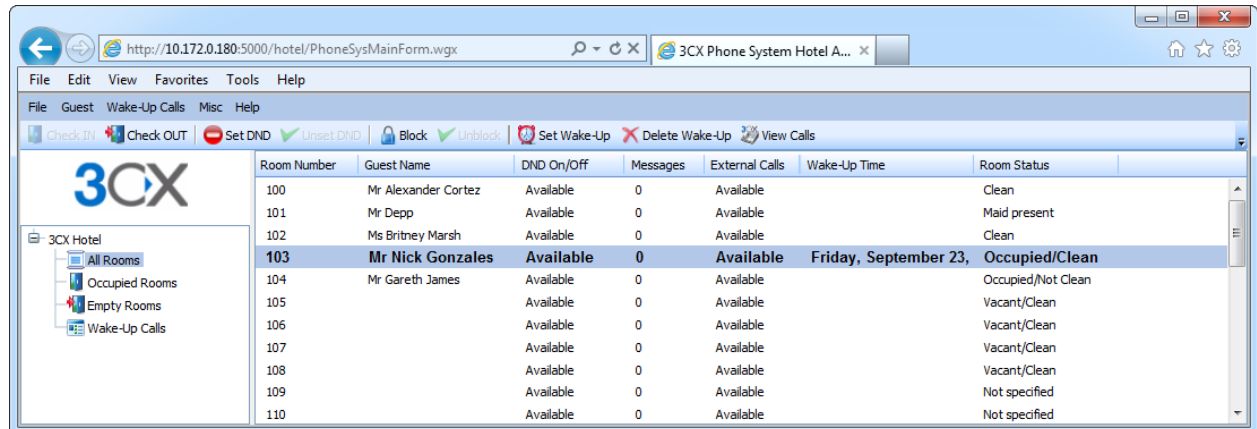


Introduction

What is the 3CX Hotel Module?



Screenshot 1 - 3CX Hotel Module

The 3CX Hotel Module adds additional functions to 3CX Phone System, which allows it to be used in hotels or other hospitality environments. The 3CX Hotel Module performs the following functions:

- Allows for Check in and Check out of guests
- Allows setting of guest extensions to Do not Disturb
- Allows blocking of external calls
- Allows wake up calls to be scheduled.
- Allows billing of calls to rooms
- Allows housekeeping to set room status via the phone
- Allows minibar usage to be reported via the phone

The 3CX Hotel Module can integrate with a host of Hotel software systems / Property Management Systems (PMS) such as Micros Fidelio, Roommaster, Hilton and more. Alternatively the receptionist can use the system directly through the provided web interface.

Components

The 3CX Hotel Module consists of a front end application and a Windows Service.

The Windows Service operates in the background and allows for integration with the Property Management System. With the integration, many of the functions can be triggered from within the PMS software.

The Front Desk Phone Control Application is a simple to use Windows or web based application that allows the front desk clerk to perform the above operations with a few mouse clicks. This application can be used separately from, or in tandem with the PMS system, and thus requires no integration at all. For many smaller hotels, this can be good enough.

Operations and Functions Performed by the 3CX Hotel Module

The 3CX Hotel Module performs the following functions:

Operations On Check In

- Sets Extension Name
- Unblocks the extension to allow outbound calls
- Deletes all voice mail messages
- Clears any Do Not Disturb (DND) functions

Check Out Operations

- Sets name to blank to show that there is no one in the room
- Deletes all voice mail messages
- Disables outbound calls on extension
- Clears any Do Not Disturb set

Do Not Disturb (DND)

- Sets user status to 'Away' (same as in interface)
- All calls will be sent to voice-mail

Wake-up Calls

The system allows for wake up calls to be scheduled. There are 2 types of Wake-Up Calls in the 3CX Hotel Module. The first is a schedule set by the receptionist from the 3CX Hotel Module web interface. This will call the guest at the scheduled time and play a predefined message so as to wake up the guest. The second is set by the guest from the room without the receptionist's intervention. A call will be made from the guest's room to a pre-configured Wake-Up Call service IVR, follow the prompts and configure his/her own wake-up call accordingly. This extension number can be printed in the hotel's telephone directory brochures.

Billing

The system will log calls from each room and show costs based on the cost configured in the 3CX Phone System management console.

The system can output a configurable CDR report for each call. The CDR report can be sent to a separate text file (one call per text file) to a text file for all calls (all calls will be

listed in the same text file, or to a TCP port. For each case, the exact format can be customized

How It Works

The 3CX Hotel Module is an additional module that is installed on the 3CX Phone System machine. The module adds an additional service to the 3CX Phone System machine as well as a web application.

The 3CX Hotel Module Service starts only if the Hotel is licensed.

The web server selection for the 3CX Hotel Module is automatic – this means that if 3CX Phone System was installed using the IIS option, then the Hotel Module web interface will automatically be on IIS. Alternatively, if 3CX Phone System was installed using the Abyss option, the 3CX Hotel Module will use Abyss. In both scenarios, the 3CX Hotel Management Web page will be accessed on `http://IP:5000`.