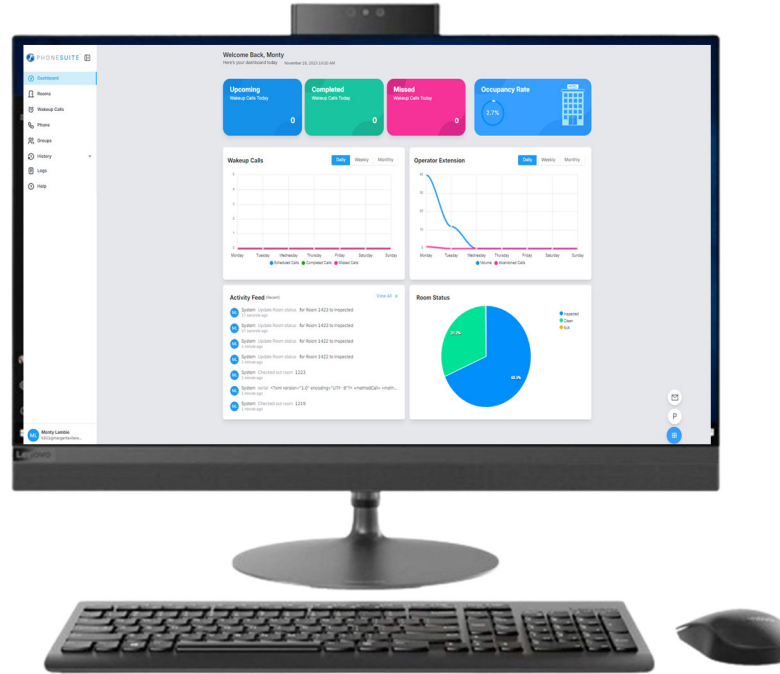


Hospitality Console

PhonSuite Connectware Hospitality Hospitality Console: Dashboard



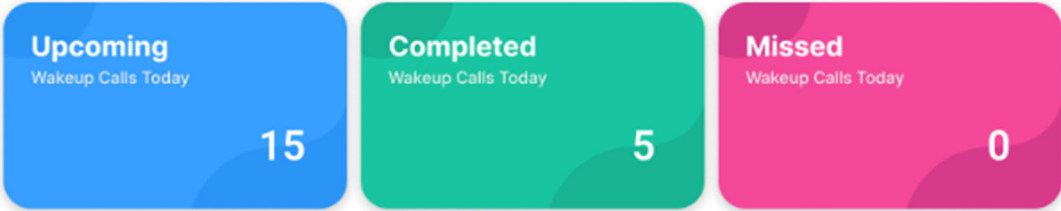
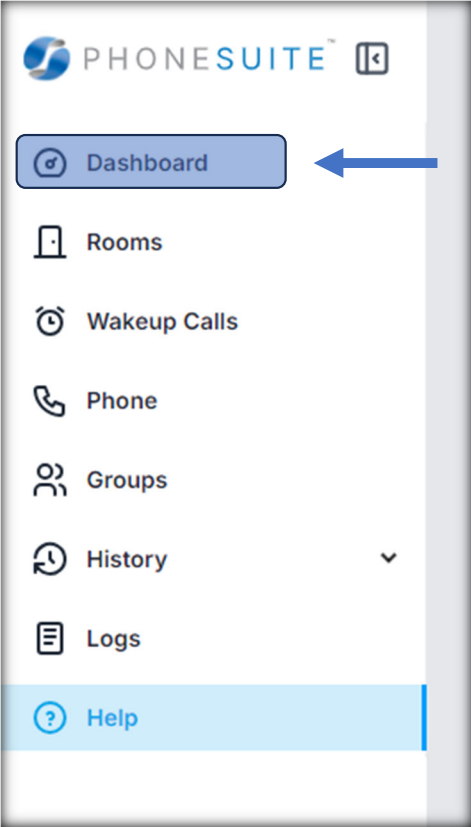
Dashboard

- The dashboard displays a high-level overview of the hotel with recent calls and system activity.
- The Web-based Hospitality console in conjunction with an IP phone replaces the old-style console at the front desk.

Phonesuite Connectware Hospitality Hospitality Console: Dashboard-Wakeup Calls



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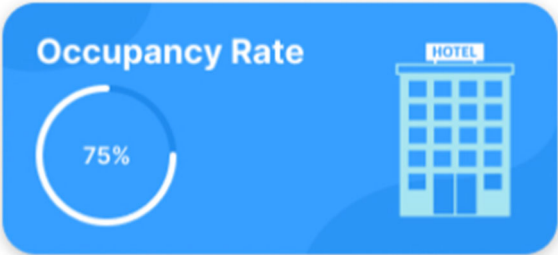
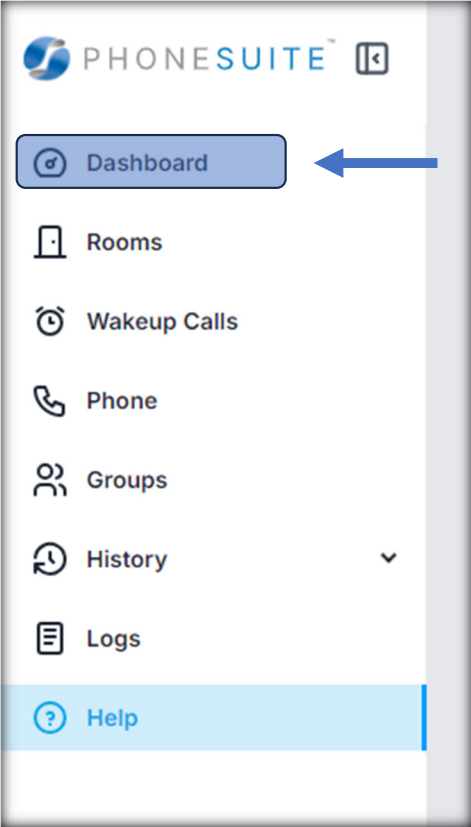
•Today’s wakeup calls- displays all scheduled, completed, and missed wakeup calls.



Phon-suite Connectware Hospitality Hospitality Console: Dashboard-Occupancy Rate



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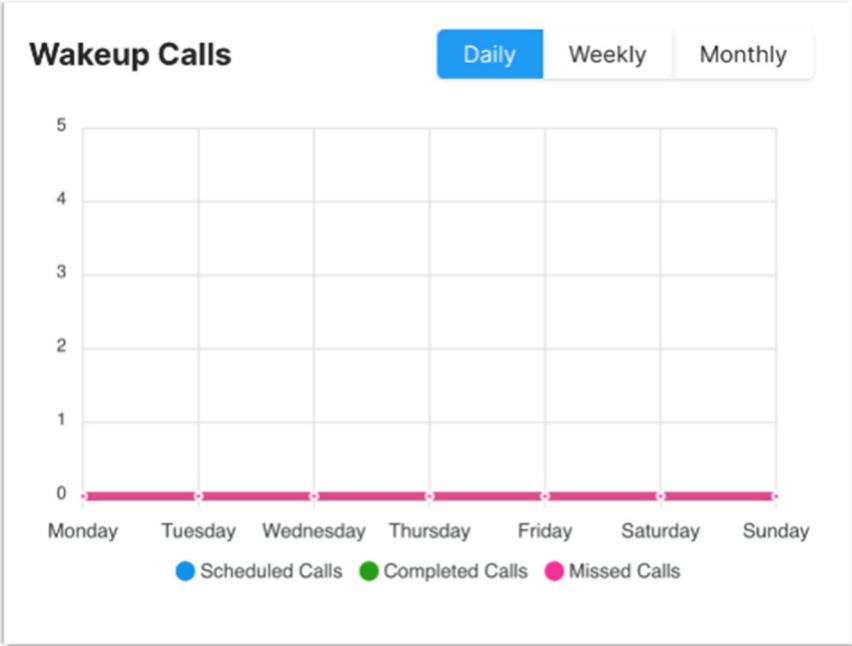
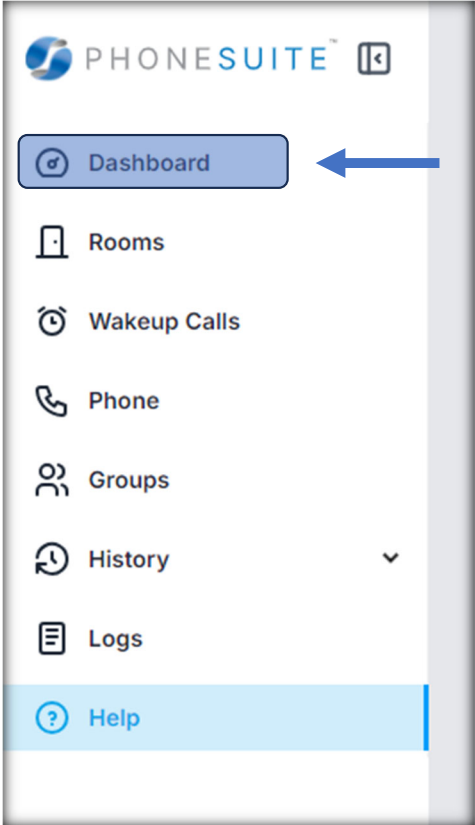


•The Occupancy Rate widget shows the total percentage of checked-in rooms for today.

Phonesuite Connectware Hospitality Hospitality Console: Dashboard-Wakeup Call Graph



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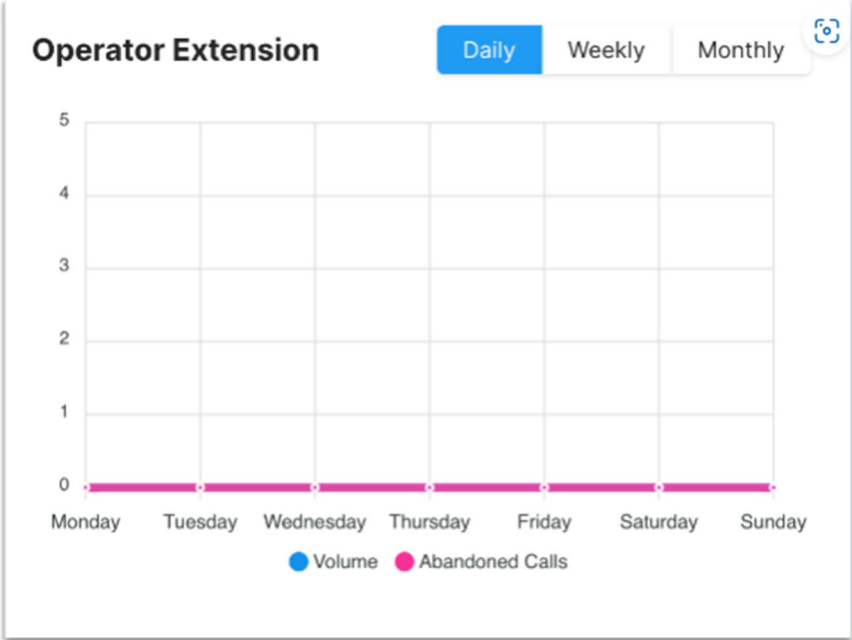
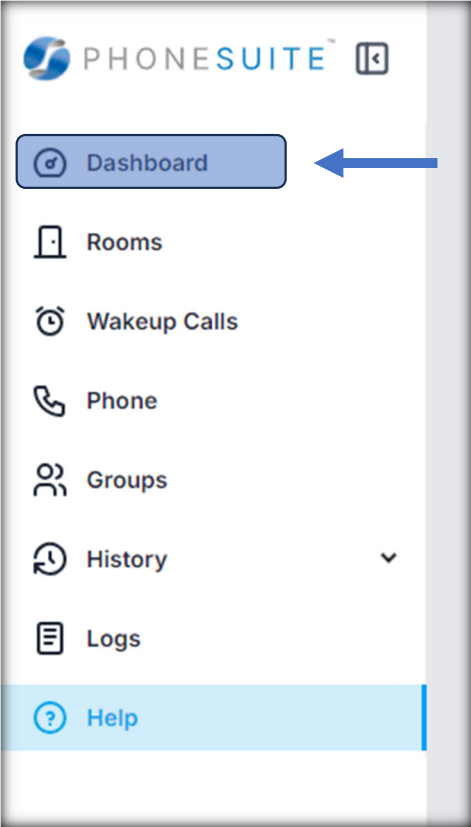
•The Wakeup Call graph is showing all the wakeup calls made. It has options in the top right to view the records in Daily, Weekly or Monthly.



Phon-suite Connectware Hospitality Hospitality Console: Dashboard-Operator Extension



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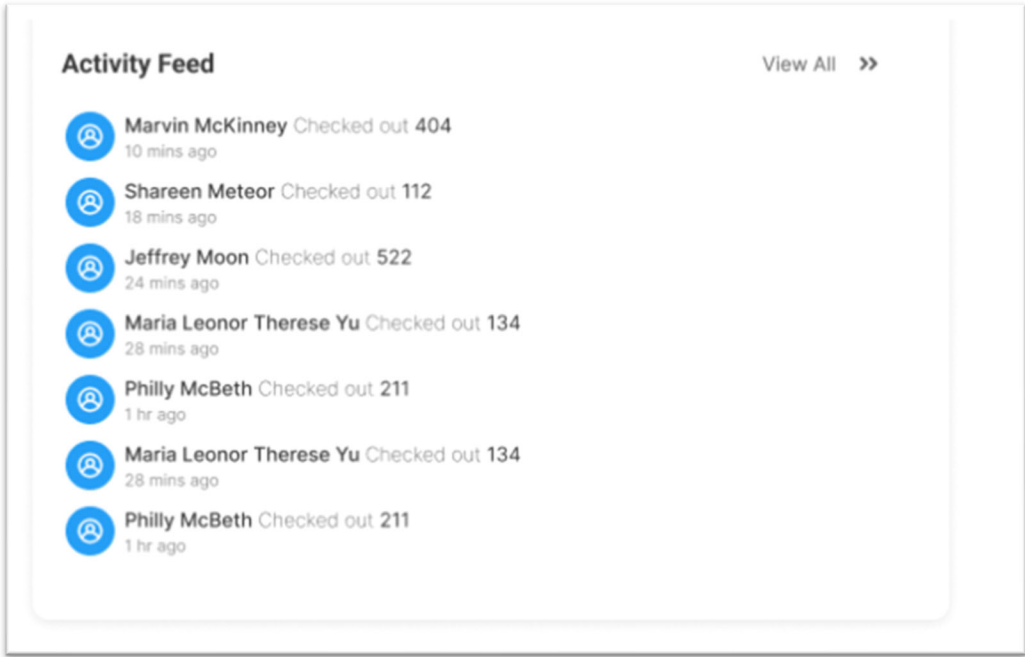
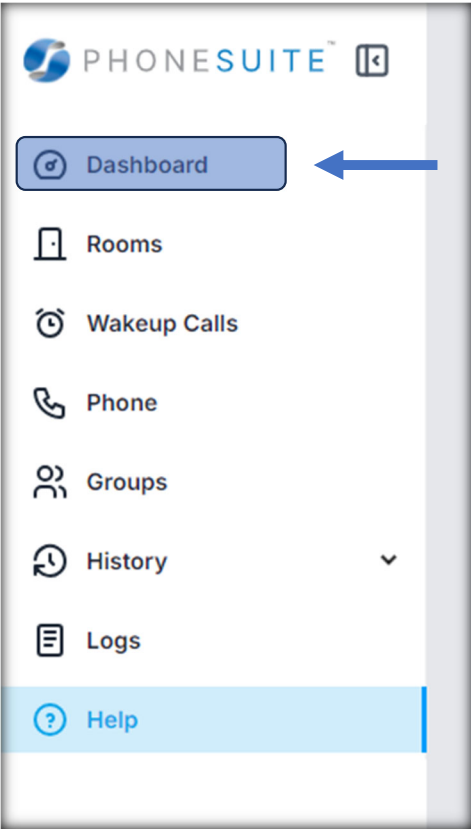
•The Operator Extension Graph shows the Operator Call records. It has options at the top right to view the records in Daily, Weekly or Monthly.



Phonesuite Connectware Hospitality Hospitality Console: Dashboard-Activity Feed



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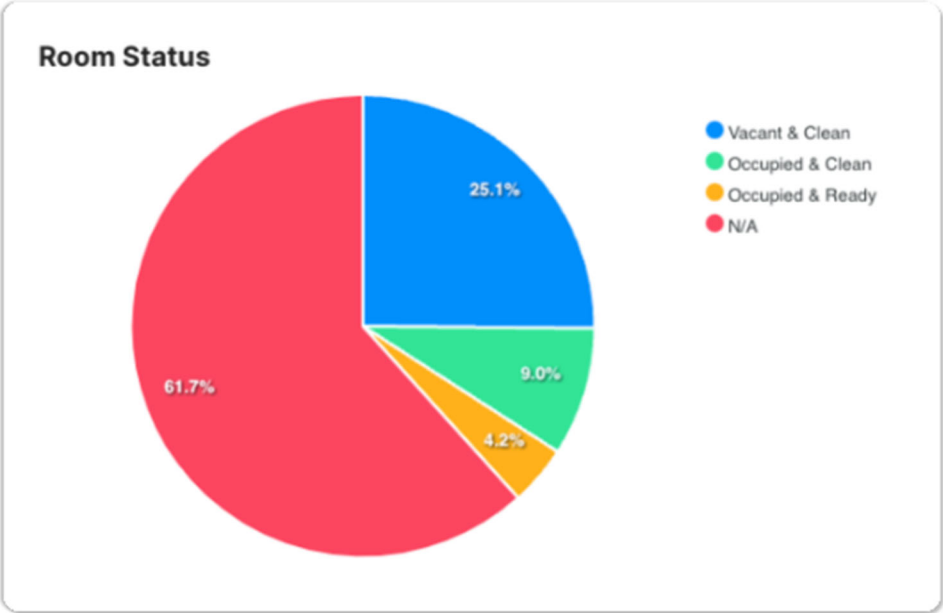
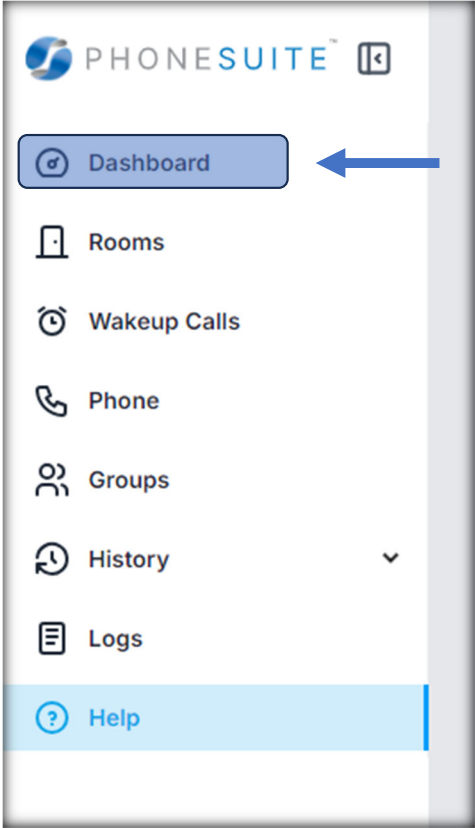
•The activity feed displays a recent history of all system activity, such as setting up a wakeup call or setting a guest’s VIP status. Clicking on View All will move to the Logs page, where all system history can be viewed.



Phonesuite Connectware Hospitality Hospitality Console: Dashboard-Room Status



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•Room Status Showing all the room status information in Pie Chart Format.



Phon-suite Connectware Hospitality Hospitality Console: Rooms



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PHONESUITE™ [3]

- Dashboard
- Rooms** ←
- Wakeup Calls
- Phone
- Groups
- History
- Logs
- Help

Rooms [C] All (112) Occupied (234) Unoccupied (546) Room Status Actions input search text

Rooms	Guest Name	Room Status	Wakeup Call	Action
<input type="checkbox"/> Room 211	Mayven Mckenzie	Dirty/ Occupied	Mon, Feb 18, 1:22pm	[Home] [Check-in] [Check-out] [Wakeup Call] [Message] [View] [Delete]
<input type="checkbox"/> Room 211	Peter Sean Pioquinto	Dirty/ Occupied	Mon, Feb 18, 1:22pm	[Home] [Check-in] [Check-out] [Wakeup Call] [Message] [View] [Delete]
<input type="checkbox"/> Room 211	Peter Sean Pioquinto	Dirty/ Occupied	Today, Feb 19, 7:30pm	[Home] [Check-in] [Check-out] [Wakeup Call] [Message] [View] [Delete]
<input type="checkbox"/> Room 211	--	Clean/ Vacant	--	[Home] [Check-in]

1-10 of 65 items [1] [4] [5] [6] [7] [8] [50] [10/page]

- The Rooms page displays all guest rooms and guests. It also allows new guests to be checked in and wakeup calls to be setup.
- Existing guests are displayed along with any wakeup calls they have set.
- Users can also do bulk check-in or checkout using the checkboxes and Actions dropdown.



Phonesuite Connectware Hospitality Hospitality Console: Rooms



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The sidebar menu contains the following items from top to bottom: PHONESUITE™ (with a user icon), Dashboard, Rooms (highlighted with a blue arrow), Wakeup Calls, Phone, Groups, History (with a dropdown arrow), Logs, and Help (with a question mark icon).

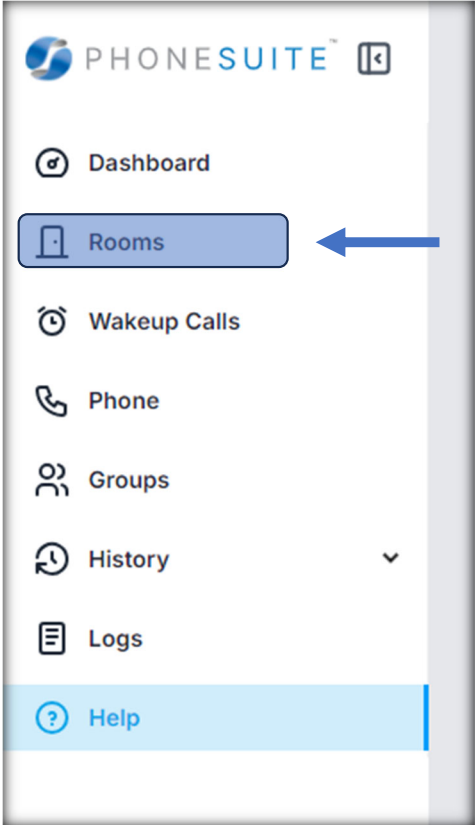
- Check In: Checks a guest in
- Check out: Checks a guest out of the room
- Room Status: Sets a rooms status (i.e. Dirty/Occupied)
- Move Room: Moves the guest to a new room
- Add Wakeup Call: Adds a new wakeup call
- Drop in Message: Delivers a prerecorded voicemail to the guest
- View Details: Allows guest details to be viewed and edited.
- DND: Enable/Disable the Do not disturb mode (when enabled, the room with the DND status cannot be contacted)

- There are several actions that can be taken for a checked in guest.

Phon-suite Connectware Hospitality Hospitality Console: Customer Details



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PHONESUITE™



Room 69 - Jane Doe Checkin Date: February 16, 2023 2:12 AM

[Guest Information](#) [Call History](#) [Wakeup Calls](#) [Messages](#)

Guest Information

First Name Peter Sean	Middle Name (optional)	Last Name Pioquinto
Groups Choose Group	Voice Mail 0	VIP No
Calling Permissions Choose Group	Additional Guests Scott Summers 82 / 100	DID Choose Group

Cancel Update

- When viewing the customer details, you can set:
 - Voicemail status
 - VIP Status
 - Additional guests
 - Group or affiliation code
 - Drop in a new prerecorded voicemail
 - Wakeup and calling history can also be viewed and printed



Phonesuite Connectware Hospitality Hospitality Console: Call History



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PHONESUITE™ [3]

- Dashboard
- Rooms** ←
- Wakeup Calls
- Phone
- Groups
- History
- Logs
- Help

Room 69 - Jane Doe Checkin Date: February 16, 2023 2:12 AM ✕

[Guest Information](#) [Call History](#) [Wakeup Calls](#) [Messages](#)

Call History →

Number	Name	Date and Time	Duration
205	601	Fri Jan 17 1:25pm	0:21
205	(303) 555-1254	Today Jan 19 7:30am	2:37
205	601	Today Jan 19 7:30am	1:00

- The Call History page includes the call status filter, date search, print and refresh button.



Phonesuite Connectware Hospitality Hospitality Console: Wakeup Calls



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PHONESUITE™ [3]

- Dashboard
- Rooms** ←
- Wakeup Calls
- Phone
- Groups
- History
- Logs
- Help

Room 69 - Jane Doe Checkin Date: February 16, 2023 2:12 AM ✕

[Guest Information](#) [Call History](#) [Wakeup Calls](#) [Messages](#)

Wakeup Calls + Add Wakeup Call

Status	Date
Missed	Fri Jan 17, 2022
Answered	Sat Jan 18, 2022
Busy	Sat Jan 18, 2022

•The Wakeup Calls page includes date search and add wakeup call button.



Phonesuite Connectware Hospitality Hospitality Console: Messages



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PHONESUITE™ [3]

- Dashboard
- Rooms** ←
- Wakeup Calls
- Phone
- Groups
- History
- Logs
- Help

Room 69 - Jane Doe Checkin Date: February 16, 2023 2:12 AM ✕

[Guest Information](#) [Call History](#) [Wakeup Calls](#) [Messages](#)

Messages

Date	Action
Fri Jan 17 1:25pm	
Sat Jan 18 7:30am	
Today Jan 19 7:30am	

•This page includes a search bar and drop-in message button



Phoneware Connectware Hospitality Hospitality Console: Creating a Wakeup Call / Add Drop-in Message



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- Dashboard
- Rooms**
- Wakeup Calls
- Phone
- Groups
- History
- Logs
- Help

Set Wakeup Call

Frequency:

Select Date:

Quick Set:

Select Time:

Add Dropin Message

Recorded Audio Custom Message

Select Drop In Message:

Phon-suite Connectware Hospitality Hospitality Console: Wakeup Calls



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- Dashboard
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- Wakeup Calls**
- Phone
- Groups
- History
- Logs
- Help

Wakeup Calls

Room Start date → End date Room Print

Status	Created by	Room Number	Guest Name	Date and Time
Missed	Scott Summers	211	Scott Summers	Fri Jan 17 1:25pm
Answered	Henry McCoy	12	Henry McCoy	Sat Jan 18 7:30am
Pending	Anna Marie	112	Anna Marie	Today Jan 19 7:30am
Cancelled	Peter Sean Pioquinto	121	Peter Sean Pioquinto	Today Jan 19 7:30am
Missed	Naj Amasacgi	212	Naj Amasacgi	Today Jan 19 7:30am
Missed	Nyar Rubiano	123	Nyar Rubiano	Today Jan 19 7:30am

< 1 ... 4 5 6 7 8 ... 50 > 10/page

•Listed on this page are all wakeup calls and their results. Search options and a print button are also available at the top of the page.



Phon-suite Connectware Hospitality Hospitality Console: Phone



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- Dashboard
- Rooms
- Wakeup Calls
- Phone**
- Groups
- History
- Logs
- Help

Call History

Refresh | Status | Start date → End date | Dial Pad | Print

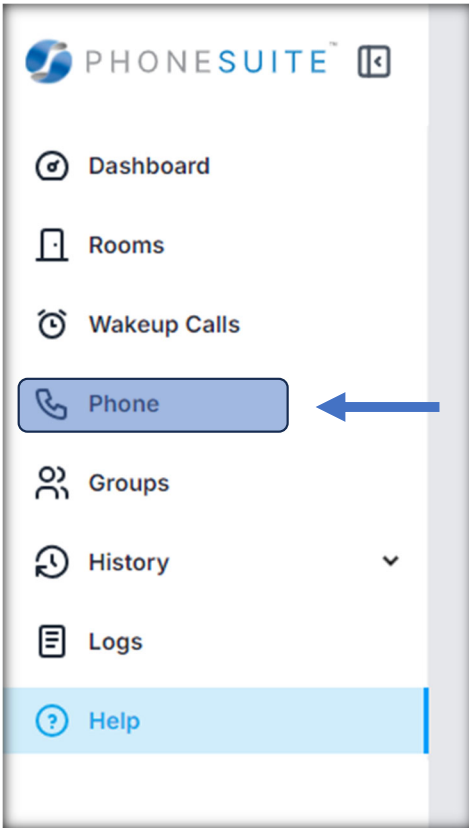
Status	Number	Name	Date and Time	Duration	Extensions	Action
Missed	622	Scott Summers	Fri Jan 17 1:25pm	0:21	Guest	
Answered	102	Henry McCoy	Sat Jan 18 7:30am	1:50	Admin	
Busy	107	Anna Marie	Today Jan 19 7:30am	1:00	Guest	
Missed	107	Peter Sean Pioquinto	Today Jan 19 7:30am	0:30	Admin	

1 ... 4 5 6 7 8 ... 50 | 10/page

•The calling history includes search, dial pad, and print options at the top.







Phonewise Connectware Hospitality Hospitality Console: Phone

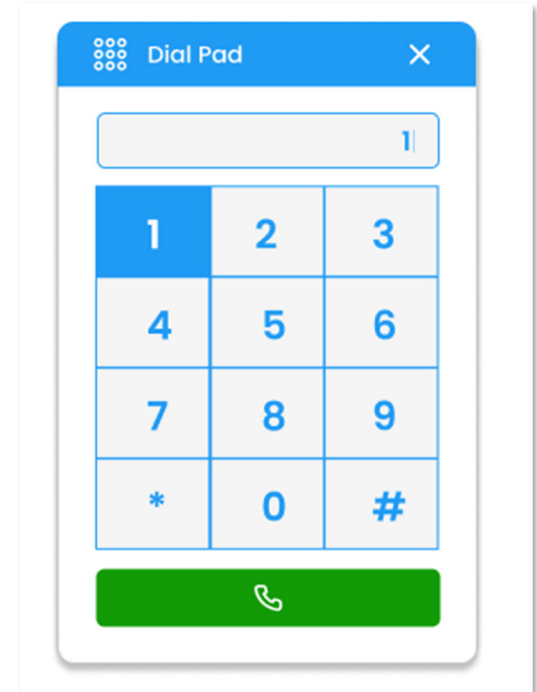


Call History

Status Start date → End date

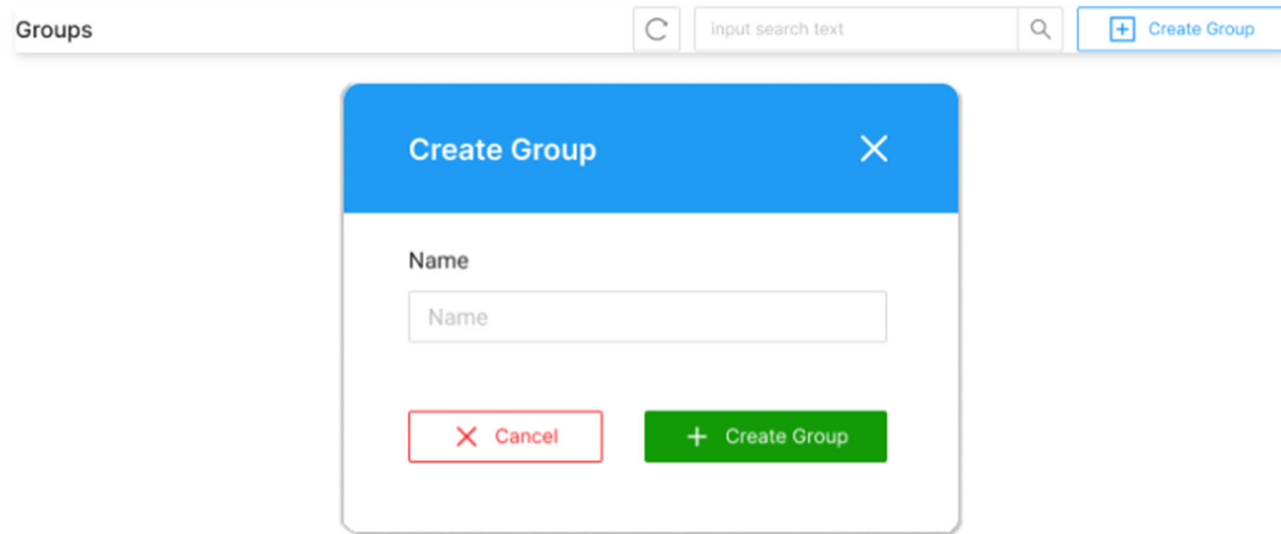
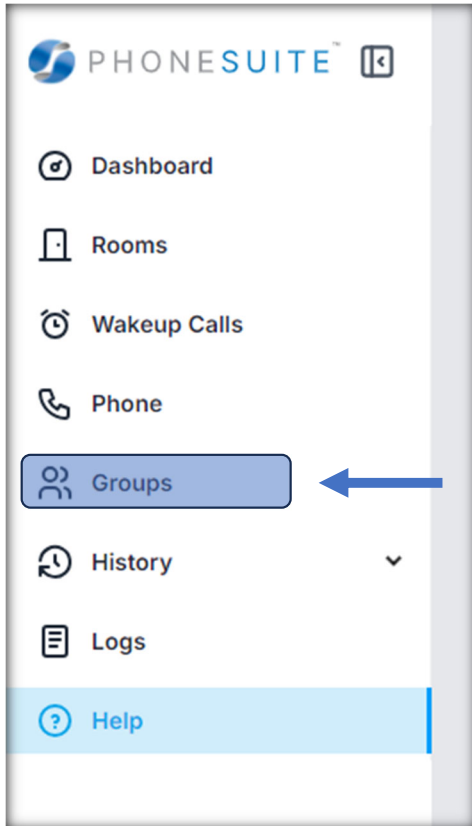
Status	Number	Name	Date and Time	Duration	Extensions	Action
Missed	622	Scott Summers	Fri Jan 17 1:25pm	0:21	Guest	
Answered	102	Henry McCoy	Sat Jan 18 7:30am	1:50	Admin	
Busy	107	Anna Marie	Today Jan 19 7:30am	1:00	Guest	
Missed	107	Peter Sean Pioquinto	Today Jan 19 7:30am	0:30	Admin	

< 1 ... 4 5 6 7 8 ... 50 > 10/page v



- The dial pad button opens a number pad that allows you to place calls directly from the web interface.
- Place a call using either the number pad or enter the extension number directly into the number field.

PhonSuite Connectware Hospitality Hospitality Console: Groups



Groups

input search text

+ Create Group

Create Group

Name

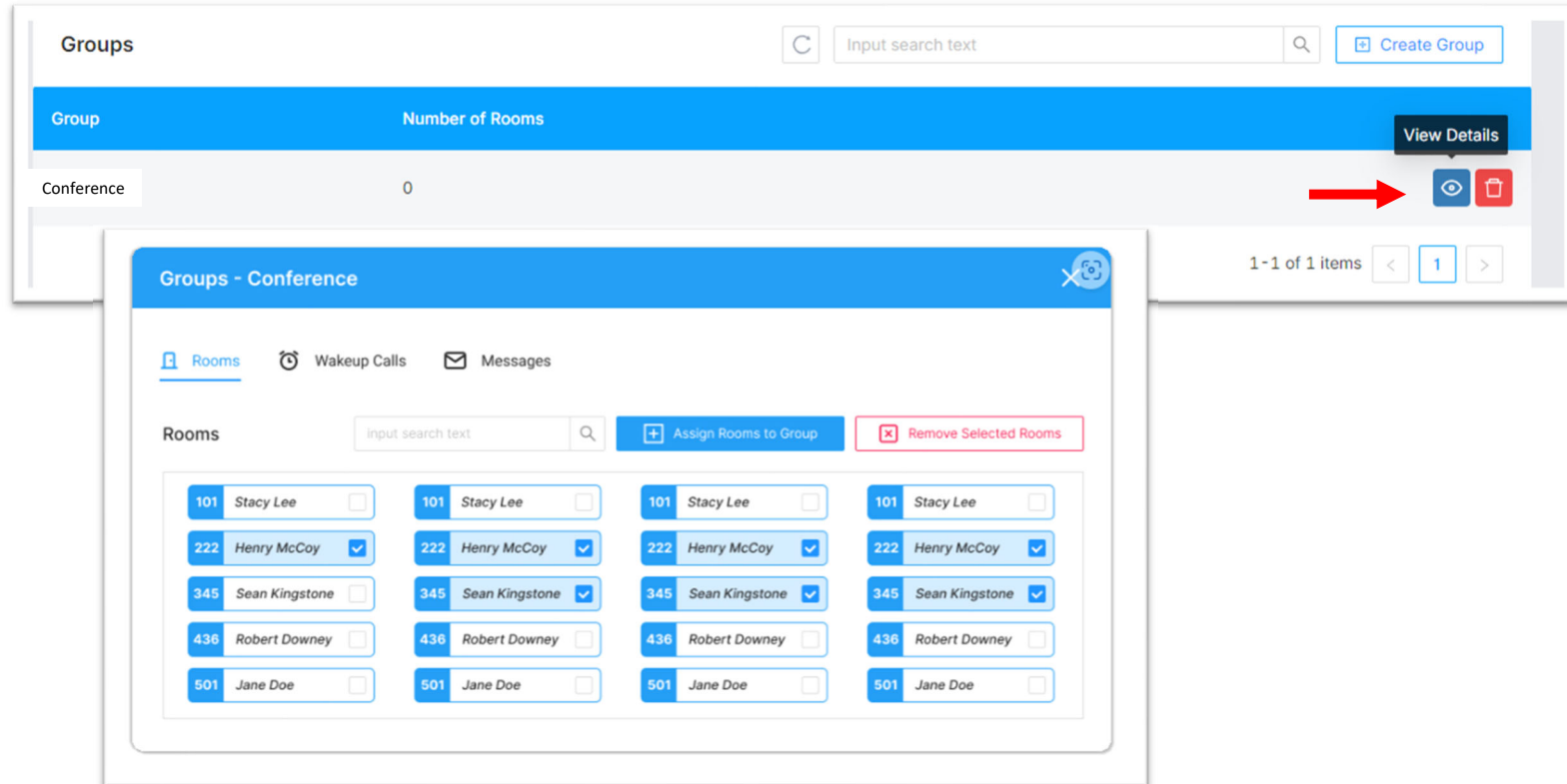
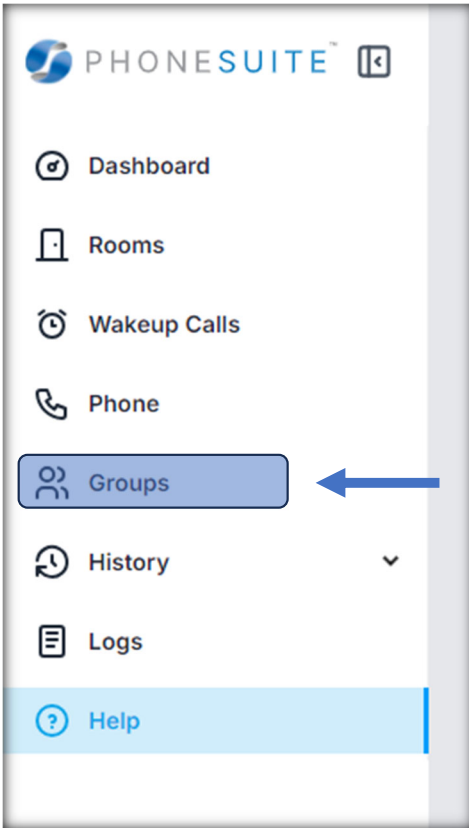
Name

Cancel

+ Create Group

•To create a new group, click the Create Group button, enter the groups name, and click Create Group.


PhonSuite Connectware Hospitality Hospitality Console: Groups-Add/Remove Rooms



Groups

Input search text

Create Group

Group	Number of Rooms	View Details
Conference	0	

1-1 of 1 Items

Groups - Conference

Rooms | Wakeup Calls | Messages

Rooms

Input search text

Assign Rooms to Group | Remove Selected Rooms

101	Stacy Lee	<input type="checkbox"/>	101	Stacy Lee	<input type="checkbox"/>	101	Stacy Lee	<input type="checkbox"/>	101	Stacy Lee	<input type="checkbox"/>
222	Henry McCoy	<input checked="" type="checkbox"/>	222	Henry McCoy	<input checked="" type="checkbox"/>	222	Henry McCoy	<input checked="" type="checkbox"/>	222	Henry McCoy	<input checked="" type="checkbox"/>
345	Sean Kingstone	<input type="checkbox"/>	345	Sean Kingstone	<input checked="" type="checkbox"/>	345	Sean Kingstone	<input checked="" type="checkbox"/>	345	Sean Kingstone	<input checked="" type="checkbox"/>
436	Robert Downey	<input type="checkbox"/>	436	Robert Downey	<input type="checkbox"/>	436	Robert Downey	<input type="checkbox"/>	436	Robert Downey	<input type="checkbox"/>
501	Jane Doe	<input type="checkbox"/>	501	Jane Doe	<input type="checkbox"/>	501	Jane Doe	<input type="checkbox"/>	501	Jane Doe	<input type="checkbox"/>

- In clicking the View Details icon, the User can Add/remove rooms, View/Create wakeup Calls and View/Create Dropin messages.

Phonesuite Connectware Hospitality Hospitality Console: Groups-Wakeup Calls



PHONESUITE™

- Dashboard
- Rooms
- Wakeup Calls
- Phone
- Groups** ←
- History
- Logs
- Help

Groups - Conference

Rooms Wakeup Calls Messages

Wakeup Calls + Add Wakeup Call

Date	Action
Fri Jan 17 1:25pm	
Sat Jan 18 7:30am	
Today Jan 19 7:30am	

•In clicking the View Details icon, the User can Add/remove rooms, View/Create wakeup Calls and View/Create Dropin messages.

Phon-suite Connectware Hospitality Hospitality Console: Groups-Messages



PHONESUITE™

- Dashboard
- Rooms
- Wakeup Calls
- Phone
- Groups** ←
- History
- Logs
- Help

Groups - Conference

Rooms Wakeup Calls Messages

Messages

Date	Action
Fri Jan 17 1:25pm	
Sat Jan 18 7:30am	
Today Jan 19 7:30am	

•In clicking the View Details icon, the User can Add/remove rooms, View/Create wakeup Calls and View/Create Dropin messages.

Phonewise Connectware Hospitality Hospitality Console: Guest Call History



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- Dashboard
- Rooms
- Wakeup Calls
- Phone
- Groups
- History
- Guest Call History**
- Guest History
- Logs
- Help

Room Calls

Start date → End date

Print

From	To	Date and Time	Duration
123	233	October 27, 2022 9:23 PM	00:00:04
211	441	October 27, 2022 9:23 PM	00:00:04
321	212	October 27, 2022 9:23 PM	00:00:04
201	321	October 27, 2022 9:23 PM	00:00:04

< 1 ... 4 5 6 7 8 ... 50 > 10/page

- A list of call records made by the guests, with a date filter and able to print the result in the table.



Phonewise Connectware Hospitality Hospitality Console: Guest History



PHONESUITE™

- Dashboard
- Rooms
- Wakeup Calls
- Phone
- Groups**
- History
- Guest Call History
 - Guest History**
- Logs
- Help

Rooms

Start date → End date input search text Print

Room	Guest Name	Checkout Date	Action
123	Mayven Mckenzie	November 06, 2022 6:15 PM	
211	Peter Sean Pioquinto	November 06, 2022 6:15 PM	
321	Peter Sean Pioquinto	November 06, 2022 6:15 PM	
201	Arnold Schwarzenegger	November 06, 2022 6:15 PM	

1 ... 4 5 6 7 8 ... 50 10/page

Details Icon

- This page displays all guests who have been checked out, can search by guest name or room number, a date range search, and print the selected records.



Phon-suite Connectware Hospitality Hospitality Console: Guest History



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- Dashboard
- Rooms
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- Phone
- Groups**
- History
- Guest Call History
- Guest History** ←
- Logs
- Help

Guest History - Jane Doe

[Guest Information](#) [Call History](#) [Wakeup Calls](#)

Guest History

First Name	Coral	Check in Date	November 03, 2022 9:24 PM
Middle Name	Santos	Check out Date	November 06, 2022 6:15 PM
Last Name	Reeves	Day(s) Checked In	3
Groups	N/A	Voice Mail	0
VIP	No	Call Billing	\$3.28
Additional Guests	N/A		

- Guest information can be viewed when clicking the View Details icon.



Phonesuite Connectware Hospitality Hospitality Console: Guest History



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- Dashboard
- Rooms
- Wakeup Calls
- Phone
- Groups
- History ^
 - Guest Call History
 - Guest History**
 - Logs
 - Help

Guest History - Jane Doe

Guest Information Call History Wakeup Calls

Call History Start date → End date Status Refresh Print

Number	Name	Date and Time	Duration
205	601	Fri Jan 17 1:25pm	0:21
205	(303) 555-1254	Today Jan 19 7:30am	2:37
205	601	Today Jan 19 7:30am	1:00

- The Call History includes status filter, date search, print and refresh button.



Phonesuite Connectware Hospitality Hospitality Console: Guest History



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- Dashboard
- Rooms
- Wakeup Calls
- Phone
- Groups**
- History
- Guest Call History
- Guest History** ←
- Logs
- Help

Guest History - Jane Doe

[Guest Information](#) [Call History](#) [Wakeup Calls](#)

Wakeup Calls [Print](#)

Status	Date
Missed	Fri Jan 17, 2022
Answered	Sat Jan 18, 2022
Answered	Sat Jan 18, 2022

- The Wakeup Calls page has print button to print the wakeup call details.



Phon-suite Connectware Hospitality Hospitality Console: Logs



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- Dashboard
- Rooms
- Wakeup Calls
- Phone
- Groups**
- History
 - Guest Call History
 - Guest History
- Logs**
- Help

Logs

Description	Date and Time
Marvin McKenny Checked out 404	Aug 10, 2022; 10:00 AM
Shareen Meteor Checked out 407	Aug 9, 2022; 8:00 AM
Jeffrey Moon Checked in 409	Aug 9, 2022; 8:00 AM
Maria Leonor Therese Yu Checked in 402	Aug 7, 2022; 6:00 AM
Philly McBeth Checked out 401	Aug 6, 2022; 5:00 AM

Navigation: < 1 ... 4 5 6 7 8 ... 50 > 5/page v

• A list of all events that occurred in the console is shown here such as the following:

- Updated mode to
- Checked in room
- Updated room Added (wakeup call)
- Added room(s) to a Group
- Changed room ___ status from
- Changed room 61 status from
- Name
- Deleted a Personal Access Token
- Set Wakeup Call to room
- Checked out room
- Drop in Message to room
- Created a group named
- Moved guest in room
- Logs
- Account Information



Phon-suite Connectware Hospitality Hospitality Console: Help



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PHONESUITE™

- Dashboard
- Rooms
- Wakeup Calls
- Phone
- Groups**
- History
- Guest Call History
- Guest History
- Logs
- Help**

Help

November 28, 2023 5:08 PM

<h4>Dashboard</h4> <p>The dashboard displays a high level overview of the hotel with recent call and system activity.</p> <p>Learn More >></p>	<h4>Rooms</h4> <p>The Rooms page displays all guest rooms and guests. It also allows new guests to be checked in and wakeup calls to be setup.</p> <p>Learn More >></p>	<h4>Wakeup Calls</h4> <p>This page allows the viewing and printing of wakeup calls.</p> <p>Learn More >></p>	<h4>Phone</h4> <p>This page displays the calling history of guests.</p> <p>Learn More >></p>
<h4>Groups</h4> <p>This page allows new groups or affiliations to be added along with several options for existing groups.</p> <p>Learn More >></p>	<h4>Guest Call History</h4> <p>A history of guest calling is displayed on this page.</p> <p>Learn More >></p>	<h4>Guest History</h4> <p>This page contains a history of checked out guests.</p> <p>Learn More >></p>	<h4>Logs</h4> <p>This page displays system logs of all events carried out within the interface.</p> <p>Learn More >></p>

