

Avaya and DuVoice

Providing messaging tools for the hospitality industry

Hotel guests, whether traveling for business or pleasure, have come to expect the same telecommunications tools they have at home and at work. They want a simple-to-use, reliable method for people to contact them and leave messages.

DuVoice Corporation and Avaya are working together to deliver the powerful communication and messaging tools required by the hospitality industry. For hotel/motel, extended stay and extended care facilities, DuVoice's VS Ensemble and DV2000 InnServer along with Avaya PARTNER® ACS and Avaya MERLIN MAGIX® Integrated System (IS) satisfy the telecommunications needs of hotel guests and staff.

DuVoice VS Ensemble

For properties that don't require PMS integration to the telephone switch, VS Ensemble provides easy-to-learn, easy-to-use features for check-in, wake-up calls, auto attendant and voice mail that serves guests and hotel staff.

- **Check-in** – Hotel staff can check in guests or move guests from room to room using a touch-tone telephone.
- **Wake-up calls** – Guests can schedule their own wake-up calls or the staff can do it for them. The system delivers the wake-up call either with the packaged or customized message. Hotel staff receives a report of when the guest scheduled the call, when the guest scheduled the call to be delivered, when it was delivered, how many re-tries and whether the wake up call was ultimately answered.
- **Auto Attendant** – Ensemble's Auto Attendant delivers holiday or emergency greetings, multiple

spell by name directories, receptionist overflow, interruptible voice prompts as well as fax detection and routing.

- **Voice mail** – Voice mail provides message notification via lamp for guests and optional email for hotel staff. The system provides 130-hour minimum storage and message archiving. For hotel staff voice mail, notification can be sent to several pager or telephone numbers on urgent or all messages.

DuVoice DV2000 InnServer

Developed for larger establishments, the DV2000 InnServer provides all of the features of Ensemble plus it hosts third-party software including Check-Inn Property Management System (PMS) software from Innsoft. Check-Inn includes:

- **Check-In** – Check-Inn provides a simple check-in process with automatic tax calculations, instant check-in for guests or groups with reservations and magnetic stripe reader for quick check-in with credit cards.
- **Check-Out** – Check-Inn provides a quick check-out process, tracks room readiness and logs guest history.
- **Call Accounting** – Call-Inn tracks guest calls and post charges directly into the Check-Inn guest portfolio. The call accounting package calculates local, domestic and international calls, as well as directory assistance and specialty calls. This system also works properly with alternate long distance carriers so the hotel can easily define fixed, flat and variable rate structures.





About DevConnect

The Developer**Connection** Program (DevConnect) is a comprehensive set of innovative sales, support, marketing and services programs through which Avaya works with members to develop, promote and sell their products and solutions that interoperate with Avaya solutions.

Member benefits may include:

- Discounted Avaya development hardware and software
- Joint participation in media relations and sales assistance
- Introduction to Avaya VARs
- Avaya participation at member events and member participation at Avaya events
- Use of the Avaya DevConnect logo

For more information, visit DevConnect at www.devconnectprogram.com.

About DuVoice

Founded in 1990, DuVoice Corporation developed a DOS voice mail and automated attendant software, which was the basis for a turn-key PC-based messaging system that eventually evolved into the VS Ensemble voice mail system available today. Initially, DuVoice addressed voicemail and automated attendant applications for a wide variety of telephone systems. In 1997, DuVoice began to concentrate on two niches. The first was to address messaging applications integrated with AT&T (later Lucent and Avaya) products. The second was to develop messaging products especially for the hospitality industry.

In 2000, DuVoice Corporation released the Windows NT-based DV2000 voice mail system for business and hospitality applications. In 2001, DuVoice developed

CTI integration between DV2000 and Avaya MERLIN MAGIX IS, allowing the messaging system to function as the intermediary between hotel property management systems and the Avaya MERLIN MAGIX IS.

DuVoice is headquartered in Kirkland, WA.

DuVoice milestones and awards:

- For the past two years, DuVoice has been named one of the Delloite Touche Fast 50 fastest growing technical companies in the region.
- More than five thousand DuVoice messaging systems have been installed worldwide.

For more information about DuVoice and its products, visit www.duvoice.com or call 1-800-888-1057.

About Avaya

Avaya is a global leader and innovator, serving customers who require superior enterprise communications to power their businesses.

Over 90% of the FORTUNE 500®, as well as government organizations, rely on Avaya for secure network infrastructures and reliable voice and data applications. Avaya is...

- #1 worldwide in Automatic Call Distribution (ACD) and Interactive Voice Response (IVR) systems for customer call centers
- #1 worldwide in messaging solutions
- #1 worldwide in structured connectivity solutions for enterprise networks
- #1 in the United States in voice communications systems (#3 worldwide)
- #1 worldwide in predictive dialers for customer call centers

For more information, visit Avaya at www.avaya.com.