

SPOK® WAKE-UP

ENSURING GUESTS DON'T LOSE SLEEP OVER A WAKE-UP CALL



PROVIDING RELIABLE, SPECIALIZED WAKE-UP SERVICES

A reliable wake-up call is among the many services your guests expect during their stay. Your ability to manage this is key to differentiating your level of customer service and overall brand. This means going beyond having an easy way for guests to request the appropriate date and time of the call. Making each guest’s stay more memorable happens with a system that offers personalized options such as language selection, character wake-ups, group and VIP messages, and updated time and temperature information.

INTRODUCING SPOK WAKE-UP

Spok Wake-Up integrates directly with your phone system to provide timely wake-up calls with a professionally recorded message that can be tailored to meet various guest criteria. The system can be tightly integrated with your Spok® XpressDesk, or Spok® Healthcare Console, or it can be used on a stand-alone basis.

SPOK WAKE-UP: KEY BENEFITS

- Improve the guest experience with a reliable, full-featured wake-up system that enhances your brand
- Make guests feel welcome with wake-up messages available in multiple languages (French, Spanish, German, Japanese, Mandarin, Portuguese, and Korean)
- Simple, cost-effective integration through native SIP
- Ease of administration via the intuitive web interface for both single facilities and centralized, multi-property venues





Guest Information

Matthews, Paul

Group: **A322** Facility: **Southport**
 Room: **202** Location: **1990**
 Check In: **Thursday, March 16, 2011** Check Out: **Saturday, March 19, 2011**

Scheduled Wakeups

5 : 58 pm
 VIP Wakeup

Date	Time	VIP Wakeup	Edit	Delete
Thursday, March 17, 2011	7:00 AM			
Friday, March 18, 2011	7:30 AM			

“Good morning. The time is 7 a.m. and the current temperature is 60 degrees. We hope you have a pleasant day.”

DATASHEET

HOW IT WORKS

Spok Wake-Up integrates with your existing console system and can be accessed through the console itself to minimize the number of applications operators have to open. Operators can set wake-up calls and receive alerts of any calls where the guest did not answer. This helps them take the appropriate actions to reach the guest in another way if needed. All call activity is logged for auditing purposes.

Spok Wake-Up also integrates with the hotel's property management system for smooth access to data regarding each guest's preferences and other relevant information. A guest who has a language preference (French, Spanish, German, Japanese, Mandarin, Portuguese, or Korean) will receive the appropriate wake-up greeting. Likewise, those guests affiliated with groups or who have VIP status will receive pertinent information during their calls.

ADMINISTRATIVE ADVANTAGES

With Spok Wake-Up, you can leverage either SIP or TDM connectivity. Your system will scale easily as the volume of wake-up calls rises. Likewise, administering the system and setting up the call flow are simple with the intuitive Web-based interface. The reporting tool allows you to view historical wake-up data, while the dashboard displays the health of the system, current activities, and other metrics.

SPOK WAKE-UP: KEY FEATURES

- Flexibility to do standard, group, and VIP wake-up messages that can easily be changed
- Supports snooze, multiple languages, and multiple time zones
- Offers specialized wake-up greetings, including time and temperature, character voices, and unique messages
- Wake-up setting can span the length of stay through integration with operator console, telephone interface, and web browser
- Real-time system status dashboard and historical reporting
- Web-based interface for administration and front desk
- Leverage as a stand-alone system or as an integrated component of your Spok operator console

"Good morning. We hope you are enjoying your stay at the Premier Resort during the Smith Company's annual sales meeting."

