



Your First Destination for Hospitality Solutions

As a five-star hospitality solution, CX-H offers the most critical communications features to improve the guest experience and hotel staff productivity. Built on a 20+ year communications platform, CX-H supports the most prestigious hotels, integrating to more than 150 telephony systems and over 60 Property Management Systems (PMS).

Hospitality Features

Guest Messaging

- Guests Directory
- Guest Welcome Message
- Personalized Guest Greeting
- Multiple Extensions per Guest Room
- Caller Routing to Guest Voicemail
- Caller Routing to Guest Mobile Phone
- Guest and Administrative Messaging
- Unlimited Guest Messages
- Guest Message Retrieval
- Scheduled Messages
- Message Waiting Indicator
- Message Retention
- Message Notification
- Message Archiving

Wake-up

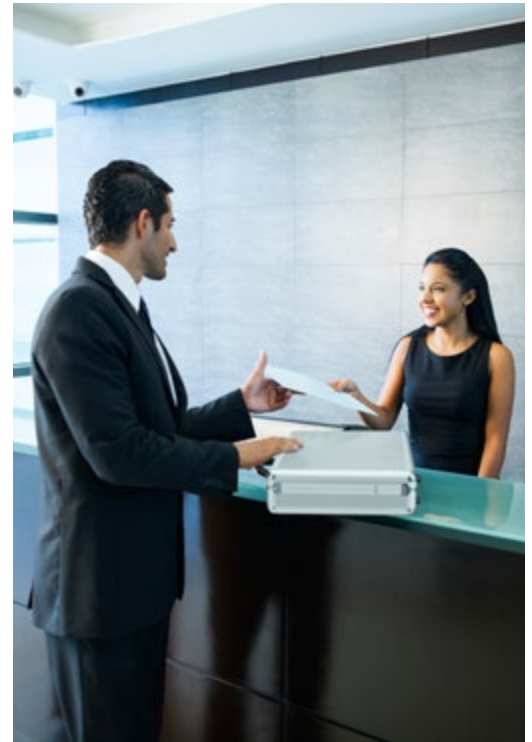
- Wake-up Calls with Optional Recurrence
- Wake-up Calls Set by Admin or Guest
- Group Wake-up Administration
- Custom Wake-up Greeting
- Wake-up Call Reports

Group Messaging and Administration

- Broadcast Messaging to All Hotel Guests
- Private Guest Groups
- Web Administration Interface
- Unlimited Information Menus
- Guest Template
- Hospitality Reports
- Scheduled Messages

Telephony and PMS

- Integration to Leading Telephony Systems
- Integration to Leading PMS Systems
- Automatic Check-in/Check-out
- Guest Name Update via PMS
- Password Assignment via PMS
- Language Assignment via PMS
- Room Move/Merge
- Room Restore (undo Check-out)
- Front Desk Message Indication
- Private Guest Groups setup via PMS



Guest Satisfaction

CX-H provides unlimited voicemail messages, PMS automation such as check-in/check-out, personalized greetings and wake-up call functionality. Guests receive calls or messages any time, or have their calls routed to their cell phone, even when there is no operator on duty — an essential feature for international travelers and guests with late-night emergencies. With CX-H, guests have a choice of voice prompts from an expansive list of localized languages. When outside callers leave a message, they will hear easy-to-use prompts in the guest's preferred language.

Enables Staff Productivity

Innovative mobile solutions, unified messaging and fax enable hotel staff to stay productive and accessible at all times. CX-H improves internal communication by sending messages to hotel staff members instantly. Employees working different schedules can leave each other detailed messages to ensure customer service isn't interrupted with each shift change. Mobile personnel such as housekeeping, maintenance and room service can be alerted to urgent messages via their mobile devices. You can even set up special mailboxes to communicate more efficiently with vendors and important clients.

Leading Property Management System Integration

Property Management System (PMS) integration seamlessly couples the hospitality system with your PMS to automate voicemail management. Various guest management functions such as check-ins, check-outs, room moves, room merges, guest groups, are managed directly by the PMS, and front desk personnel can register guests without accessing the voicemail system. When guests check in, the PMS automatically activates their voice mailbox. Upon check-out, the system preserves any remaining messages for the guest for a duration established by the administrator.

PMS Integrations

- Active Voice
- Anasazi
- Best Western Star 3
- Best Western Nova Plus
- Centigram
- Choice Hotels
- CLS
- Computel
- Courtyard
- CSS Hotel Systems
- CSS LAN Based
- Double Tree
- DSC Hotel Management
- Encore
- Executech
- Fabco
- Micros Fidelio
- Micros Fidelio (IP)
- Micros Opera
- Micros Opera (IP)
- First Resort
- GEAC (Cdn.)
- GEAC 2.0
- Gibb
- Hilton PPIC
- HIS
- Hitachi
- ImagInn
- InnControl
- InnQuest
- InnTime
- INSI DOS
- INSI Windows NT
- LMS
- Lodging & Gaming Systems
- Lodging Touch
- Logistix
- Logistix Compusolv
- Logistix Lanmark
- Logistix Sulcus
- Logistix System 1
- LS2000 Version 2
- Marriott
- MBS (Chess)
- Megasys
- Mitel
- Multi Systems Inc
- National Guest Systems
- NEC 1400/2400 Model 60
- NEC 2400 Model 90
- NEC PMS Lite
- NEC PMSU
- NEC PVA (IP)
- NEC SV8100
- Princess Hotels
- Promus Systems 21
- Protocol Technologies
- Quantel
- Red Lion
- REMco - Night Clerk
- Residence Inn (Marriott)
- Resort Data Processing
- Resort Systems Inc.
- SL1
- SDD Jazz (IP)
- Springer Miller
- Sterling
- Westin

Multi-Lingual Guest Languages

- United States English
- Australian English
- Brazilian Portuguese
- Canadian French
- Chinese Cantonese
- Chinese Mandarin
- Danish
- Dutch
- French
- German
- Iberian Portuguese
- Italian
- Japanese
- Latin American Spanish
- Madrid Spanish
- Mexican Spanish
- United Kingdom English

About AVST

With more than 30 years of continuous innovation, AVST is a trusted developer of software-based Unified Communications (UC) solutions for businesses of all sizes. AVST's passion is to develop communications solutions that transform the productivity of individuals, teams and businesses while leveraging the value of their existing and evolving IT infrastructure. Thousands of businesses worldwide rely on AVST to meet their "mission-critical" communications requirements today, align their business with key trends and, with the world-class interoperability of AVST's UC solutions, provide a bridge to their digital future.

