



UC for Enterprise Attendant for Hospitality (UNIVERGE® UA5200)

The Next Generation Attendant Solution for Hospitality

Does your property need a cost-effective attendant console that makes your workers more efficient while improving the guest experience? NEC's Attendant for Hospitality (UNIVERGE UA5200) was designed specifically to optimize attendant performance and enhance guest services.

As part of the NEC's UC for Enterprise (UCE) suite of applications, the UCE Attendant for Hospitality provides cutting-edge technology to deliver the very latest in advanced call-processing capabilities and productivity enhancements. The UCE Attendant for Hospitality gives you the tools you need for staff to be as efficient as possible and your guests to receive the services they want without increasing your costs.

At a Glance

- A cost-effective way to increase productivity
- Guest directory data integration
- Access to an extensive IP feature set designed specifically for hospitality
- Migration from NEC's Hospitality Center System console application ensures continued support

A Cost-Effective Way to Increase Productivity

The UCE Attendant for Hospitality is loaded with productivity-enhancing improvements to help your attendant process information more quickly.

Basic features include:

- Call In-queue display
- Touch screen monitor support
- Delineated hierarchical levels of users
- Updated and consistent information distributed to all attendants
- Multiple contact points and click-to-contact buttons
- Optional ACD queuing

The hospitality specific features include:

- Guest directory data
- Wake-up manager
- Guest messaging
- Attendant banners
- An optional custom keyboard

All of these improvements result in faster communication, better call handling and a more efficient staff which results in satisfied guests.

Guest Directory Data Integration

The UCE Attendant for Hospitality Guest Link connects your PMS and UCE Attendant to provide access to your guest directory data. Your guest data can include:

- Check-in and check-out information
- Due in date
- Confidentiality data
- VIP status
- Room number
- Additional non-registered guest information
- DND status
- Group name and information
- Guest messages

An Extensive IP Feature Set Designed for Hospitality

The UCE Attendant for Hospitality gives you access to a number of features that were designed specifically for the hospitality environment. These IP features can make your staff more productive by streamlining their tasks.

Wake-up Call Scheduling

This hospitality focused solution gives your attendant the ability to use an intuitive screen to easily set wake-up calls for any guests in the directory. These calls can be scheduled quickly for each guest once, for a group of days or for the guest's entire stay. Additionally, this feature lets attendants:

- Look up and set wake-ups by guest name
- Loop up and set wake-ups by room extension number
- Set group wake-up calls
- Set recurring wake-up call schedules
- Set snooze and repeat feature
- Review and edit scheduled wake-ups
- Review missed wake-up calls

Attendant Banners

Using the UCE Application Platform, you can provide important, up-to-the-minute information to your attendants through Attendant Banners. These banner messages can be targeted to one property or sent to several.

Custom Keyboard

To further enhance your attendant's productivity, you can add a specially-designed color-coded keyboard that makes operation even faster and more intuitive. These keyboards include:

- Hotkeys for solution tabs
- Ten programmable speed dial options
- Telephony-style number pads
- One-touch telephone controls

Guest Messages

When Guest Link software is used to exchange information with your PMS, it enables attendants to quickly and easily input and retrieve messages for your hotel guests. Your guests' messages are safe and securely stored on your PMS. Copies of these messages are also stored on the UCE Application Platform for an extra measure of protection.

Migration Ensures Continued Support

If you are currently using NEC's Hospitality Center System (HCS), you need not be concerned with end of life or end of support issues. When you migrate from HCS to the UCE Attendant for Hospitality, it ensures that your NEC communications solutions will be supported for years to come.

The cost-effective UCE Attendant for Hospitality's advanced features, enhanced security and assurance of continued support can enhance the productivity of your staff and help keep your guests happy. Now is the best time to take advantage of this productivity-enhancing application.

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