DuVoice provides a comprehensive voice mail, automated attendant, wake-up call, PMS interface and call accounting platform for small, mid-sized and large properties.

Since 1990, DuVoice has created messaging systems for hospitality applications. Today, DuVoice offers a combined solution integrating DuVoice Voice Mail and various Property Management System (PMS) interfaces and call accounting software packages to provide a comprehensive hospitality solution.

Messaging systems from DuVoice incorporate the latest Windows XP Professional operating system from Microsoft. This results in a familiar graphical user interface and an open architecture that supports various third party products.

DuVoice has earned a reputation for providing the best support in the business, so you can be assured that your telecommunication reseller will be able to provide you with the service that you and your guests deserve.

InnDesk Web based Guest Room Management Option

In addition to automatic check-in / check-out from the PMS, staff can also manage guest rooms with an easy to use point and click web based interface from any staff PC on the network.

InnDesk provides easy management of:

- Pending Wakeups
- Failed Wakeups
- Checked-in status
- Clean / Dirty status
- Guest Name
- Phone Control
- Message Light

www.duvoice.com
800.888.1057
Property Management System Interface
Many motels and hotels use Property Management Systems (PMS) to manage reservations, check-in / check-out, billing, and more. DuVoice integrates with most popular PMS products available today.

The DuVoice system acts as ‘middleware’ between PMS and the telephone system, automatically restricting room phone long distance access upon checkout.

PMS Function Summary (dependent on PMS)

Check In
- Enable room mailbox
- Deliver welcome message (optional)

Room Move
- Move messages to the new room
- Move scheduled wakeup calls

During Stay
- Receive ‘call front desk’ messages

Check Out
- Disable mailbox
- Archive messages
- Extinguish message waiting light
- Remove wakeup calls for that room
- Archive wake up call data
- Remove any personal greetings
- Remove any personal password
- Reset extended stay class of service

PBX-PMS Functions (Phone Control)
- Turn on/off long distance dialing
- Pass room clean/dirty status
- Pass guest name
- Single interface for both PBX & Voicemail

Popular PMS Integrations
- Agilysys
- AutoClerk Inc.
- Brilliant
- CAPA
- Choice
- Control Lodging Link
- DSC Hotel Systems
- Encore
- Five Star
- Hilton OnQ
- HMS Promus
- HSS Front Clerk
- Image
- Inn Soft Check-In
- Innfinity Hospitality
- InnQuest
- Landmark PMS
- LMS
- Meastro / Northwind
- Micros Fidelios Opera
- MSI
- Nova Plus
- Pegasus
- Protocol
- Remco NightClerk
- SDD
- Springer Miller Systems

If you don’t see your PMS product, please call.
If DuVoice does not already integrate with this product, we probably can. DuVoice can emulate several different hospitality PBX and voice mail systems.
Wakeup Calls
With a few keystrokes, guests can schedule their own wakeup calls on their room phones. User friendly prompts walk them through the process and play a confirmation of the time and date. Guests can even set multiple wake-up calls for the same room.

Hotel staff can also schedule wakeup calls for the guests, either by touch-tone commands on the telephone set, or through InnDesk with a point and click interface on any PC on the network.

A friendly call Unlike other systems that simply ring the phone, DuVoice plays a custom wakeup greeting when the guest answers. This greeting can be changed daily if desired. Guests can even specify one or more 'snoozes' after the initial wakeup call.

Reports Hotel staff has access to detailed reports on wake-up call activity.
- Pending Wakeup Report shows all scheduled calls.
- Failed Wakeup shows all rooms where wake-up calls were not answered by the guest.
- Wakeup Report shows all wakeup activity for a specific room; including when calls were scheduled, who scheduled the calls as well as the result of completed calls.

Failed Wakeup Alert In the event a wakeup call is not answered by the guest, the system will place an automated call to a pre-determined location to alert staff of the failed wakeup call.

Guest Languages
Guests can retrieve messages and set wake up calls in their native language. The language can be provided by the PMS system or set by the hotel staff through InnDesk. Available languages:
- American English
- British English
- Spanish
- French Canadian
- French (France)
- German
- Portuguese
- Japanese
- Italian

Call Accounting
Standard PBX Station Message Detail Recording (SMDR) outputs are compatible with most industry standard call accounting systems.

To help save the expense of extra computers and space in the telephone closet, you can install the following call accounting systems directly on your DuVoice Messaging System:
- Profit Manager by Metropolis
- CASH by Hanson Software Development
- Tality by Trisys

Class of Service
You can create specific guest classes of service to reflect the precise needs of your guests for the entire property or even on a room by room basis. With COS, you can enable
- Guest password
- Remote access to messages
- Guest recorded greeting
DuVoice Support

Technique Support and professional services provided by DuVoice are among the best in the industry.

DuVoice provides comprehensive installation support for resellers, helping ensure that every system is installed correctly and functions as advertised. All DuVoice products include extensive remote access capabilities to facilitate factory support.

DuVoice professional services can be deployed to assist with system design, programming, or even on site installation and training.

Support

енной декомпозиции функции в виде подфункций и классов, обеспечивающей гибкость и масштабируемость системы.

Другим примером может быть реализация системы управления проектами, где ключевыми компонентами являются менеджер проекта, специалист по управлению финансами, аналитик данных, и т.д.

Все эти примеры подчеркивают важность детального моделирования систем и бизнес-процессов для достижения оптимальных результатов.