



Hotel Phone System with PMS Interface

Everything the hotel needs in a phone system with integration to the leading PMS system

Xorcom hotel phone systems are user friendly and highly flexible to help you create the exact customer experience you want. PMS integration helps the operation run smoothly and efficiently, to make sure the guest is always the number one priority:

- Compatible and certified with leading PMS systems
- Fully supports VoIP and analog extensions to enable maximum utilization of existing infrastructure
Includes built-in call accounting with programmable rate table
- Easy to use GUI that enables self management of day to day activities
- Advanced queue management to ensure best customer experience

Certified Interoperable PMS Solutions



Comprehensive Communications for Hotel Guests and Staff

Businesses in the hospitality sector can now improve their bottom line by upgrading their telephone systems to a cost-effective IP-PBX. Not only does the transition to an IP-PBX save on inter-company communications and improve efficiencies by integrating with the business' data network, the Complete Concierge solution leverages existing infrastructure (cabling and analog phone sets).

Hospitality Communications Features

- Integrated wake-up
- Integrated operator panel
- Front desk check-in and check-out
- Guest's name applied to room upon check-in
- Vacant status applied to room upon check-out
- Opening of phone lines at guest check-in
- Closing of phone lines at guest check-out
- Opening of guest voicemail box upon check-in
- Purging of voice messages upon check-out
- Message waiting indicator
- Built-in room status system
- **Built-in call accounting software package with programmable rate tables**

General Communications Features

- User-defined extensions
- Extension groups
- Auto attendants
- Voicemail boxes
- Voicemail-to-email
- Fax-to-email
- Call monitoring
- Call recording
- Integrated paging over IP telephone speakers
- Ring groups
- Custom messages
- Music-on-hold
- Public Address (PA) and zone PA support

Excellent Support for Hotel Telephony Infrastructure

- Secure Web-based administration
- Rapid recovery system for reliable system back-up and restore
- Supports hundreds of analog ports
- Switches seamlessly between PSTN and VoIP
- Supports SIP phones with auto provisioning for hotel administration
- Input / output support for peripheral devices
- 19" rack mountable solution

System Requirements

- Xorcom IP-PBX – select any model that matches property requirements (number and type of telephony interfaces)
- The Complete Concierge configuration is performed by using the Windows-based configuration utility that must be installed on a Windows computer. After configuration is complete Complete Concierge operates without requiring the Windows computer.



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