

SoHo | hotel solutions

WHY SoHo?

- ONE INTEGRATED SOLUTION FOR ALL HOTEL APPLICATIONS
- USER-FRIENDLY CHECK-IN / CHECK-OUT OPERATIONS
- ROOM STATUS (TO CLEAN UP, OCCUPIED ...) MINIBAR, WAKE-UP SERVICE, INFORMATION INSTANTLY AVAILABLE FOR OPERATORS
- EASY MANAGEMENT OF TELEPHONE RATES ABOUT GUESTS' TRAFFIC
- INTERFACE TO MICROS FIDELIO, HOASYS, OPERA, HOTEL CUBE, PROTEL, PLANET WINNER AND TO HOTEL MANAGEMENT PROGRAMS WITH FIAS 2 standard protocol
- PREPAY SERVICE AVAILABLE



HOSPITALITY SOLUTIONS

SoHo is an application that enables companies to have one integrated solution for all Hotel applications: Billing system; Hotel Functionality; Computer Telephone Integration (SoLo Soon); Avaya IP Office integration

SoHo interfaces to Micros Fidelio, HotelCube, HOAsys, Protel, Opera, Planet Winner, to Hotel management programs with FIAS 2 standard protocol

Why SoHo?

Benefits

- One integrated solution for all Hotel applications
- Simplify check-in / check-out operations, room status (occupied, to clean up, not available), minibar, wake-up service using guest's native language
- Guest's name displayed on the phone; detailed records of guest's outgoing calls
- Log files about incoming, outgoing and missed calls
- Easy management of telephone rates about guests' traffic
- Message notification
- Do-Not-Disturb notice
- Prepay service

SoSoftware reserves the right to change, add and/or remove any function and/or service provided by the Product at any time and without notice



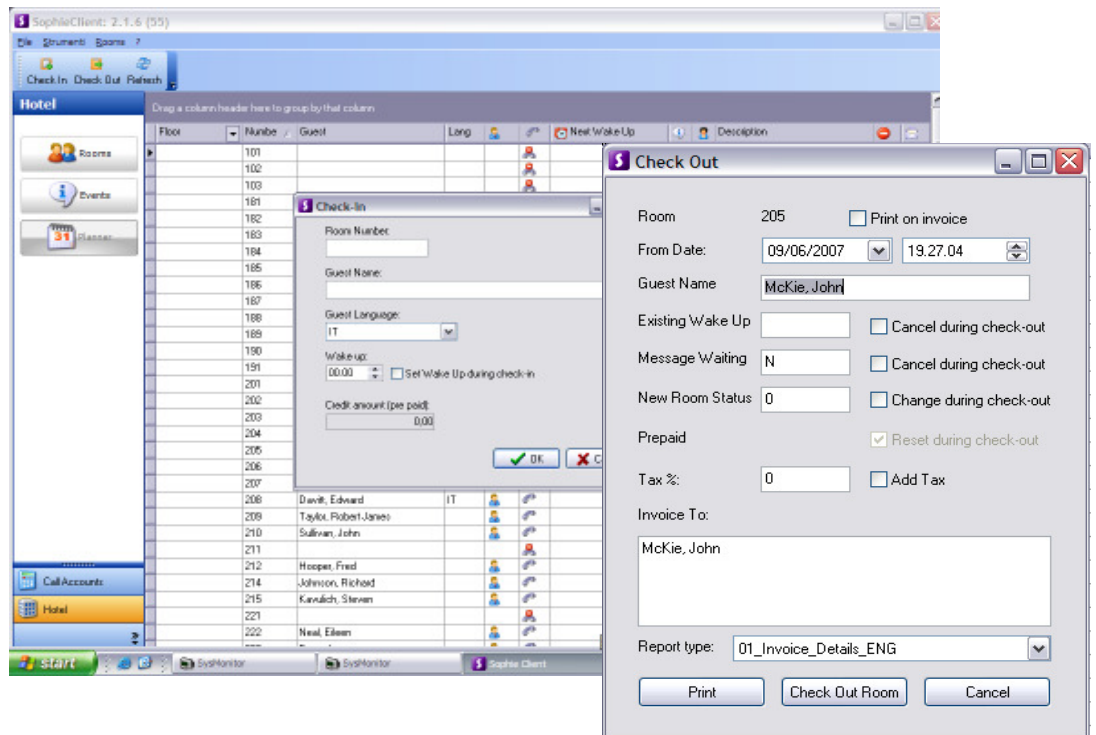


SoHo Suite Services

Integrated with Avaya IP Office

Functions available with SoHo interface or with Hotel management programs with FIAS 2 standard protocol (e.g. Micros Fidelio, HotelCube, HOAsys, Protel, Opera, Planet Winner,):

- Check-in / Check-out management
- Wake-up service
- Guest / Room modification
- Minibar / billing management
- Room status (vacant, occupied, clean, to clean up, not available)
- Message notification using guest's native language



The new intelligent platform that integrates communications with booking data management and interfaces to Hotel management programs with FIAS 2 standard protocol

Operators can instantly have information about guests. The user-friendly interface at operators' desks enables employees to have information available at a glance

Check-in service

- Enable calls from extension
- Enable message management
- Billing management (reset room call account)
- Optional: welcome message with explanation of telephone services using guest's native language

Check-out service

- Disable calls from extension
- Reset messages (or create backup copy)
- Billing management, print reports and reset room call account.
- Set room status: to clean up and/or vacant

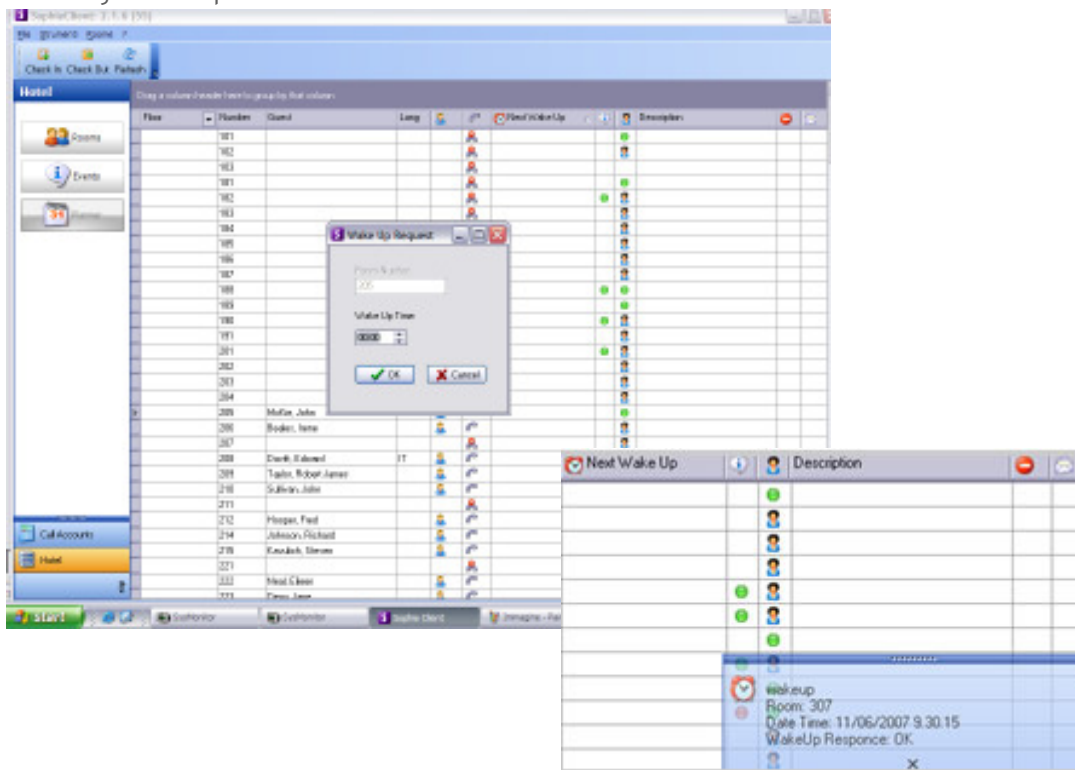
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Wake-up service

- Manage Wake-up settings from SoHo
- Manage Wake-up settings from extension (guest)
- Manage Wake-up alarms
- Wake-up alarm reports
- Wake-up message using guest's native language



Call Accounting and Billing System

- Outgoing and incoming telephone traffic reporting
- Multilevel access password
- Hidden ID for privacy
- Customizable data filtering and grouping
- Save filter configurations to increase access speed
- Telephone traffic billing management per room, extension, or phone box
- Prepay service available
- Advanced reporting system: you can also download new forms from the Internet
- Monitor the number of calls per period of time with several grouping possibilities
- Monitor the use of each line in a set time period





HOSPITALITY SOLUTIONS

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Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 per cent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

AVAYA

COMMUNICATIONS
AT THE HEART OF BUSINESS

avaya.com

Mission

Our mission is to fully understand our customers' needs by constant analyses and to help them improve their business using cutting edge applications in the smart and convergent communications sector.

Vision

We aim at being indisputably acknowledged internationally as a leading company capable of integrating innovation, promptness and partnership in the core of corporate communications.

Values

- Partnership with other companies (network).
- Joint work together with leading companies to integrate our services.
- Customers like partners.
- Our ideal customer asks for an active and continuous co-operation.
- We keep our word towards customers, partners and colleagues.

The best decision combines close analyses with dynamism. In our sector readiness is vital to achieve the best corporate performance and full customer satisfaction.



SoSoftware | we make it So Easy



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