

### Panasonic Solution Developer Network

Panasonic is offering a PBX partner program (Panasonic Solution Developer Network for Communication Products) to offer integration between Panasonic PBX and 3rd party vendor applications. For the software vendors registered in the program, Panasonic provides the latest technical specification and support to our partners interoperability testing. The 3rd party vendor successfully tested the software product stated in this solution leaflet, in accordance with the 'self-test' specification provided by Panasonic.



## Hospitality Solution

### ► Type of Business and Merit

- Telephone Billing , Management and 3<sup>rd</sup> Party PMS Integration in the Hospitality Industry:-
- Hotels & Hospitals
- Private Healthcare

### ► Application Name - Partner

PMSI DESK - TELESOFT

### ► Overview

The PMSI Desk is the tool to integrate PBX with local Property Management software (HMS in case of Hospitality sector). It works as a bridge between the two entities. On one side, it smoothly establishes communication with local PMS and on other side it establishes communication with PBX over PMSI link. Once bridging is established, the events raised at PMS end are picked up instantly. These events are re-formatted as per PBX needs and forwarded to PBX. Similarly; the events raised in PBX are forwarded to HMS instantly. Functionally PMSI Desk performs similar across range of Panasonic models. The other side of the bridge which is interface to HMS vary across different vendors. In nutshell it offers seamless integration between HMS and Panasonic PBX system deployed at the property.

### ► Main Feature

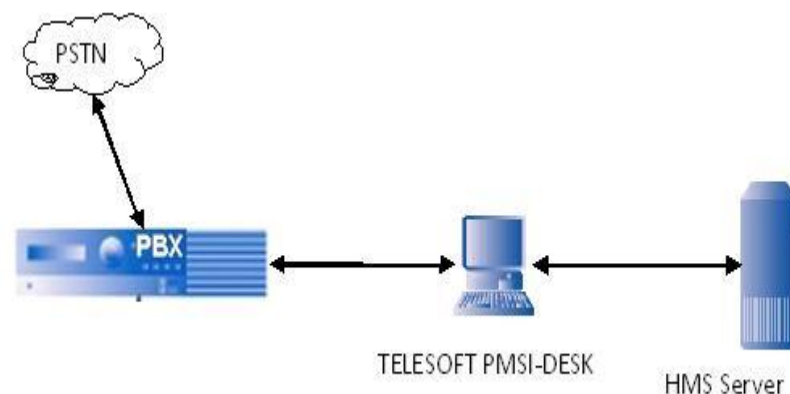
From HMS to PBX

- Check-In and Check-Out
- Change Name of the occupant
- Changing Class of Service (COS)
- Set or Cancel DND on Room's phone
- Set or Cancel Message Wait Lamp on Room's phone
- Set or Cancel Wakeup Call
- Database Synchronization

From PBX to HMS

- Call Billing Records
- Mini-Bar Transactions
- Room Status
- Database Synchronization

### ► System Configuration



\*PMS: Property management system

\*HMS: Hotel management system

## ► Features

### INTEGRATED SOLUTIONS

#### •Guest/Patient Check In

When Guest/Patient's entry is registered in HMS. The details are picked up from PMS and forwarded to Panasonic PBX immediately. Following results are achieved-

- ✓All the display (service) phones show guest/patient name whenever there is a call from checked in room.
- ✓Guest/Patient can make calls (an outside party) from a room's phone.
- ✓Ensures no wakeup call is still pending on room's phone
- ✓Ensures that DND is removed on room's phone
- ✓Ensures that Message Wait Lamp is switched OFF

#### •Guest/Patient makes calls (an outside party) from a room's phone.

✓The moment calls is disconnected, the cost of the call including its due service charges is calculated and the transaction is posted to HMS instantly.

#### •Guest/Patient Check Out

The following results are achieved when Guest/Patient is marked as check-out in PMS record-

- ✓The name is erased against the room in PBX database and a fixed string "Vacant Room" is replaced so that even if someone calls, the string indicates that someone is calling from Vacant Room.
- ✓Disables calling (an outside party) from Room's phone
- ✓Disables Wakeup Call, Clears DND on phone, Switches OFF
- ✓Message Wait Lamp

#### •Room Transfer

During the stay when Guest/Patient shifts from one room to another, all checkout related messages for old room are forwarded to PBX followed by check-in related messages for new room.

The TELESOFT – PMSI DESK at a glance..

- Release calling from an extension at Check-In.
- Bar calling from an extension at Check-out.
- Setup name of an extension
- Clear the name of an extension
- Set / clear Message Wait Lamp on the instrument
- Room swapping (Check-Out of previous room followed by Check-In new room)
- Setup / Cancel Wakeup call for an extension
- Setup / Clear Do Not Disturb flag for an extension

## ► System Requirements

### PBX

Supported PBX	Panasonic KX-TDA100/200/600, KX-TDE100/200/600,
Connection	LAN / USB

### Partner Application

OS	Microsoft® Windows® XP Pro Microsoft® Windows® 7 Microsoft® Windows® 2003 Server Microsoft® Windows® 2008 Server
CPU	1.0GHz (or higher)
RAM	1GB RAM
HDD	80GB

## ► Application Partner Information



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