Communications Solution for Hospitality Sector

Reliable   **Simple-to-implement**   **Cost-effective**

From small economy hotels to large resorts, hospitality businesses require professional service, memorable guest experience, and systematic hotel activities to build reputation and create a loyal customer base. Yeastar offers all-in-one hospitality communications solutions that can be customized specifically for guest-centric hotels and their need to automate the regular hotel operations.

Meet Hospitality Demands of Today and Tomorrow

Yeastar P-Series Phone System is an open-standard, simple-to-use solution optimized for hospitality sectors. It integrates easily into existing hotel infrastructures, supporting both SIP phones and analog phones, and include inbuilt hospitality-centric features like PMS integration, call accounting, voicemail, and more that take hotel service to next level.
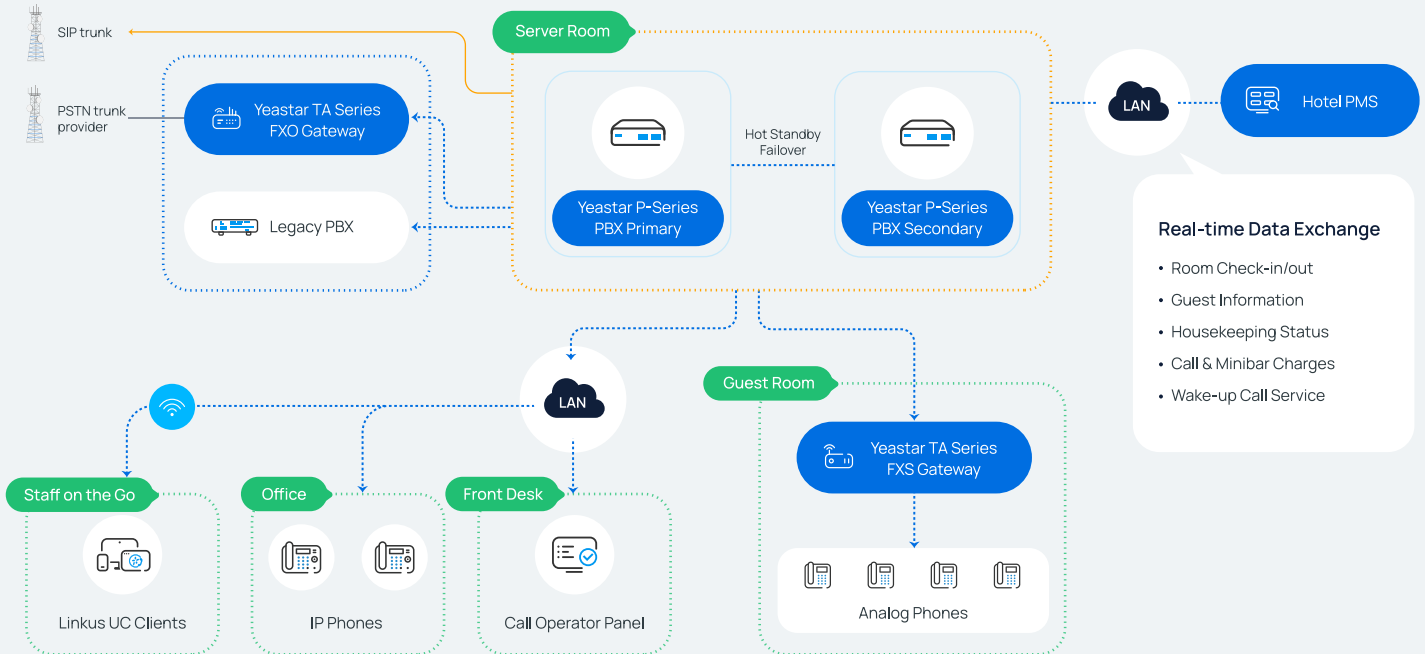
With Yeastar P-Series Phone System's universal connectivity, coupled with Yeastar VoIP gateways (including TA FXS/FXO gateways), the solution particularly adept at networking various analog and IP equipment as well as telephony networks, ensuring compatibility and efficiency in different hotel setups.

Key Benefits

- **Reduce IT costs** with the capability to reuse existing IT infrastructure. Benefit from the easiest system maintenance and secure remote management.
- **Optimize hotel operations** by integrating with PMS and automating the essential front-desk and housekeeping functions including check-in/out, wake-up call scheduling, call accounting, minibar charges, room status, and more.
- **Streamline communications & enhanced mobility** Automate call reception with customized greeting and self-service IVR. Visualize all room call activities in one simple panel to handle guest request more efficiently and engage s ervice staff immediately upon the receipt of guest calls. Your front desk, room services, and more are always connected not matter where they are.
- **Delight your guests** by identifying guest calls with caller ID and personalized greeting and empower seamless guest communications with HD calling.
- **Ensure system high availability** with little-to-no system downtime and near-instant failover solution.

How It Works

The topology demonstrates how Yeastar hospitality solution connect hotel IT infrastructure and empower a smoother communications and workflows.

SIP trunk

PSTN trunk provider

Server Room

Yeastar TA Series FXO Gateway

Legacy PBX

Yeastar P-Series PBX Primary

Hot Standby Failover

Yeastar P-Series PBX Secondary

LAN

Hotel PMS

Real-time Data Exchange

- Room Check-in/out
- Guest Information
- Housekeeping Status
- Call & Minibar Charges
- Wake-up Call Service

LAN

Guest Room

Yeastar TA Series FXS Gateway

Staff on the Go

Linkus UC Clients

Office

IP Phones

Front Desk

Call Operator Panel

Analog Phones

①

Powerful PMS Integration

Streamline your hotel operations with ready-made, direct integration with Oracle Hospitality Opera, Micros Fidelio, and other PMS supporting FIAS protocol. You can also build custom integration via tested 3rd-party PMS middleware (char, EasyLynq, and JDS) or the PBX's inbuilt open APIs. The integration enables the following features:

⊘ Guest Caller Name Display to always show guest name when they call.

⊘ Wake-up Call Scheduling to automate wake-up call services scheduled on PMS.

⊘ Call Accounting to auto-collect room call data & add charges to guest bills.

⊘ Maid Codes to update room's housekeeping status and minibar consumptions in real-time via phone.

⊘ Room Status to automate the room phone settings upon guest check-in/out:

- Sync guest name to room phone when guest check in
- Blocks room external calls when guest check out
- Delete old guest voicemail and reconfigure with the new guest name

⊘ Do Not Disturb to allow guest to set DND on room phone.

ORACLE Validated Integration Oracle Hospitality + FIDELIO

+ char + Jurudata SERVICES +

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Streamlined Hotel Communications

Get all telephony and VoIP features you need to streamline hotel internal and guest-to-front-desk communications in one simple integrated system:

- Free internal calls and universal connectivity (PSTN, ISDN, SIP, Cellular Trunk).
- Embedded website "Click-to-Call" link for free, one-click room booking calls.
- Built-in IVR, Ring Group, Queue, and customized greeting for automated call reception.
- Built-in voicemail feature for guest room phone.
- Front desk Call Operator Panel for one-click management of all room booking calls and guest calls. Know who is calling, how many calls are waiting, and perform call transfer, hold, and more in one simple click.
- Continuous 24x7 housekeeping response with free desktop/mobile softphone.
- Advanced call center features for large volume room booking calls.
- BYOD (Bring your own device) for mobile extensions.

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No Administration Hassles

Take advantage of straightforward and none-proprietary administration with one unified web-based admin portal. Change the system settings at any time without dedicated IT assistance:

- Point-and-click configuration. No technical expertise required.
- Plug-and-play IP phones with auto-provisioning.
- Real-time monitoring with intuitive system performance. dashboard and event notifications.
- Analyze guest and hotel call load with comprehensive call logs and reports.
- System remote management support.
- Easy scalability to grow users as your business grow.

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Be Prepared for the Emergency

Benefit from robust high availability and emergency solutions that ensure business continuity and the safety & well-being of your guests and staff:

- Optional dual-PBX Hot Standby setup to minimize downtime in case of unforeseen system failure.
- Optional 4G LTE failover trunk when fixed-line broadband is not available.
- Inbuilt Emergency Calling that allows the call to go at any time to emergency number and trigger a notification to hotel staff.
- Easy integration with broadcasting or alarm system, with the ability to quickly communicate important information to all rooms.

About Yeastar

Yeastar helps businesses realize digital values by making communications and workplace solutions easily accessible from ownership and adoption to daily usage and management. Yeastar has established itself as a leading provider of UC solutions with a global partner network and over 450,000 customers worldwide. Committed to delivering the right technology to value-oriented businesses, Yeastar offers products and services for UC&C, workplace scheduling, and hybrid workplace to enable them to win in the modern digital world.

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