



JAYBEE Systems, the developer of the hotel Guest Service Centre Software - SmartButler®, has announced the introduction of a SmartButler® interface to Fidelio's property management system (PMS). The new interface applies to all existing versions of Fidelio including Version 6 (DOS), Version 7 (Windows) and Version 8 (OPERA).

The interface has already undergone extensive tests involving teams from JAYBEE and Fidelio, and will allow SmartButler® users to utilize information from the Fidelio PMS within SmartButler®. Some examples of information that SmartButler® derives from Fidelio include guest name, VIP status and spoken language.

Mr Joseph Ron, JAYBEE's Managing Director, said that the introduction of the interface would provide significant advantages to SmartButler® users. "We can now enable our customers to provide a much better service based on information derived from Fidelio. We can also enable them to store such information for future reference," Mr Ron commented.

### Advantages of Implementing the Interface between SmartButler® and Fidelio

The interface is based on TCP/IP protocol. This protocol, as opposed to the most common current protocols (such as RS232), is faster, more reliable and easier to modify in the future. Moreover, TCP/IP protocol removes the cost of acquiring additional hardware. As a software component only, it enables a quick simple hook-up locally on LAN or even WAN. Examples of advantages of an interface with Fidelio are set out below. There are, of course, others that have not been mentioned here.

#### 1. Insertion of Guest Details in Call Record: //////////////////////////////////////

On opening a call record, when the guest service centre (GSC) operator enters the room number, SmartButler® can automatically reflect the guest's name, status, dates of arrival and departure and other details by pulling them down from Fidelio. This information (complete or partial) can be stored in the SmartButler® call record for later reference if required. The access to this information enables better service and

control, allows the system to prioritise calls according to guest's status and also to track repetitive calls more efficiently.

## **2. Ability to automatically open GSC call upon a Fidelio event: //////////////**

Through the interface with Fidelio, GSC call records can automatically be generated by events in the Fidelio system such as check-in, check-out, room move or name change. A good example could be a call record being generated automatically the moment a VIP guest checks in order to ensure that the fruit, wine, water or champagne has been delivered to this VIP guest's room. The manager of the hotel may also want to telephone certain guests soon after their check-in. A reminder to the manager could be automatically generated. Similarly, calls could be automatically generated for housekeeping to make up rooms of guests who have checked in early or checked out late. A checkout event could also generate a GSC call for "after-sales" marketing purposes.

## **3. Ability to charge of services provided through the GSC: //////////////**

There are cases of guests calling the GSC for services that generate a charge to the guest's bill. Examples could include Internet access services or after-hours services where the regular service provider may be off duty. In these instances, the GSC operator can generate, manually or automatically, a chargeable service associated with a printer slip from within SmartButler®. The charge will appear on the guest's room bill via the Fidelio Interface.

## **4. Operator can use SmartButler for Guest Look-up: //////////////**

In the case of many current installations of SmartButler®, the hotel operator is also responsible for the operation of the GSC. In this case, the operator has both SmartButler® and Fidelio installed on their PC – SmartButler® for the GSC and Fidelio for guest lookup - and has to switch between the two. On a complexed site, there is the need to use a separate Fidelio application for each site on the same station. SmartButler®, through the Fidelio interface, now offers the capability of guest lookup. This means that, in most cases, there is no longer the necessity to switch to Fidelio installed on the operator's PC. This will relieve the operator of the inconvenience of having to continually switch between a number of applications.