## HOTEL GUESTS & NON-GUESTS EPHONE BIL MANAGEMENT SYSTEM.

## **HOSPITALITY SOLUTION SETUP**



Teleman® micros FIDELIO PABX interfacing Platforms:-

























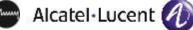




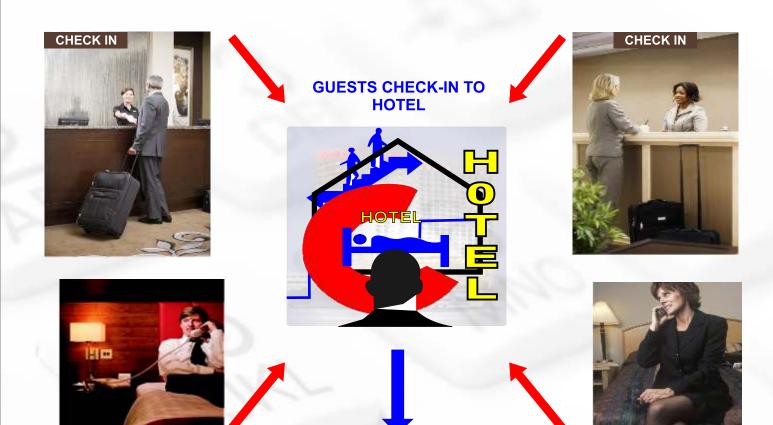




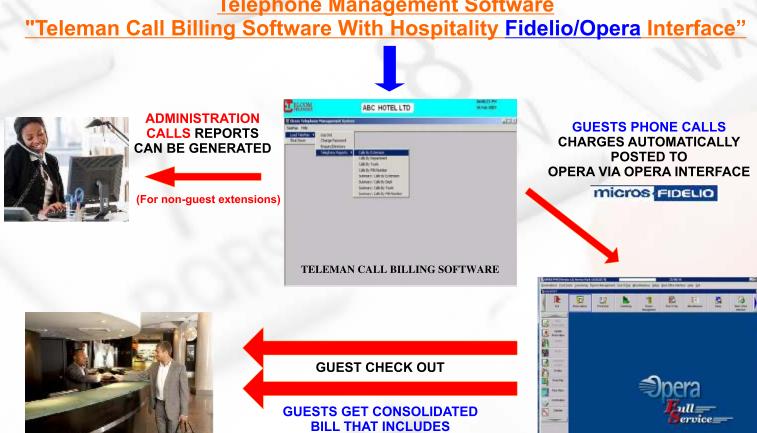




### TELEMAN HOSPITALITY SOLUTION



**Telephone Management Software** 



**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\*)

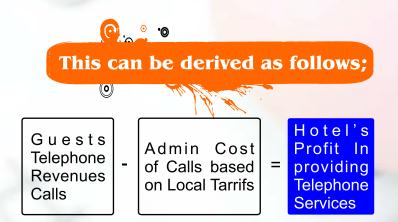
- Once the Guest makes a call, it is recorded by **ELCOM TELEMAN®** and **automatically posted** to **micros FIDELIO** Front Office system via the INTERFACE. Thus the Guests calls are stored both in TELEMAN and **micros FIDELIO** system, thus acting as a backup because a report can be generated in TELEMAN 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  $m \circ d \in I / C \circ n \circ f \circ g \circ u \circ r \circ a \circ t \circ o \circ n \circ s$ )

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.



#### **HOTEL TELEPHONE ADMINISTRATION SOLUTION**

(for non-guest extensions)

Is your Hotel <u>Losing money</u> through paying for <u>unaccounted</u> and <u>unquantified</u> telephone bills by the staff





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

Are you in Hotel business but you can' trace your <u>telephone</u> revenue?





Is your staff fleecing Hotel profit through <u>unnecessary telephone</u> calls?

#### Non-guest extensions Administration features

Here is the solution....!



#### Teleman Admin. Reports +...

- Detailed & Summery of Calls by Extension/PIN User.
- Detailed & Summery 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)

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