



Hospitality • Communications • Management



2021 Voicemail

Managed Service

No Capital Expenditure

One Monthly Fee

Voice Services

Adding 2021 Voicemail voice services offers your hotel the same level of service and support as the 2021 Call Yield Management services.

2021 Voicemail fully completes the guest technology loop, allowing guests to control all options from their room phone. It places guests and administrative staff in control of services such as:

- Do-not disturb.
- Guest messages.
- Wake up call delivery.
- Providing foreign guests with voice services in their own language. All 2021 Voicemail services support a number of foreign languages, allowing a single system to serve multilingual communities. (Two supplied as part of the service; additional languages available.)
- Direct contact with maintenance and management staff, either while on or off-premises.
- Message waiting light notification.
- Guest Message retrieval for up to 24 hrs following check-out.



EXISTING TECHNOLOGY DELIVERED WITH A DIFFERENCE

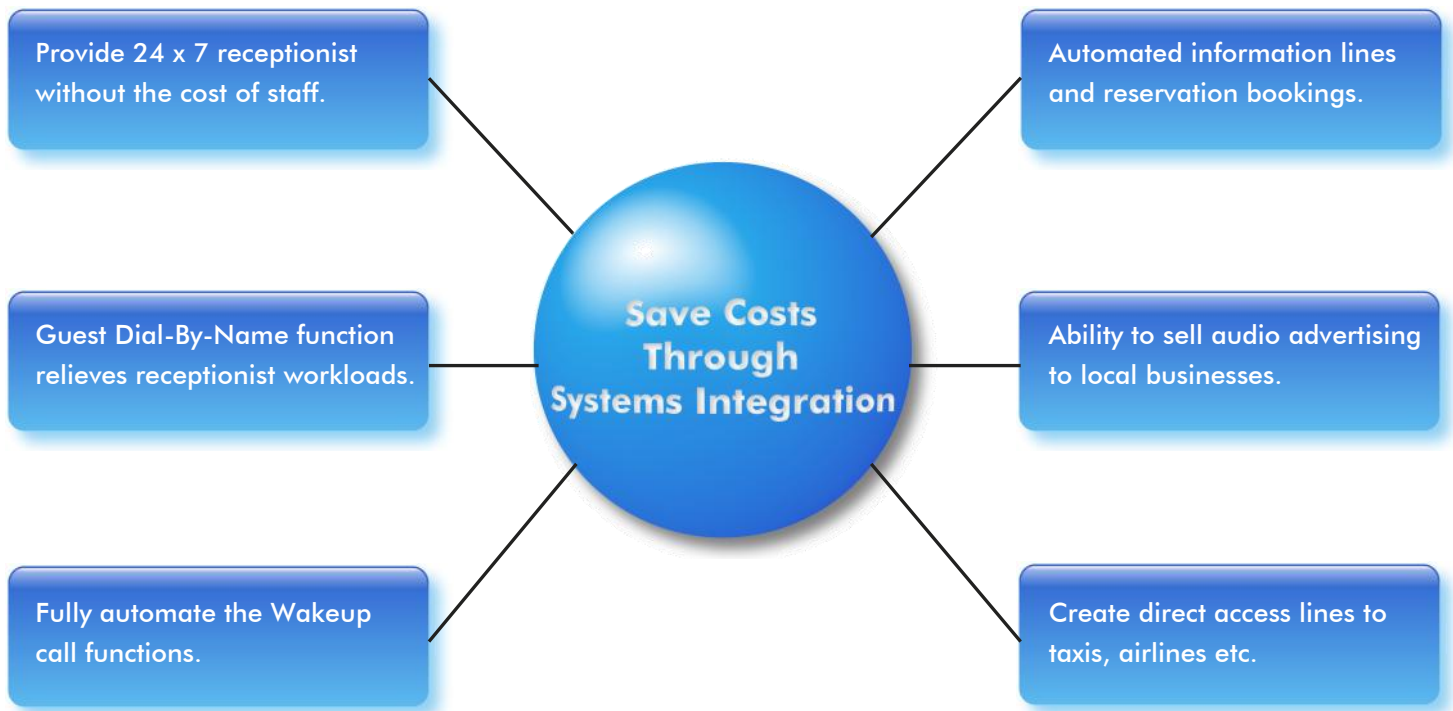
2021 Voicemail is a new concept in the provision of voice messaging to both Guest and Administration staff. No capital expenditure and no ongoing maintenance. Just one monthly fee for the functionality, service and support that you need.

Mailbox Features

- 2000+ hours voice storage.
- Notification to multiple pager or telephone numbers on urgent or all messages.
- Multiple personal greetings.
- Pause, rewind, fast forward, adjust speed and volume during playback.
- Personalised messages that let callers know if you're on another call, away from your desk or out of the office.
- Message waiting notification to pager and mobile.
- Give / Answer messages with your comment.
- Forward messages to others or distribution groups.
- Time, date, and message volume source stamp with CLI.
- Message playback by the order in which messages were received or by newest message first.

2021 Voicemail servers are scalable from small hotel applications all the way up to thousands of users and integrate with most of the telephone switch's available today.





ADDITIONAL FEATURES ADDED ON DEMAND

Operate your voicemail as a managed service and you don't need to predict your future requirements. When you need to implement functionality such as unified messaging or auto attendants, simply ask us to activate it on your account.



Automated Attendants

The 2021 Voicemail server provides multiple, flexible automated attendants. The administrator can create or change call routing and applications at the click of a mouse. Supports automated attendants for multiple applications within a business or for multiple businesses sharing a single voicemail system.

Automated Attendant Features

- Single digit menus or direct extension dialling.
- Powerful unlimited menu trees.
- Audio-text (informational) mailboxes.
- Day and Night greetings by schedule.
- System holiday greetings.
- Routing by day and time.
- First and last name directory.
- Powerful multiple tenant and partitioning.
- Interruptible voice prompts.
- Call screening.
- Call blocking.

Unified Messaging

Office productivity can be increased when all of your messages — voice, fax and email — appear in your Microsoft Outlook®, Lotus Notes®, or any compatible email inbox, without the need for additional email software or licenses. Messages can be prioritised easily and accessed in any order. No longer will you have to dig through all your voice messages just to get to the important ones. The end result: less time managing your messages and more time acting on them.

Unified Communications Features

- **All messages in one place** — You need only look in your email client to manage all voicemail, fax, and email messages.
- **Forward messages outside** — You can forward messages to anyone who can receive email. Share messages with colleagues, suppliers, and customers.
- **Save high value messages** — In a traditional voice mailbox, you can manage only a limited number of voicemail messages. Email messages can be labelled, kept in specific folders, sorted and searched for, making them better for long-term storage.
- **Improve customer satisfaction** — Your employees never have to miss a call, email or fax, no matter where they are.
- **Reduce costs with remote system administration** — 2021 Voicemail requires less time to manage your system, lowering the cost of administration, training and support. It also reduces long-distance costs by routing voice messages and faxes over the Internet.



UNIFIED MESSAGING

EXTRA GUEST SERVICES

Adding To The Bottom-Line

Increase guest satisfaction and add profit to a property's bottom-line, by licensing outside vendors to be easily reached by a guest and allowing the vendor to add approved charges to a guest bill for a myriad of services, such as:

- Pizza & Food-to-Go suppliers.
- Local restaurants.
- Tourist attractions.
- Taxi & limo service.
- Tour & theatre tickets.
- Souvenir shops and kiosks.
- Sports facilities, including golf green fees, exercise gyms etc.



Contact Details

Tel: +44 (0) 870 870 2021
Fax: +44 (0) 870 870 2120
Email: dtc.sales@dtrack.com
Website: www.dtc-int.com

Data Track Communications is a quality ISO 9001:2000 certified company.



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