

# MYPBX SOLUTION FOR HOTELS

## The Smarter and Easier Way to Communicate



Intense competition in hotel industry drives hoteliers to pursue the high efficiency of communications and information management system. More advanced and specialized communication solution not only facilitates hotel operations but also ensures high-quality guest experience and nourishes guest loyalty. To excel at providing professional services, hotels need to make an all-around improvement to their infrastructure. Integrating IP communications is an indispensable aspect. With the IP communications system, guests can enjoy voice and video communications at a low expense; hotel staff collaboration is also enhanced.

### DEMAND ANALYSIS

- Enhance customer experience

Guest satisfaction is vital to hotel industry. By offering a better communication experience, hotels can further inspire loyalty from guests.

- Better brand image

Renovate hotel's telephone system with modern and flexible IP-PBX to make communications smarter and elevate hotel service.

- Guest room calls

To provide wake-up calls and other services, guest room phones must be maintained. Guests could also use these phones to make cheap calls to their colleagues, friends, and relatives.

- Improve efficiency

Enhance collaboration between front office and back office with smooth communication.

## MYPBX SOLUTION

MyPBX solution delivers guest communications as well as hotel staff communications together at the same time. Blending the best of VoIP, the solution allows guest rooms to enjoy voicemail, wakeup calls, intra-room calling and get room service with the phone. Hotel staff communications are incorporated



with smart devices using softphone to make collaboration timely and easy. Advanced features like customized IVR voice, conferencing, call recording, voicemail, call accounting are extremely useful for hotels. MyPBX also provides Hotel Module Add-on to facilitate management of small budget hotels. Encompassing practical features like check-in, check-out, booking, mini bar, wake-up calls, billing, etc, Hotel Module offers an easier management and prevents wastes of

time as it integrates directly with MyPBX. Integration with existing PMS is also easily ready with API.

MyPBX connects PSTN and VoIP networks to lower communication costs. Adopting advanced voice processing techniques, it provides quality voice calls for users. The embedded system makes management and maintenance easy with intuitive Web interface, ensuring carrier-grade operation and reliability. MyPBX exhibits strong compatibility, which will allows networking with various traditional PBX to preserve previous investment on traditional systems.

- Hotel A Equipment Room  
Deploy a MyPBX U510 (500 users)
- Hotel A Guest Rooms  
Register the IP phones to the MyPBX U510
- Hotel A Office & Staff  
Register the softphones or IP phones to the MyPBX U510
- Chain Hotel at a different location  
Deploy a MyPBX U510 (500 users) and integrate it with the MyPBX U510 at Hotel A

## RESULTS

### ***Professional IP Telephony System***

The built-in auto-attendant and mini call center will help hotels to respond to customer inquiries and reservation immediately and professionally.

### ***Improve efficiency and generate revenue***

Hotel staff gets effective communications with advanced features like 3-way calling, intercom, mobility extension, and more. Hotels could also generate revenue by charging telephone calls, conferencing, video conferencing, etc.

### ***Scalability and compatibility***

MyPBX is an embedded system, which makes relocation of extensions and expansion of the system flexible and easy. Its strong compatibility ensures networking with legacy equipment.

### ***Convenient management and maintenance***

The user-friendly MyPBX features intuitive Web GUI and easy installation. The auto provisioning feature supports batch provisioning of IP phones to save loads of time.

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