EasyLynq

Interactive
Voice and
Text
Services

IVTS

Hotel

Excellence services for the hospitality industry

- Voice mail for guests and staff
- 9 languages
- Connectivity to most property management systems
- IVR for incoming calls
- EasyLynq Phone (BYOD)
- XML Phone Applications for IP phones

EUROFLUXO

EUROFLUXO

In the present days, hotel guests are sophisticated and demanding. Meeting their needs can be a daunting and challenging task.
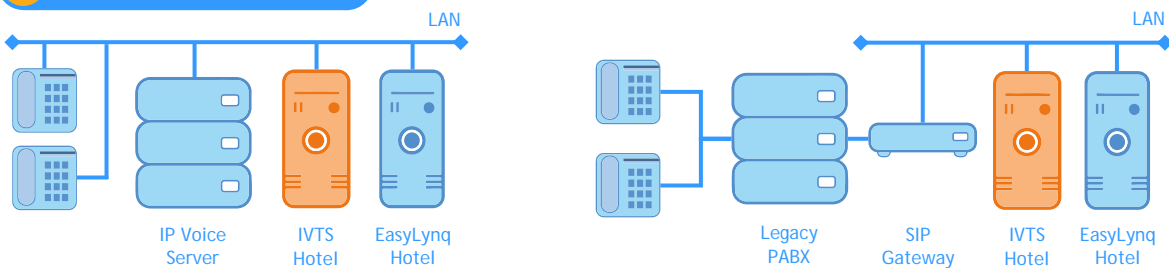
The **EasyLynq IVTS Hotel** system is specifically tailored for the hospitality environment. With an extremely easy configuration and high reliability, it allows any kind of property, regardless its dimension, to offer profitable services at a fair cost investment.

Available in several configurations, from 20 to 2000 rooms, SIP connectivity and multiple language support, **EasyLynq IVTS Hotel** is the solution to meet the requirements of every kind of hotels worldwide.

EasyLynq IVTS Hotel includes voice mail functions, room-status, minibar and laundry accounting, automatic wake-up management and fully integrates with **EasyLynq Hotel** to keep staff's interaction to the minimum. The base system also includes premium services like voice mail to e-mail, instant messaging notifications and Text-To-Speech capabilities.

EasyLynq IVTS Hotel also allows combining all these advantages with BYOD services, IVR for incoming calls and the XML phone applications service, enabling the provision of useful information on stocks, weather, airports, trains, etc., in the display of the phone sets.

Typical configurations

LAN

IP Voice Server | IVTS Hotel | EasyLynq Hotel

LAN

Legacy PABX | SIP Gateway | IVTS Hotel | EasyLynq Hotel

Main features

- Voice mailboxes for guests and staff
- Caller ID saved with messages
- Call return from message
- User greetings for absent, busy and unavailable messages
- E-mail user with voice mail attached file
- Instant messaging notification of new voice messages (requires external equipment)
- Text-To-Speech
- Real-time display of calls in progress

- Wake-up with snooze capability
- Reminders for staff
- Room-status
- Minibar and laundry posting, with interactive voice response for easy validation of the articles
- Validation codes for housekeeping staff
- Supported languages: English, French, German, Dutch, Portuguese (Portugal and Brazil), Spanish, Italian and Turkish

Optional features

- IVR service (Interactive Voice Response)
- EasyLynq Phone (BYOD)

- XML Phone Applications

EasyLynq

IVTS

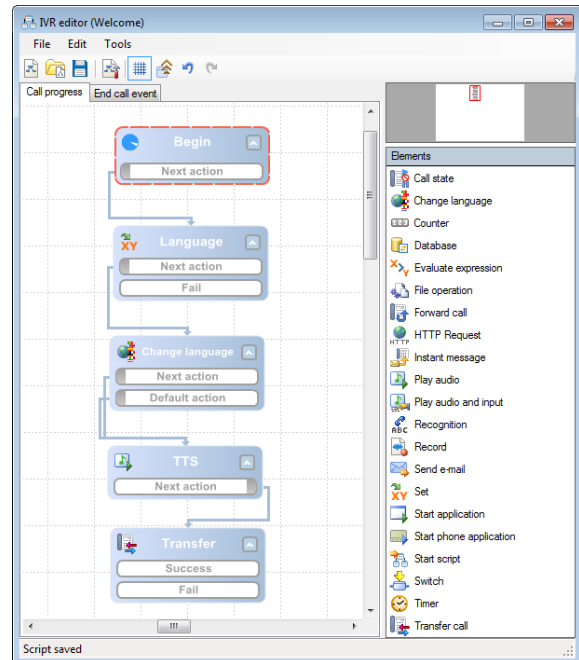Interactive
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IVR for incoming calls

With a user-friendly visual interface, IVTS allows you to generate your own scripts with no need for specialized technical assistance.

IVTS provides a set of flexible and powerful object scripts and offers advanced functionality such as voice recognition, Text-To-Speech, music on hold, either automatic or on demand call recording, database access, e-mail and much more.

The example at the right demonstrates the simplicity of creating a script:

- On answering the call, the language is determined by examining the caller's number.
- The remote party listens to a welcome message, according to the selected language, and is then transferred to a service extension.
- While waiting, the caller listens to a courtesy music.

IVR editor (Welcome)

File   Edit   Tools

Call progress   End call event

Begin — Next action

Language — Next action — Fail

Change language — Next action — Default action

TTS — Next action

Transfer — Success — Fail

Elements:
- Call state
- Change language
- Counter
- Database
- Evaluate expression
- File operation
- Forward call
- HTTP Request
- Instant message
- Play audio
- Play audio and input
- Recognition
- Record
- Send e-mail
- Set
- Start application
- Start phone application
- Start script
- Switch
- Timer
- Transfer call

Script saved

Users options - ITWelcome
Period: 2014-03-14 00:00 -> 2014-03-14 23:59

Options	Requests	Entered	Abandoned	% Abandoned
ITWelcome				
Flight information	784	784	38	4.8
Weather information	345	345	23	6.7
ITFlights.Choose airport				
Amsterdam - Schiphol	80	80	0	0.0
Frankfurt	413	413	6	1.5
London - Heathrow	193	193	0	0.0
ITFlights.Flight Type				
Arrivals	422	422	0	0.0
Departures	264	264	0	0.0
ITWeather.Choose City				
Amsterdam	45	45	0	0.0
Frankfurt	34	34	0	0.0
London	36	36	5	13.9

Total: 2616 requests, 2616 entered, 27 abandoned

A solid suite of reporting tools allows leveraging the script's effectiveness by offering a quick view over where the most activity takes place and the percentage of abandoned calls.
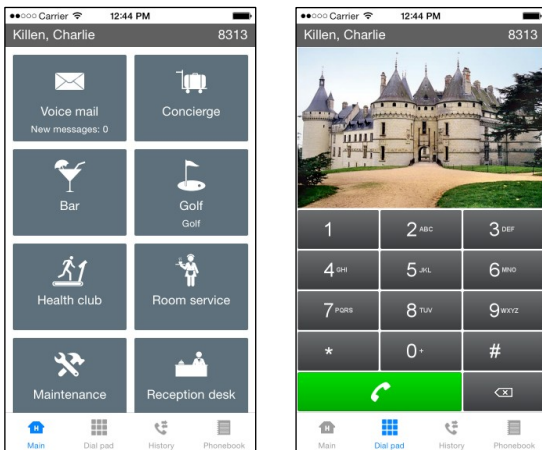All reports can be exported to Excel or PDF and sent by e-mail.

IVTS delivers great user experience and is designed to increase productivity and lower the costs of producing and diagnosing complex scripts. The script flow can be easily inspected and monitored, helping the user to determine whether the expected results are being achieved.

Event log

ITWelcome
2014-03-14 10:57:22 - Call from 555444311 to 9300

Call progress   End call event

Time	Elapsed time	Name	Description	Result
10:57:22	0.000		Start call	
10:57:22	0.698	Begin	Script started	
10:57:23	1.956	Welcome	Text 'Welcome to the Airport and Weather information service. Please...	
10:57:28	6.390	First choice	Text ''	1
10:57:28	6.542	Flights	Script 'ITFlights'	Successful
10:57:28	6.594	Begin	Script started	
10:57:28	6.695	Choose airport	Text 'Choose the airport for the flight information.For Frankfurt, press 1...	1
10:57:33	11.930	Flight Type	Text 'For arrivals, press 1. For departures, press 2.'	2
10:57:37	15.101	DataSetFlight	DSN: 'IVRData', SQL command: 'SELECT TOP 10 FTime, Flight, City, A...	Successful
10:57:37	15.701	TTS General	Text '<break time="100ms"/>Flight.<break time="50ms"/>LH 970<break...	

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EasyLynq Phone

BYOD phone (**B**ring **Y**our **O**wn **D**evice) – the guest is always in touch and takes full advantage of the phone services of the hotel.

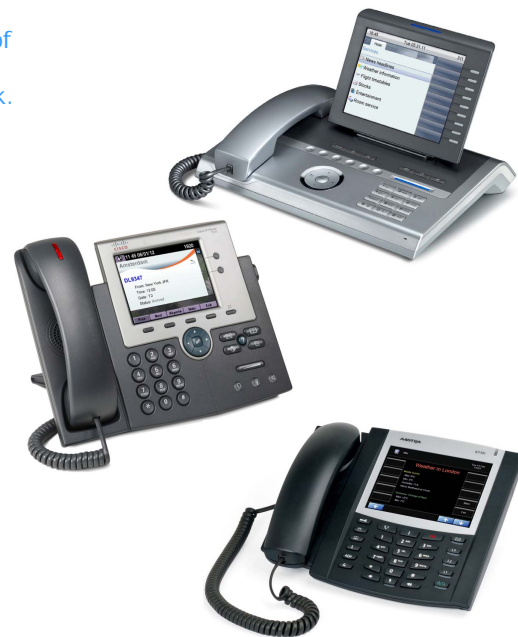Download on the App Store

ANDROID APP ON Google play

1 The guest arrives to the reception desk.

2 On checking in, the guest notices the sign announcing the EasyLynq Phone.

3 The guest downloads/installs EasyLynq Phone from Apple Store or Google Play.

4 The front desk receptionist associates the guest's phone to the room.

5 The guest's phone is joined to the Hotel VoIP network via Wi-Fi.

6 The guest can make and receive calls anywhere inside the hotel.

XML Phone Applications

The XML Phone Application service allows you to create a set of useful information and make it available to your guests on the display of the IP phones in the rooms and at the reception desk.

16:45   Tue 05.31.11   311
Hotel
Next flight →
Frankfurt
LH 946
To: Manchester
Time: 16:50
Gate: Terminal 1-Halle AB
Status: *Started*

16:45   Tue 05.31.11   311
Hotel
Select city →
Weather in London
Chance of Storm
Max: 18ºC   Humidty: 48%
Min: 8ºC   Wind: North at 14 km/h
15ºC
Tomorrow: Mostly Sunny
Max: 21ºC
Min: 12ºC

SIP

- SIP v2.0 over UDP, TCP and TLS (RFC 3261)
- SIP trunking
- Codecs: G.711 (aLaw, uLaw), G.729 (optional)
- DTMF detection: RFC 2833, SIP INFO or automatic
- Capacity: up to 1024 simultaneous conversations

Requirements

- Intel i5 2.6 GHz or higher
- Ethernet board 100/1000 Mb/s
- Microsoft Windows 2008, 7, 2012 or 8, 32 or 64 bits

For small configurations, IVTS Hotel and EasyLynq Hotel can share the same computer.