

# Five-star communication solutions for Hotels and Serviced Apartments



Crown  
Commercial  
Service  
Supplier

## What is Service-Call?

Service-Call for the hospitality industry provides all the current and future telephony needs of UK Hotel and Serviced Apartment operators. Integrating with back-office PMS and CRM systems, Service-Call solutions replace outdated, loss making telephone systems into profit generating opportunities for your business.

Service-Call products will exceed all the current voice communication demands of your business, from boutique to high end hotels and serviced offices, whether operating single or multiple brands, in unique or multiple locations. Service-Call provides your profit making platform to efficiently fulfil the fast-changing requirements of your clients, suppliers and your management teams, enabling you to focus fully on increasing your competitive edge.

# Key Features of Service-Call



## Front of House Integration

PMS integration with Micros Fidelio (Oracle), iCharge/TigerTMS, Telecom Eye and many more



## Service-Call Unified Device Support

Desk phones, smartphones, softphones, wireless phones



## Wireless Phones

DECT or WiFi for staff mobility



## Room Phones

SIP/IP or analogue phones for residents



## Staff Calling

Emergency call facility for multiple members of staff, wherever they might be



## Tannoy/Paging System

Use desk phones or integration with 3rd party tannoy/paging systems



## Service-Call Analytics

Historical reporting with integrated call recording



## Service-Call Live

Wallboards and Dashboards



## Service-Call Admin Portal

Browser based system admin tool



## Building Management

Integrates alarms from alarm panels, emergency pull cords, Lone Workers and more



## Service-Call Attendant

Single or multi-level auto attendant



## Messaging

Allows calls to ring direct or overflow to voicemail



## In Queue Announcements

Simple announcement, Position in queue, Callback



## Main Reception

Multi-site deployment or hunt groups



## Single Hotel Deployment

A phone system physically residing in your Hotel



## Single Hotel Cloud Deployment

A phone system remotely located in the cloud



## Multiple Hotel Deployment

A single on premise phone system. Works across all Hotels, each Hotel can operate independently



## Multiple Hotel Cloud Deployment

A single phone system, remotely located in the cloud. Works across all Hotels, each Hotel can operate independently



## Finance

CAPEX or OPEX or a blend of both to meet budgetary requirements