DV2000 Hospitality

DV2000 Hospitality for Avaya

Introducing DV2000 - the messaging solution for Magix and ACS that will please your guests, increase occupancy, *and make your life better.* In addition to standard hotel guest features, DV2000 integrates with your LAN and e-mail systems to provide a flexible, reliable network enabled messaging solution.

Please your Guests

Whether traveling for business or pleasure, your guests have come to expect the same telecommunications tools they have at home and at work. Your guests expect people to be able to leave them detailed, confidential messages at any hour of the day or night, in any language. Voice mail is the only way to provide this level of service.

Increase Occupancy

By providing guests with accurate, timely and confidential messaging, you will have a leg up on your competition that doesn't offer voice messaging. When a satisfied guest returns to your town, which property are they going to choose?

Getting the message

After a message is left on the system, DV2000 is designed to make sure the staff member (or even guest) gets it. In addition to standard pager notification and cellular delivery, DV2000 can be programmed to send an e-mail message notification – typically to a cellular e-mail account. The notification shows the source and urgency of each message in the mailbox. With V-Email, the message itself can be delivered to an e-mail box as a .wav file attachment to be played on any multimedia card. Copies of messages can be automatically forwarded to other mailboxes. These features combine to assure that the message is delivered in a timely fashion.

Secure, private & efficient faxing.

With the optional fax mail feature, DV2000 VS Edition combines e-mail and fax technology to become an incoming fax server and fax on demand system.

Incoming faxes to individuals can be stored in the user's mailbox for delivery to a fax machine – or – automatically forwarded as a .tif file attachment to the subscriber's e-mail address. These .tif files can be view on the subscriber's PC, saved, forwarded, or made attachments to other documents. Fax On Demand applications are available as well.
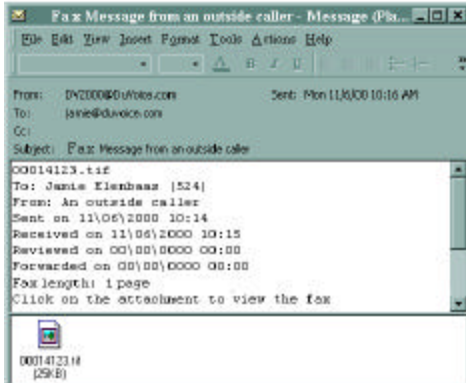
Make your Life Easier

Have you ever been awoken in the middle of the night to transfer a call to a guest, to take or deliver a message or to schedule a wake-up call? With voice mail, most of these interruptions are a thing of the past. After business hours, you can direct incoming calls to an automated attendant that will answer the call and give the caller the opportunity to dial a guest room directly. (Of course, in an emergency, the caller may be allowed to ring the manager's room.) Calls to unanswered phones are automatically forwarded to a voice mailbox, where the caller can leave a detailed and confidential message for later retrieval by the guest.

Wake Up Calls That Work for Your Guests - *and for You*

With voice mail from DuVoice, guests can schedule their own wake-up calls or your staff can do it for them. The DuVoice voice mail system will then deliver the wake up call – either with the cheerful, professional prompt that is pre-recorded on the system, or with any prompt you record in its place. You can choose the number and interval of wake-up call re-tries to the guest.

Any PC on the network can be configured to display a report showing the status of guest wake-up calls. This report identifies pending and recently executed wake-up calls, the result of the call, and the pending scheduled action (execute, re-try, etc…)

Failed calls – those that were not answered by a guest after the programmed number of retry attempts, are displayed in red for easy identification by staff.

Wake up call reports can be displayed on any PC on your LAN