



# Voicemail System

Cloud-based Automated Call Answering  
Solution for Hospitality

## Solution Overview

TalQ Voicemail System is a cloud-based automated call answering solution designed for the hospitality industry. The solution helps hotel staff/administrators manage and automate voicemail communication with guests. The solution works in conjunction with an on-premises PBX system and serves as a voicemail system using the mediator as the voicemail server.

## Technical Highlights

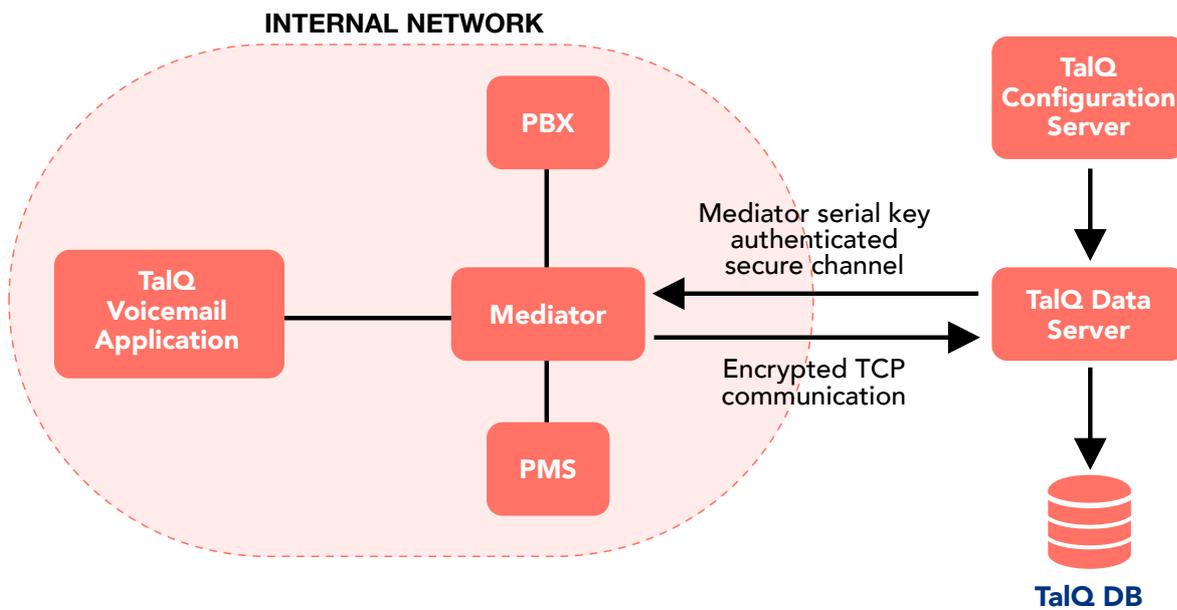
- Admin and guest extension configuration
- Create group voicemails and set wake up calls
- Manage hotel room mini bar replenishment
- Access audit log
- Integrate with PMS system

The solution improves operational efficiency and in-room experience for guests.

## Solution Architecture

TalQ Voicemail System comprises three main components.

- Data collection hardware (mediator), deployed at data source premises
- Web-based voicemail user dashboard
- Data processing subsystem for receiving and processing data



## Key Features

### Administrative

- Manage Extensions: Lists rooms and corresponding voicemail extensions. Admins can set wake up calls. Extension details such as name of guest, new messages, and hard messages.
- Create Groups: Enables users to create and manage custom groups to relay group messages.
- Set Wake Up Calls: Enables users to set extension specific custom wake up calls.
- View Reports: Access reports on outstanding wake up calls and voicemail activity.
- Access Room Status: Enables users to view and edit room status.
- Manage Mini Bar: Housekeeping staff can place requests to replenish items in rooms via voicemail. Front office uses this data for customer billing during checkout.
- View Audit Log: Enables users to access the entire activity log using custom date range. The spreadsheet records details such as user, action, event, and date/time stamp.

- Set Language: Users can set preferred language to operate voicemail.

## Guests

- Voice mailbox is created automatically during check-in
- Easy message retrieval by dialing a single-digit on phone
- Abbreviated telephone user interface for easy operation
- Guest configurable greeting and PIN
- Retrieve messages from outside the hotel with secure PIN
- Dual language voice prompting per guest mailbox
- Guest text messaging and remote access during stay
- Multi-language auto-wake-up with snooze
- Enable/disable DND (Do Not Disturb)

## Secure and Safe to Operate

- Mediator installation is performed securely with a serial key generated during site creation.
- Connections to PBXs and PMSs are established through internal networks. These connections are supported through an Ethernet or serial channel. Since these connections are within the client's network, the security of data transfers is completely under control of the client's firewall.
- The Mediator data transfer to TalQ servers is secured using an authenticated TCP push mechanism through an encrypted TLS channel. The Mediator application is certified by Oracle for its message and connection integrity with FIAS standard protocols.

Room	Extension	Wakeup Extension	Type	Extn/Guest Name	New Messages	Heard Messages
	1001		ADMIN	Reception	0	0
	1002		ADMIN	Restaurant	1	0
	1003		ADMIN	House keeping	0	0
1004	1004		GUEST	555	0	0
1005	1005		GUEST	123	0	0

## Add Value, While Delivering Exceptional Customer Service

- Streamline business operations to increase productivity
- Increase staff responsiveness to customers
- Reduce call volume to service staff
- Simplify operating procedures by analyzing usage patterns
- Effective resource utilization using existing IT and communication infrastructure
- Support for diverse network types – investment protection
- Flexible and scalable

The image shows two overlapping screenshots of the Talu interface. The background screenshot is the 'Voicemail User Dashboard' with four main tiles: 'Extensions', 'Wake Up Calls', 'Room Status', and 'Mini Bar'. The foreground screenshot is the 'Wake Up Call Reports' page, which features two report cards: 'Outstanding Wake Up Call Report' and 'Voicemail Activity Report'. Each report card has a play button icon and a 'SCHEDULE' button.



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