

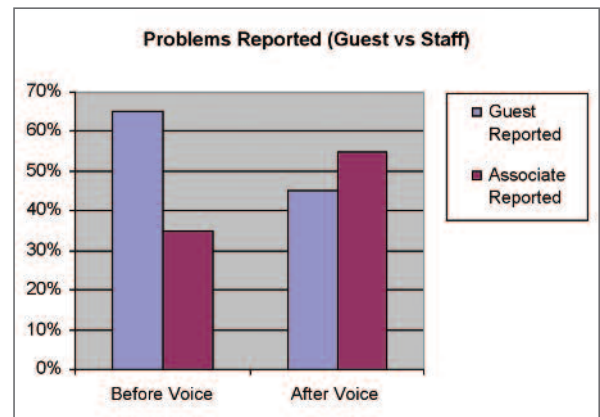
What is GuestWare Voice?



GuestWare Voice is a speech enabled IVR (Interactive Voice Response) application that supports touch tone (using telephone keypad) or speech recognition to allow housekeepers and other associates to quickly report room engineering problems. Voice is an optional add-on module to the GuestWare Communication Server and provides an efficient method for reporting incidents. Voice is centrally hosted and therefore no proprietary hardware or voice PC's are required. Voice can be activated from any phone by any associate with a user ID.

Reduce Guest Problems

Voice provides an efficient way for housekeepers to proactively report room problems before the guest does. Traditional methods for reporting issues present challenges for housekeepers including language barriers, waiting on hold for a dispatcher or filling out a form. The lack of a fast and reliable method for reporting incidents makes it difficult for the housekeepers and more challenging to manage the process. Voice is not only faster for the housekeeper but it frees up the dispatchers from having to receive and log calls from the housekeepers so they can focus on the guest calls.

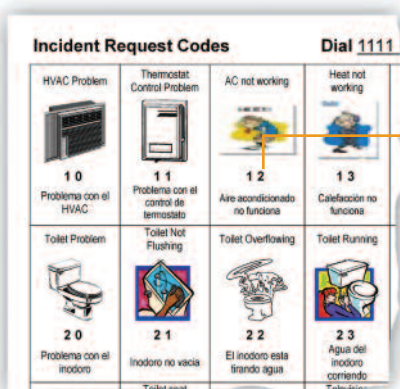


Hotels with Voice have shown the more problems housekeepers report... the fewer problems guests report. Any hotelier knows, fewer guest issues result in higher overall guest satisfaction and higher intent to return.

Improve housekeeper and dispatcher productivity

Voice supports both touch tone (DTMF) or speech recognition with a very streamlined user experience. The user simply enters a pre-programmed number which the PBX is set to dial out to a designated toll free number and the voice prompts the user through the rest in either English or Spanish.

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"The housekeepers love it. Initially we had incentives to promote adoption but it really took off and we don't need them any more."



Streamline Voice Prompt
4 digit user ID: 1234
Room #: 593
Incident (see cheat sheet): 10

Voice has a barge-in feature that allows the user to quickly enter or speak the information without waiting for the voice prompt to end. At the end of the call, associates can continue to enter more issues for the room or another room or hang up. The call is then processed and sent directly to the GuestWare Communication Server. The call is processed and

displayed on the dispatch call monitor and is sent to the appropriate engineering device based on pre-defined paging rules.

Improve Response Time

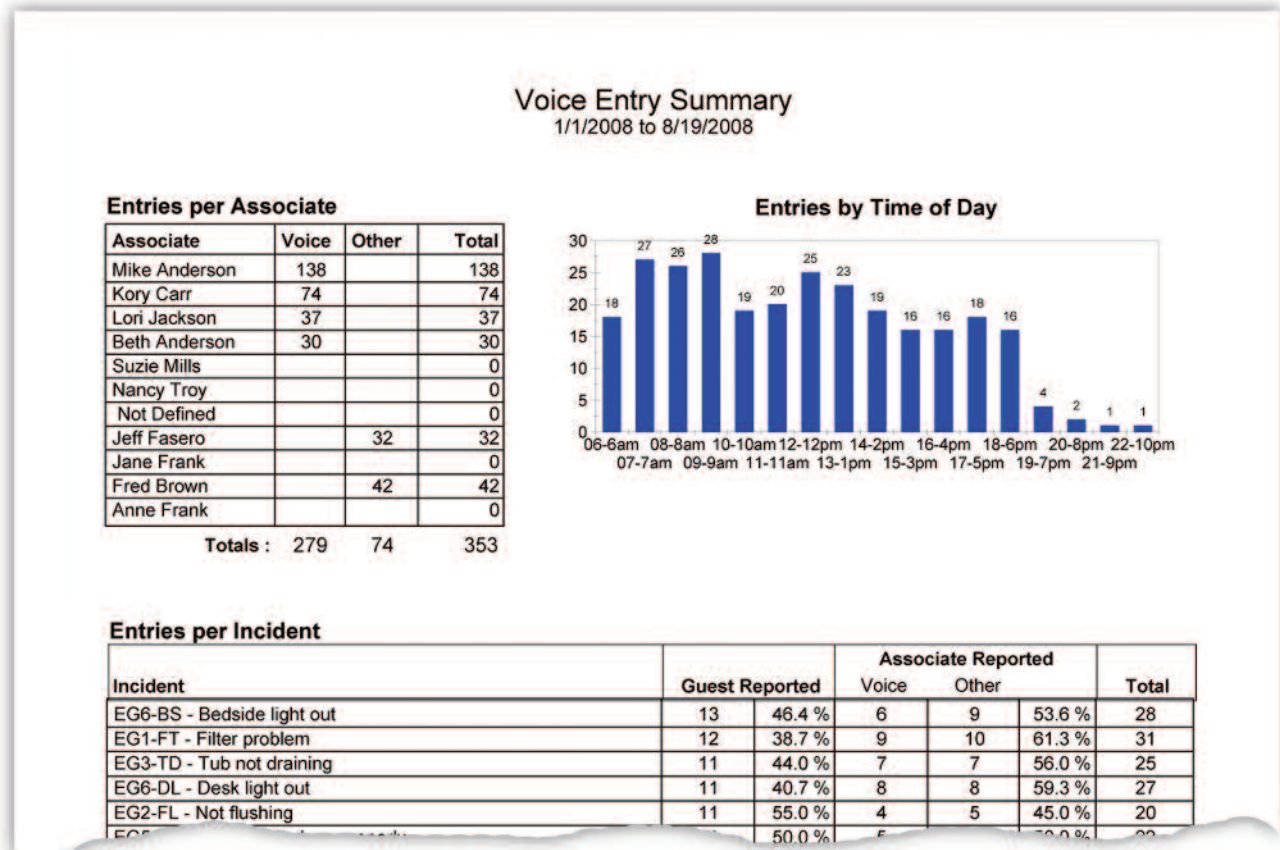
GuestWare Voice redistributes the engineering work load more evenly and earlier in the day to free up resources during peak guest calls. Ultimately, Voice results in faster response times and more satisfied guests.

Management tool to drive success

Success is based on management involvement in the implementation and ongoing support of the process. A report designed specifically to highlight usage and opportunities is shown below. Typically this is reviewed with housekeepers on a daily or weekly basis. The report can be used to motivate associates who are not reporting enough issues and to identify specific problem areas where the ratio of guest reported vs associate reported needs to be improved.

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"We get a text message within minutes describing the issue and who reported. Our survey scores that measure everything in working order have really improved since we started using Voice."

IVR Report: Guest vs Staff



Improve Service and Lower Costs

Hotels using Voice effectively can quickly reduce guest problems by 5 percent or more.



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To learn more about GuestWare, call for a free demonstration or go to www.guestware.com.