ZULTYS

HOSPITALITY

Communications That Exceed Guest Expectations

Providing outstanding guest experiences lies at the core of the hospitality sector. By leveraging the latest in enterprise communications technology, hospitality companies can adapt quickly to customer preferences, unify their communication systems, and empower staff to work from anywhere.

Zultys' innovative Unified Communications solution and integrated desktop IP phones help hotels of all sizes streamline communication for increased collaboration and productivity, with big benefits for hotels with 80+ rooms. Our complete, all-in-one system includes applications for desktop, web-based, and mobile users, and our Integrated Contact Center offers omnichannel customer support with features that improve customer satisfaction and the productivity of customer service departments.

The Zultys system can be deployed as a cloud solution, on-premise solution, or a hybrid of both, and we're the only Unified Communications provider that delivers the exact same product, interface, and user experience across deployment types. We're the best choice for hospitality companies with one or multiple locations that wants to modernize and seamlessly interconnect their communications while keeping and improving upon the mission-critical features they need to have. Our advanced phone system capabilities make transitioning from more limited legacy PBX systems to a full-cloud solution a seamless and cost-saving upgrade.

Enhancing the Guest Experience

Zultys' improved telephony processes empower hospitality companies to manage customer queries and quickly handle requests with the right communication tools, including customized call routing, queue management, real-time reporting and analytics, and built-in messaging.

Our omnichannel Unified Communications solution allows your organization to communicate with customers using their channel of choice, whether it's text, voice, video, web chat, or instant message. The Zultys platform continues to evolve to provide users with the ultimate omnichannel experience, so there's continuity no matter where they are coming from.

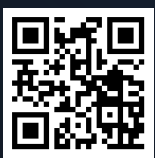# HOSPITALITY

Elevating Staff Performance

From the front desk to maintenance to housekeeping, Zultys optimizes hotel staff operations by enabling team members to seamlessly collaborate from anywhere on any device. The same features available on the desktop application are optimized for the Zultys mobile application to create an uninterrupted experience.

Our secure and reliable platform allows your staff to access their work effortlessly while on-site or on the go with tools like call center integration, SMS texting, group chat, web conferencing, screen sharing, file and image sharing, video calling, and integrated fax — all from a single, intuitive interface that's easy to deploy and manage.

Seamless PMS Integrations

We've developed a highly adaptive and advanced Unified Communications platform that integrates with existing Property Management Systems like Agilysys, Infor, Oracle Opera, WebrezPro, and dozens more. We provide must-have features for hotels to keep guests informed and promote amenities while driving efficiency, including maid codes, room phone and voicemail activation based on check-in and check-out, guest name pass-on to room extensions, and more:

- Wake-up calls can be set by guests or staff and are automatically dialed
- Front desk receives a notification if 911 is dialed from any phone
- Web management console for staff
- Serial or IP PMS interface
- Guest and staff messaging
- Minibar reporting
- Call accounting
- Group messaging
- Automatic welcome message
- Support for multiple langauges