



**FCS** Computer Systems

# FCS WinVoice V3

## For a Simple Solutions to Work-Saving

Your hotel is ever so often facing increasing needs to find the best tools to ease your operations systems. Your hotel technologies have to serve the needs of interfacing with other equipments and handy to users.

### What is FCS Winvoice V3

The FCS WinVoice V3 is a powerful suite of application tools, designed to serve, service, monitor and manage your hotel and your your guests' telecommunications needs. Managing your auto wake-up call is at present a relief. Managing your auto wake-up call is at present a relief. The interactive graphical user interface's FCS Mini Bar & FCS Room Status comes with great display resolution.

Working in concert or individually, the components of the FCS WinVoice V3 are designed to help your hotel better serve your guests, improve your work flow procedures, and reduce operations costs. It is comprised of:

### FCS AutoWakeUp

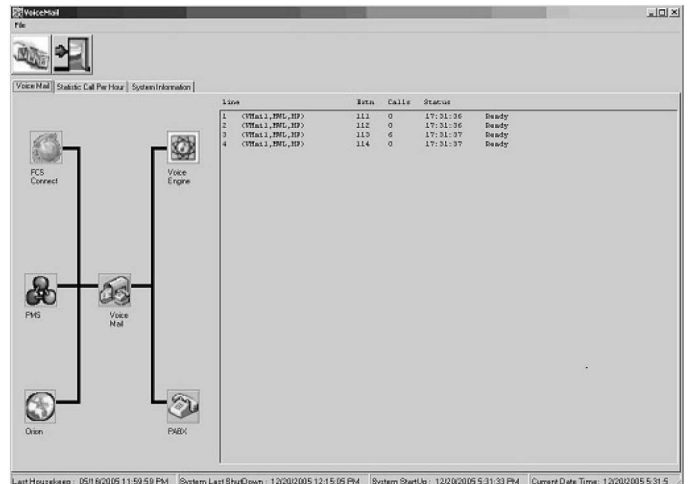
This is an interactive voice response system that automates and manages the wake-up call service in your hotel and stringent measures to wake-up your guests.

### FCS VoiceMail

This is a voice recording, storage and retrieval system that works seamlessly with your hotel telephone system (PABX) and your front office system (FOS) to ensure that all guest messages are handled confidentially, delivered efficiently and conveyed accurately.

### FCS MiniBar

This is a voice-related system that allows your hotel to post, update and capture the real-time charges from the plethora of revenue centers whenever your guest makes a purchase.



### FCS Room Status

This is a voice response system that synchronizes house-keeping, engineering and front office to ensure up-to-the-minute operational efficiency of the hotel.

The comprehensive range of FCS WinVoice V3 applications are user-friendly and are capable of supporting multiple concurrent users. Your guests can enjoy a greater satisfaction from the current array of service and support offerings while your hotel can benefit from the real-time transaction processing, improved data accuracy, increased mobility and convenience, and enhanced operational productivity.

### Highlights

- Provides comprehensive real-time operational faults for preventive and corrective action
- Offers high-availability support for maximum up-time
- Integrates with existing hotel PABX and FOS solutions using standards-based protocol to protect and enhance existing investment

# FCS Autowakeup

Feature	Function	Benefit
Wake-up call settable by guest or hotel personnel	Your guests have the flexibility to set their own wake-up calls from the convenience of room telephone. The hotel personnel can easily assist entire group of guests to set auto wake-up calls at one go through the system or via any phone without a mailbox (using a special code).	Cost-effective resource control and management allows your hotel to do more with less and rendering these repetitive tasks for your guests to self-serve save time.
Snooze	There is also a snooze feature that allows the guest to set the system to ring back 10 minutes later.	Offering attributes to which your guests can set your wake-up call thresholds so as to sustain dependability and reliability.
Single or batch Setting	The operator can set or cancel individual or group auto wake-up calls from the system or through the Property Management System (PMS) V3	Remote management assures that the module is optimally utilized for better operational efficiencies.
Rich Reporting	Our reporting tools to view all the wake-up-calls history, getting reporting done is easy with its view and edit function V3  Audit trail reports generated helps ensure proper management of the wake-up call service.	A thorough inspection of wake-up-calls activities with accuracy and review of front office administrative procedures.
Monitoring and follow-up	Real-time, continuous monitoring of auto wake-up response to all wake-up calls set.  If a wake-up call is not answered, the auto wake-up system will attempt to call the guest again. If there is no answer after the maximum number of attempts (user defined), the system will print an audit trail report through the log printer at the operator station and/or calls the operator (or a specific extension number), announcing the room number that did not answer the auto wake-up call.  This can be followed by launching predetermined AWU fail notification activities by the hotel personnel. When comes to be being informed with details, the V3 will not let you down	Immediate feedback drives rapid intervention that your guests can identify as being proactive and reliable.
Multilingual support	Your guests can be notified in your native language which can be comforting and endearing for someone traveling in a foreign country.	Showing cultural and linguistic sensibilities helps improve service levels and reinforce confidence in the hotel.

V3 Applicable to FCS WinVoice V3

# FCS VoiceMail

Feature	Function	Benefit
Voicemail Commands Trigger	<p>When you check in your guests, voice mail-box are created and personalized. When your guests transfer to another room, voice-mail automatically transfer the account to the new room. When you check out a guest, the mailbox is purged or archived. The phone is activated for long distance when the room is occupied and it is deactivated upon check out</p> <p>The voicemail automatically set housekeeping status to clean or dirty when your housekeepers key a code using the phone in the room.</p>	The reduction in administrative burden has freed your staffs to concentrate on core duties
Precious Messages	<p>The Voicemail has a capability designed give you the option of getting a system alert of new voice messages in hotel mail box.</p> <p>Now V3 enables your guests to retrieve their message from outside just by entering a pin. The V3 message box allows you to delete, replay, save, review, forward, reply, skip, rewind and fast-forward through messages. With the improved V3 , you can configure up to 9 types of messages, each message appeals to different type of guests and staffs Only in V3, you can delight your guests with messages send to their hand phones.</p> <p>This is V3, you or your guests can compose a voice message and send to the phone without the phone ringing. The V3 notifies your staffs with messages that are tagged as Urgent or Private. Hence, pointing out priorities and ensuring information is accessible only to those authorized.</p> <p>When you retrieve your messages internally, the smart V3 will say your colleague's name. You do not need to dial in when you want to speak to the caller, just one key straight to the caller.</p>	80% of the messages left in the inbox are relevant to your business and your guests' business.
Multilingual support	Your guests can be notified in your native language which can be comforting and endearing for someone traveling in a foreign country.	Showing cultural and linguistic sensibilities helps improve service levels and reinforce confidence in the hotel.

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## FCS Room Status / MiniBar

Feature	Function	Benefit
Consolidate Invoice	A streamlining of billing for your mini bar all automatically invoiced.	Increase your room revenue through monitoring cold product, no more late charges, no more invoicing mistakes and quick check-out.
Life Minibar Up-dating	The housekeeping can update mini bar through any hotel phone or FOS	Decrease in revenue losses
Fast Track Room Status	Is fast and easy for room status update and information reaches the front office systems instantly. The front desk gets quick heads up when a room is ready for check in	These translate to reduce sales fulfillment cycle time, ensure accuracy, and simplify resource management.
Rich Reporting	Information are automatically posted to FOS (Via FCS Winsuite) to update the guests' folio. You can generate various reports, such as activity report, replenishment report and maintenance Report.	
Voice Support	There is a voice instruction given when your staffs is posting at the FOS. This is to ensure correct information are keyed	
Multilingual Support	Your guests can be notified in your native language which can be comforting and endearing for someone traveling in a foreign country.	Showing cultural and linguistic sensibilities helps improve service levels and reinforce confidence in the hotel.

V3 Applicable to FCS WinVoice V3

## System Requirements

### FCS AutoWakeUp

- FCS WinSuite
- Activation of Voice Services Module
- Voice Cards

## Supported Telephone Switching Equipment

### FCS AutoWakeUp

- Alcatel
- AT&T
- Delta
- Ericsson
- Fujitsu
- Goldstar
- GPT ISDX
- Harris
- Hitachi
- watsu
- Mitel
- NEC
- Nortel
- OKI
- Panasonic
- Philips
- Rolm

## Supported Front Office Systems

### FCS AutoWakeUp

- CLS
- EECO
- Fidelio
- Guestmate
- HIS
- HRGAS
- HOS
- IFCA
- nnsoft
- LANMARK
- Maxial
- NEC CASH ASTRA
- PROLOG
- Real-Tech
- Springer-Miller

## Related Products and Services

These are some of the related products and Services also available from FCS:

- FCS WinSuite
- FCS Connect
- FCS e-Engineering

To learn more about FCS and what we can do

## Why should I upgrade to V3 ?

It is very important that your hotel support ending life of a product and enjoy the benefits improved version.

- There are market demands, technology innovation and development driving changes in the product, or the products simply mature over time and are replaced by functionally richer technology
- You will have advanced features that make more business sense, and it fits in with your current technical environment
- You allow FCS to stop supporting the EOL products and utilize our resources to serve you with our improved version. Hence, we are able to evolve with mastery to better serve your hotel
- FCS has devised an initial screening process to ensure that you will be more energy-efficient and know that new our products are going to save you energy

Your country representatives or engineers will help you with an effective upgrade

FCS is a new age partner that provides global support capability to the hospitality industry. FCS' unique service oriented systems with the provision of converged technologies have become the industry standards for most major hotel chains and are dedicated to optimizing resource allocation and deployment, boosting productivity and efficiency, and achieving guest satisfaction and profitability. Because of our 20 years of intimate knowledge in hospitality, we have enhanced mobility and productivity in the new IP convergence evolution to suit the current needs. We understand hotel's challenges and what makes them successful. We developed service oriented applications for in-room and web based for back office benefit to data mining tools to help effective reporting. The reporting information provides useful information for operational efficiency, speed and points out priorities. Having the best reporting tool allow staffs to show relevant facts in an interesting way, makes all differences in communicating to management and feed-back to colleagues. Now, more than ever, achieving measurable results – real data and commercial results – demands that communicators presenting a higher standard of data. All the hotel technologies are integrated to communicate effectively with hotel guests, hotel service personals and vendors. We customized for each hotel's uniqueness and all our components harmonized into an eco-system.

From a single-product company in 1982 to becoming a market-leading end-to-end solutions innovator, provider, vendor and integrator of the latest in hospitality technology today, FCS has about 4,500 installed customers and more than 2000 active customers in over 36 countries. Among this large customer base are leading four and five-star international hotels like The Hyatt Hotels Group, The Jumeriah Hotels, The Shangri-la Hotels, The Hilton Group, The JW Marriott Group, Bass, The ACCOR Group, The Starwood Group, The M&C Hotels, The Intercontinental Group, Sheraton, The Peninsular, The Mandarin Oriental Group, Le Meridians and The Four Seasons.

FCS Computer Systems

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