

Esnatech enables businesses to integrate **voice, mobility** and **presence** with the Cloud and Google® Apps.



## Linking Hospitality platforms with real-time communications

### ABOUT OFFICE-LINX™

Our Unified Communications solutions provide simple integrated Unified Communication services for small to large size enterprises. They integrate Google Apps with the existing phone system, including voice integration support for Cisco, Avaya, Nortel, Siemens, Alcatel PBX as well as over 250 different legacy phone systems. It is a purely IP integrated voice application so it can extend integration to any new IP phone system as well as any hosted voice platform. The three key technologies include: unified messaging, rich phone presence, call control, and mobility integration.

Esnatech Office-LinX hospitality module connects seamlessly with property management reservations systems.

The Esnatech Office-LinX hospitality module delivers a unique voice mail service to hotel guests. Seamless integration, decreased labour-costs and staff efficiency help to improve overall customer experience and satisfaction—just the competitive edge you've been looking for.

Office-LinX offers a messaging system for every type of property—from a 10-room B&B to a Gaming/Casino property with thousands of guest rooms. Office-LinX integrates guests check-in/check-out, voice and fax messaging, wakeup calls and maid service in one, easy to manage communication server.

### What does it all mean to a Hotel or short/long-term stay property?

Integrated routing and telephony eliminates wasted calls to the front desk staff, increasing productivity and customer service. Office-LinX integrates seamlessly with hotel packages to automatically perform hotel routines on mailboxes (check-out and message redirection).

The additional features that Office-LinX offers to the end-user

- When a check-in function is performed on an extension, the mailbox is automatically logged in and the tutorial function is activated. The first time the user calls into their mailbox, they will be greeted with a welcome tutorial



esnatech®  
**Office-LinX™**  
unified communications

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## The Host in Hospitality

- When a check-out function is performed the mailbox logs out and automatically re-routes the messages that have not been deleted to another mailbox where they can be retrieved.
- When a user retrieves their message, the message is automatically played, the user has the option to save or delete the message. This option can be changed so that the default action (save/delete) can be automatically performed once a message is listened to.
- Operators can take text messages for guests and send them directly to the guest's voice mailbox with the web interface
- When a user accesses their mailbox, they have the option to save, delete, review and listen to the time/date stamp of their messages

## Advanced Features

- Automated check-in/check-out and room moves
- Maintain mail for checked-out guests
- Automated greetings for guests
- Automated language response based on guest profile
- Secure guest directories and personalized mail
- Guest information and news
- Speech-enabled secure guest directory

## Supported Hospitality Platforms

Capa	Landmark
Ramesys	Choice Hotel International
Inn Sist	Centigram
Fidelio/Fidelio Express/Fidelio SSM	MSI
Northwind's Maestro	Control LodgeLINK II



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