAGEMENT SYSTEM.

HOSPITALITY SOLUTION SETUP

HOTEL



ELCOM TELEMAN[®] HOSPITALITY SOFTWARE



micros FIDELIO / Opera
Interface Licence No.
10-5001-198

Teleman[®] micros FIDELIO PABX interfacing Platforms:-



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TELEMAN HOSPITALITY SOLUTION



GUESTS CHECK-IN TO HOTEL



Telephone Management Software
"Teleman Call Billing Software With Hospitality Fidelio/Opera Interface"



**ADMINISTRATION
CALLS REPORTS
CAN BE GENERATED**

(For non-guest extensions)



**GUESTS PHONE CALLS
CHARGES AUTOMATICALLY
POSTED TO
OPERA VIA OPERA INTERFACE**

micros FIDELIO



GUEST CHECK OUT

**GUESTS GET CONSOLIDATED
BILL THAT INCLUDES
TELEPHONE CALLS CHARGES**



ELCOM TELEMAN® HOSPITALITY SOLUTION

The Teleman Call Billing Management Software can be used in a HOTEL setup to manage **GUESTS Telephone Calls** which is a source of revenue generated by the Hotel.

Teleman does this by **INTERFACING** with Hotel's Front office system such as **micros FIDELIO**

In addition to managing Guests Telephone calls, the Teleman Software will also manage ADMINISTRATIVE calls made by staff on other extensions in the Hotel in the course of their respective duties/roles e.g. calling suppliers, follow up on payments etc..

Teleman Call Billing Software is configured with both ADMIN costs of telephone calls (service provider call charges for dial destinations) and GUEST charges of telephone calls, i.e. how much Guests will be charged for Telephone calls, which is normally a mark-up of the service provider call charges e.g.

1.5 x Admin cost (service provider charges) = Guest Telephone Charges

Thus the **ELCOM TELEMAN®** Management Software is a TOTAL SOLUTION to Call Billing management within the Hotel as it addresses both GUESTS Calls and ADMINISTRATION Calls management

The Main Features of Teleman Call Billing Hospitality Solution are;

- Interfaces with **micros FIDELIO** Front Office system, so as to produce Guests consolidated bill which includes Telephone Calls.

Once Guest is CHECKED-IN to a room through the **micros FIDELIO** Front Office system, a command is sent via the INTERFACE to **TELEMAN SOFTWARE®** to **UNLOCK/ENABLE** Level 9 (Direct Dialing) of the Guest's room extension so that he/she can immediately start making calls directly from the comfort of their room.

(*This feature is dependant on the PABX model/Configuration*)

- Also, the GUEST NAME is enabled on the DISPLAY of the Room's Extension upon CHECK-IN. This allows the Hotel staff to address the Guest by name, with the correct salutation, when the Guest calls switchboard, room service, laundry, reception etc...

(*This feature is dependant on the PABX model/Configuration*)

- Once the Guest makes a call, it is recorded by **ELCOM TELEMAN®** and **automatically posted** to **micros FIDELIO** Front Office system via the INTERFACE. Thus the Guests calls are stored both in TELEMAN and **micros FIDELIO** system, thus acting as a backup because a report can be generated in TELEMAN to ascertain the total cost of telephone calls made by a guest or all guests within a certain period. When a GUEST ROOM CHANGE is done on the Front Office system, the same is sent to **ELCOM TELEMAN®**, via the interface so that any new calls by the Guest in the NEW room are posted to his/her account including the previous calls made in the old room.

- When a GUEST is CHECKED-OUT of the room, the same is communicated automatically via the INTERFACE and **ELCOM TELEMAN® LOCKS/DISABLES** Level 9 on the Room Extension, which removes Direct Dialing facility to stem telephone abuse of room attendants who may use the empty room to make personal calls which cannot be accounted for.

(*This feature is dependant on the PABX model/Configuration*)

- Upon CHECK-OUT also, the GUESTS NAME on the Room Extension display is ERASED/CLEARED in readiness for new guest check-in.

(*This feature is dependant on the PABX model/Configuration*)

- In the **ELCOM TELEMAN®**, ADMIN. Calls are also monitored and thus the system does TOTAL MANAGEMENT of TELEPHONES in the Hotel. This assists the Hotel to know how much revenue they have raised in Guests Telephone calls and how much this has cost them, in providing guests telephone services, by generating a report of ADMIN CALLS and GUEST CALLS.

This can be derived as follows;

Guests Telephone Revenues Calls

- Admin Cost of Calls based on Local Tarrifs

= Hotel's Profit In providing Telephone Services

Elcom Teleman® Call Billing Management Software is the TOTAL SOLUTION to Call Billing Management within the Hotel.

HOTEL TELEPHONE ADMINISTRATION SOLUTION (for non-guest extensions)

Is your Hotel **Losing money** through paying for **unaccounted** and **unquantified** telephone bills by the staff



Is your Hotel staff telephone culture **unmanageable**?

Are you in Hotel business but you can't trace your **telephone revenue**?



Is your staff fleecing Hotel profit through **unnecessary telephone calls**?

Non-guest extensions Administration features

Here is the solution.....!



Teleman Admin. Reports +...

- Detailed & Summary of Calls by Extension/PIN User.
- Detailed & Summary of Calls by Department.
- Reports of most frequently called Numbers
- Reports of Longest calls by Extn/PIN. Mobile calls Reports by Extn/PIN User
- Reports of Local/STD/International Calls.
- Reports of most expensive calls by PINS/Extns.
- Periodic Reports: Today, Yesterday Last week etc.
- Mapping the system for access over LAN/WAN.

HOTEL PABX Teleman® Server

(for non-guests telephone Admin. reports)

Kenya Commercial Bank Building
5th Floor, Block B, Suite 5D
P.O. Box 60089-00200, Nairobi,
Kenya - (East Africa)



OptiMa (E.A.) International Ltd.

• Tel: +254-20- 3592626, 555433
+254 722 705 759, +254 733 339 903
• Email: optimaeea@wananchi.com
www.optimaeea.com