

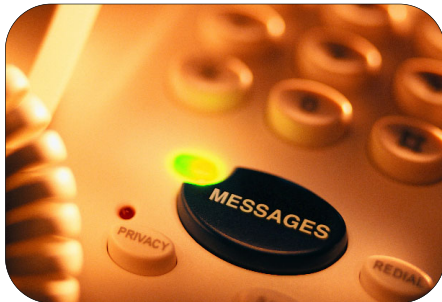


Facilities Management

hospitality
solutions

FCS Express Connect

A one-touch solution enhancing service to guests



With FCS Express Connect, guests need only touch ONE button on their phone to make any type of service request. It couldn't be easier!

FCS Express Connect is a sophisticated small-scale in-house call center solution that enables hoteliers to implement "one touch" service request capabilities to all guest phones.

When a guest makes a service request, their call is delivered immediately to the appropriate Service Fulfillment Agent, and the request is tracked till completed or escalated when necessary.

With the screen pop feature, the guest information is automatically flashed on the agent workstation as soon as the agent answers the call or whenever a guest abandons the call while waiting. An alert/screen pop will also be displayed whenever a guest leaves a voice message.

Since FCS Express Connect is a centralized contact point for all service requests, services can be grouped and the system can track the quantity of items requested by floor and provide alerts when the item's quantity is running low. A simple inventory system can help to ensure that the items requested are available at all times upon confirmation.

FCS Express Connect will enhance and monitor services provided to guests while reducing unnecessary inter-departmental communication. FCS Express Connect is designed to enhance guest relationship and loyalty by simplifying the task of making a service request and thus provide quick and efficient customer service.

FCS Connect Components

There are 4 components/modules to FCS Express Connect. They come as a standard offering.

- Agent Module
- Management Report
- Interactive Voice Response Module (IVR)
- Communication Server

Feature List

Agent Module

- Allow guests to request one or multiple items from one or more service group. For a request that is handled by multiple runners, multiple job numbers will be created.
- Allow job status update.
- Provide onscreen job enquiry.
- Update phone line status as free/busy.
- View hotel information such as promotions, knowledge base etc.
- Provide screen pop-up for:
 - Guest information and for successful/incomplete call.
 - Job delivery time out alert.
 - Voice message alert.
- Create a job as Open and activate it later.
- Ability to extend job duration while the job is pending.
- Configurable main screen. Ability to display either current days job status or the standard call statistic information.

Communication Server

- Keep track of agent status and even distribution of guest call to agents.
- Sharing of FCS Winsuite guest database to retrieve guest information to support the screen pop-up on the agent screen upon answering a guest call.
- Creating jobs and assign most available runner to handle jobs based on area coverage and runner shift login/logout.
- Sending of detail guest services request to printer and/or page to respective runner via pager and/or SMS.
- Configurable job notification format to printer, pager or SMS.
- Tracking of service requests and alerts agent when job is overdue.
- Filter duplicated abandoned calls when receiving an abandoned or a successful call from the same room.
- Send alerts to all agents when all are busy.
- System logging of system activities and errors for analysis and support.
- Send job request reminder page to remind runner of a pending job.
- Tracking of service requests and alerts agent when job is overdue.
- Self-maintainable transaction database.
- Auto backup and compacting of database.
- Manual option to backup or restore database.
- Intelligently filters all abandoned calls alerts upon a successfully guest call.
- Runner login/logout by shift.

IVR Module

- Supports analog voice channel (Dialog 4/ D4/PCI)
- Supports digital voice channel D/82JCT-U for specific PABX e.g. Nortel, Lucent & etc.
- Guest call in and transfer the call to the most available agent automatically.
- Allows guest call to be put on a waiting list and wait for agent to pull the call when the agent is free.
- When a call reaches FCS Express Connect, a greeting message will be played to the guest prompting the guest to wait for connection to the GSR agent.
- The system can announce any special promotions or activities in the hotel while the guest is waiting for the agent.
- If all the agents are busy, a guest can leave a voice message for the agent to call back. The system shall inform the next available agent via screen pop.
- Agent can call in to retrieve voice message left by guest.
- Runners can call in to update job status to completed based on job number.
- Runners can call in to check for pending job based on job code.
- Runners can call in to check job status.

Reporting Module

- Detailed reports can be grouped by Job Status, Single Room, Floor, Service Type, Runner ID, Agent ID and Job with Time Extension.
- Statistical reports:
 - Number of calls received by Agent grouped by duration.
 - Number of calls received by Service Code grouped by duration.
 - Number of services completed in time/late by Agent/service code.
- Monthly Guest Request Statistics with top 4 items requested for each category of services set by the user.
- Line activities report:
 - IVR Line Usage Report.
 - IVR Traffic Report.
 - Call History Report.
 - System Settings Report.
 - Paging Interface

Third Party Communication Interface

- Direct Interface To Paging Equipment (Scanditronic).
- Interface to External Paging Company via modem dial up.
- SMS Messaging via mobile service provider.

Other Key Features

- Double byte character display on Agent module.
- Real time switch from one language display to another language.
- Auto Spin off another job upon completion of a job.
- Different job tracking duration for next level of runner.
- Integrate with FCS Preventive Maintenance Module.
- Allow Runner to create Engineering Job through IVR.
- Support CTI Link on NEC OAI.
- Request services by admin staff.
- Display guest preference via Octopus Interface.
- Handle external calls to reservation agent.
- Allow a different group of agents to handle external calls.

□ Contact FCS

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