Wakeup Call System

DuVoice

- Web Console
- Customized Wakeup Calls
- Group Wakeup Calls
- Snooze Feature
- Wakeup Call Reports
- Failed Wakeup Operator Alert
- 16 Languages

DuVoice offers the tools to assure that guests get the wake-up call they need every time they need one.

You can now eliminate the need to credit a guest a free night or get a bad review because the guest didn't get their wakeup call!

DuVoice reliably delivers wake-up calls in any hospitality environment.

Customize the guest wake up call experience.

Create a wake-up call experience to match the character of the property, and the needs of the guests.

Customized announcements: The DuVoice system can deliver a simple "This is your schedule wake up call" message, or you can play customized two part announcement such as "Thank you for staying at the Hotel Deluxe, be sure to join us for our breakfast buffet… The weather forecast today is for sun and seventy four degrees Fahrenheit." Wake up call greetings are as easy to record as a personal mailbox greeting, so you can easily update them on a daily basis.

Snooze: Choose to enable a snooze feature that will append the announcement, "...to snooze [five] minutes, press any key" You determine the snooze period and number of snooze attempts allowed.

Wake up call retries: Chose the number of times that DuVoice retries the wake up call, and the interval between retry attempts before determining that the guest has failed to answer.

16 Different Languages: Wakeup calls can be set and delivered in 16 different languages. The language from the guest portfolio in the PMS is automatically received on check-in* or can be selected manually through InnDesk web console.

Setting Wake-Up Calls

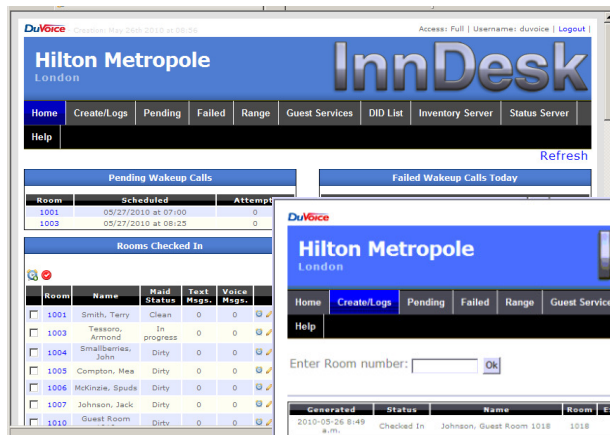There are several ways to schedule a wake-up call.

Guest controlled: By pressing the designated button on the guest room telephone, the guest will hear an easy to use menu to set their own wake-up call using touch tone buttons on the phone. In some IP Telephone environments, DuVoice can provide soft key / GUI functions to set wake-up calls.

PMS: Select PMS systems, including Opera from Micros Fidelio,* will pass wake-up call requests to DuVoice. Set the wake-up call in PMS, and DuVoice will deliver it.

GUI interface for hotel staff with InnDesk: With the optional InnDesk feature, hotel staff can set wake-up calls in a web enabled console on any PC on the local area network. Using InnDesk, hotel staff can even set a wakeup call for multiple rooms, as when a tour group is scheduled to leave en mass.

Touch tone interface for staff: In applications where InnDesk is not installed, or where a PC is not available, staff can access the voice mail system through the telephone and set the guest wake-up call through a easy to follow set of instructions.

InnDesk Web Console for Hotel Staff

InnDesk is a unique guest administration console in the form of an Intranet page generated by the DuVoice server and available to multiple hotel staff simultaneously on any PCs on the LAN.

Fast and easy to use, Inn-Desk provides an intuitive, easy to learn interface to schedule wake-up calls, check on the status of pending calls, and to alert staff about failed wake-up calls.

Accountability: Staff can be made to log into InnDesk with a personal ID and password, so that corrective action can be taken in the event of an incorrectly scheduled call.

Accuracy: The graphical user interface enables hotel staff to easily double check their entry, ensuring that guests always get the wake-up call as they requested.
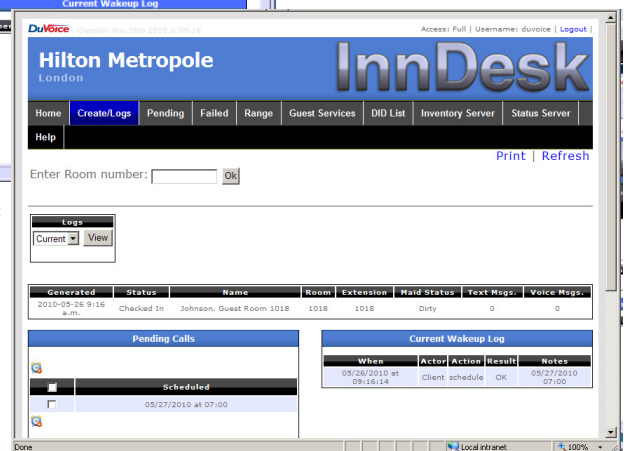
Failed wake-up calls

Should the guest fail to answer the wake-up call (and all scheduled retries) the DuVoice system will count this as a 'failed wake-up call.' There are three ways that DuVoice will alert the hotel staff of a failed wake-up call:

- **Urgent email message:** DuVoice will send an urgent email to the address or addresses specified showing the guest name and room number of the failed call.
- **InnDesk banner:** At the top of the Inn-Desk home page, a banner will show the guest name of the failed call
- **Telephone notification:** DuVoice will place an alert call to a specified extension. When the call is answered, a message will play, "The guest in room [xxx] failed to answer their scheduled wake-up call."

Wake-up call reports

Any time there is a question about whether a wake-up call was correctly delivered, hotel staff can refer to the wake-up call report in InnDesk. With the click of a mouse, a detailed report for the room in question will show the details of wake-up calls for the duration of the guest's stay including:

- The time each wake-up call was set
- Who set it—the guest, a staff member by telephone, or the specific staff member if by InnDesk.
- When the call and each retry was attempted and the outcome of each attempt.

A copy of the report can be printed for the guest with the click of a mouse. Comprehensive wake-up call reports can reduce the number of rooms 'comp'd' because of a perceived missed wake-up call events.

* Contact DuVoice and / or Property Management Software provider to verify available features.