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PRODUCT DATASHEET

UC-One Connect for Hospitality
v. 3.1 or higher

An inevitable shift to mobile-first communications is taking over the industry. Today's hoteliers—from single properties to global portfolio chains—need the ability to communicate with guests regardless of where the hotel staff may be. The UC-One Connect for Hospitality mobile client lets you do precisely that—optimize your staff's mobile workstreams to improve workplace productivity and enhance guest satisfaction.

With the Connect for Hospitality client version 3.1 or higher installed on a mobile device, communication is easy and instant. Hotel staff have the ability to send and receive calls—either over the cellular network or over wifi using a business phone number—and, exchange secure chat messages with other staff members or with guests on any mobile device of their choice. Staff can take calls from anywhere at any time to attend to guest needs or handle operational demands at the hotel property without having to constantly return to the back office desk terminal.

Key Hospitality Features

The Connect app is equipped with a full set of hospitality features that the staff have access to on their mobile devices.

Access Real-Time Guest Information. The guest list feature provides a listing of all guest room numbers along with the name of the guest in each room, if the room is occupied. Hotel staff can quickly search and filter the guest list to view and modify guest information on the go, with just the click of a button.

View and/or modify guest information including:

- Guest name
- Language preference
- Group code
- Guest type
- VIP status
- Call charges
- Wake-up history
- Check-in & estimated check-out dates

Update Room Status. Using the search and filter tool or by simply navigating within the guest list on the Connect app, staff can select a room or a group of rooms to view or modify the housekeeping status (e.g. vacant clean/occupied dirty/ready).

Manage Wake-Up Calls. Connect is ideal for front desk staff who need to leave their station but still be reachable by guests—especially late at night when staffing is limited. With Connect, hotel employees facilitate guest requests such as setting up or canceling a wake-up call for one or more rooms right from their mobile device when away from the desk. Staff can also manage pending wake-ups or view the wake-up history activity for a particular room.
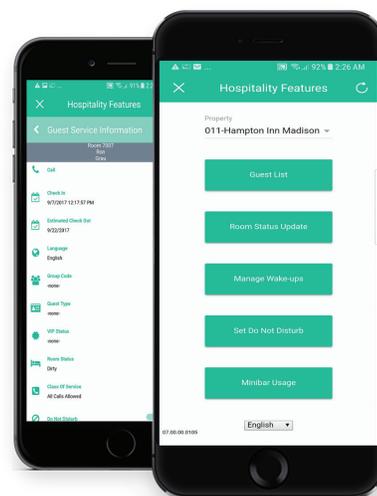
Set Do Not Disturb Status. Staff can accommodate a guest's need for privacy by setting do not disturb directly from the Connect app. When the "do not disturb" feature is turned on, guest phone(s) will not ring when calls are placed to the room. Instead, they will be forwarded to voicemail.

Update Mini-Bar Charges. Equipping housekeeping staff with Connect for Hospitality allows for real-time posting of mini-bar charges from anywhere. The applied mini-bar charges are transmitted to the hotel's property management system to be added to the guest folio(s).

Key Unified Communications (UC) Capabilities

With built-in enterprise-grade cloud PBX and trunking capabilities, the UC-One solution built into the Connect app delivers advanced cloud-based telephony and a comprehensive set of feature-rich unified communications capabilities such as HD voice and video calling, messaging, screen sharing (through the desktop app), and conferencing.

Guest and Staff Directories. Hotel staff can reach anyone on property or offsite by easily accessing the directories built into the Connect mobile app. The guest directory provides a listing of all registered guests at the hotel with information about the guests and the guest rooms. A comprehensive, searchable hotel directory provides access to all admin stations as well as guest extensions.

Presence Status. The Connect app keeps hotel staff 'in the know' of other staff's availability status (available, busy, away, or offline), saving them time and eliminating the guesswork out of knowing if someone is available for a call or chat.

Host and Participate in Meetings. Hotel staff using the Connect app can easily launch and join My Room meetings to collaborate with other staff, and external contacts. Perfect for sales and convention staff, one-touch gets you securely

into the meeting without dial-in numbers or access codes.

Move Calls. Another great feature of the Connect app is that it seamlessly lets users pull active UC-One calls from the desktop to their mobile while in transition.

Product Requirements

Devices and Operating Systems
  - » Apple iOS 10.0 and newer
  - » Android 8.3 and newer

Licenses
  - » BroadCloud: UC-One Connect for Hospitality requires the Collaboration Bundle included in the Premium Admin License on the Hospitality Site Type
  - » BroadWorks: UC-One Connect for Hospitality requires the Mobile User Application Licenses that is included in the UC-One Bundle

Server
  - » BroadCloud: The UC-One Connect for Hospitality can only be placed on accounts residing on the BroadCloud Hospitality AS Pair

Language Support
  - » UC-One Connect supports English, French, German, Chinese - Simplified, Italian, Spanish - European, Spanish - CALA
  - » The Hospitality Feature Server (HFS) defaults to English but is architected to support multiple languages. Other language translations can be ordered, if needed.

Calling
  - » Uses circuit switch calling via call-through/call-back

Messaging
  - » Group messaging up to 30 participants
  - » Messages stored locally up to 2,500