



Denwa UC offers advanced communication solutions to improve customer service, boost productivity and provide advantages from the reception desk up to the guests' rooms, thanks to its range of apps and to its network communication platforms.

Denwa solutions include specific functions for the hotel industry, with a range of wireless and desktop devices ideal for rooms and hotel suites, professional centers and event halls. Standard functions like unified messages, call counter and call reports, combined with third parties interfaces, like MicroFidelio and others for customer service and call billing, offer a complete solution.

Do you need to improve your hotel and update your services to incorporate a greater customer service?



## Facilitate the customer service

Denwa UC platform has an interesting range of professional and intelligent functions specifically designed to help the hotel industry with complete solutions.

Using a great variety of devices, the hotel staff will be able to access to the Inbound/Outbound functions, view the room states, etc. with only one click, it is also possible to check-in the guests and to configure their phones, so they can call from any room extension.

The hotel receptionist can also set timing notifications or wake-up alarms for guests. Denwa adds by default, voice mail and gives the customers new functionalities, such as receive their voice mail via email or extend their room number to Android or Iphone mobiles. These alarms like weak-up alarms, notifications, etc. can reach the guest's mobile, either by email or by VoIP on his Denwa Mobile app for hotels, and it can also reach the landline phone in his room or IPTV.

Additionally, internet access module allows you to completely integrate the guest's room services from the room or on public places by WIFI.



The hotel reception desk employees can see the guest outbound details (calls, pricing details, etc.). Besides, additional services such as minibar, room or spa services can be billed by using the phone keyboard.

Denwa DECT wireless equipment has an important role in the hotel industry because it assures that the employees will never lose a call and will be located in any moment, wherever they were.



We also offer solutions for multisite organizations and hotel chains, thanks to the serial incorporation of connection function among different sites.

Customers will enjoy the ease of use of phone systems, while the employees will easily access to the customers' information; in this case, the hotel staff will be able to offer a more appropriate service at any moment.

