



# Communications Solution For Hospitality

- ✓ Reliable
- ✓ Simple-to-implement
- ✓ Cost-effective

From small hotels to large resorts, hospitality businesses need professional service and streamlined hotel operations to deliver memorable guest experience and foster customer loyalty.

## Meet Hospitality Demands of Today and Tomorrow

[Yeastar P-Series Phone System](#) is optimized to fulfill the needs. Featuring hundreds of voice, video, messaging, mobility, and hospitality features optimized for hotels and other hospitality environments, it integrates easily into existing hotel infrastructures, features an industry-leading list of hotel features, and provide full control and customization of an IP PBX to bring all analog and SIP endpoints together and create a truly integrated hospitality network.

### Key Advantages



#### Best for Value

Unify all future-proof UC capabilities for your scalable business growth, including PBX, call center, live chat, SMS, omnichannel messaging, simple user apps, and more.



#### Embedded Hotel Management Module

With modules dedicated to everything from hotel room settings and guest check-ins/outs to service billing, now you can manage all your day-to-day hotel operations from intuitive, unified interfaces right inside your PBX.



#### Ready-made PMS Integration

Support integration with leading property management systems (PMS) and PMS middlewares including Oracle Hospitality Opera, Micros Fidelio, and more.



#### Effortless Deployment

Support auto provisioning 400+ mainstream hotel phone models. Use endpoints of your choice and deploy effortlessly.

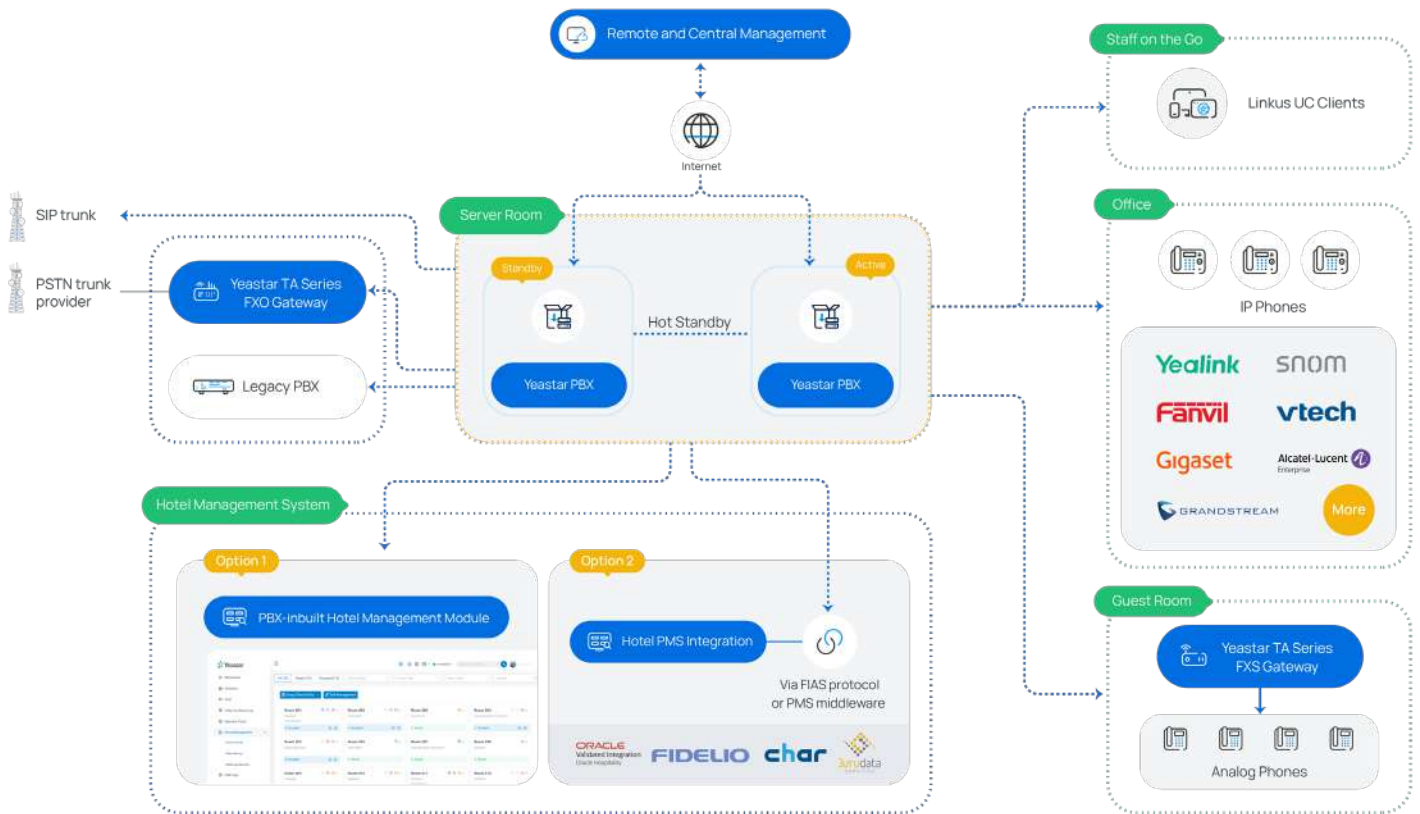


#### System Redundancy

Your hotel phone system never goes down with optional hot standby redundancy and other high availability setups.

# How It Works

The topology demonstrates how Yeastar hospitality solution connect hotel IT infrastructure and empower a smoother communications and workflows.



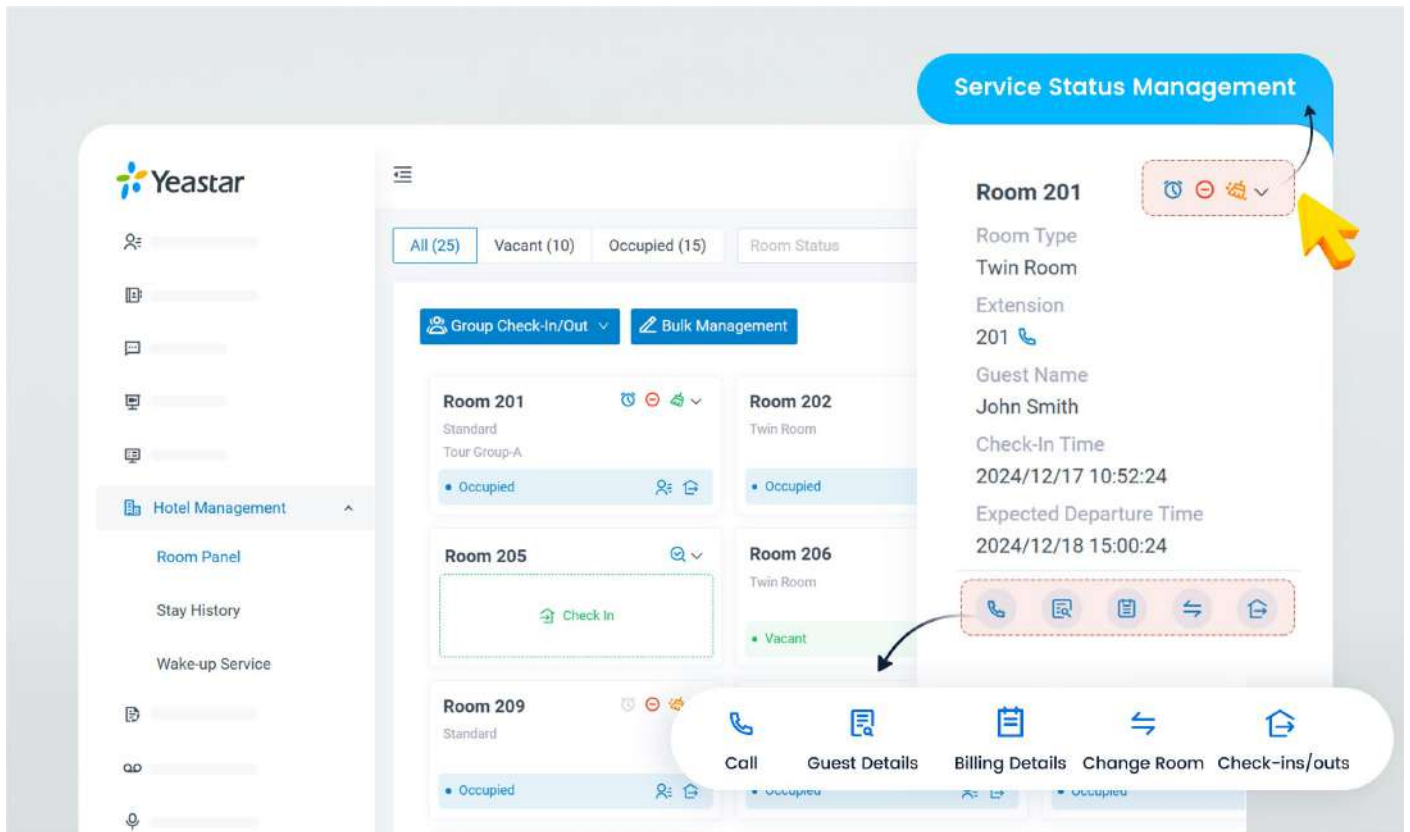
## A streamlined experience for everyone

Front Desk	Back Office	Guest Experience
<ul style="list-style-type: none"> <li>✔ Intuitive room panel for managing all front desk operations</li> <li>✔ Availability and room filters</li> <li>✔ Check-ins/outs</li> <li>✔ Guest profile</li> <li>✔ Guest stay history</li> <li>✔ Wake-up call scheduling &amp; failed alarms</li> <li>✔ Room change</li> <li>✔ Call/service billing &amp; printable invoices</li> <li>✔ Tour group management</li> </ul>	<ul style="list-style-type: none"> <li>✔ Hotel general settings</li> <li>✔ Room list and settings</li> <li>✔ Custom room types (Up to 10)</li> <li>✔ Custom room status (Up to 20)</li> <li>✔ Housekeeping &amp; status codes</li> <li>✔ Class of service management</li> <li>✔ Automatic call accounting</li> <li>✔ Custom currency unit</li> <li>✔ Branded invoice</li> <li>✔ Comprehensive call reports</li> <li>✔ World-class Linkus desktop/mobile/web softphone</li> <li>✔ PMS integration</li> </ul>	<ul style="list-style-type: none"> <li>✔ Caller name display &amp; custom greetings</li> <li>✔ Self-service wake-up call scheduling</li> <li>✔ Do-Not-Disturb room status</li> <li>✔ Multi-language voice prompts</li> <li>✔ Voicemail cleanup on checkout</li> <li>✔ Emergency calling</li> <li>✔ Integrated call center, live chat, and messaging for room bookings</li> </ul>
		<b>System Admin</b>
		<ul style="list-style-type: none"> <li>✔ Point-and-click configuration</li> <li>✔ Hotel phone bulk auto provisioning</li> <li>✔ Reliable PBX hot standby redundancy</li> <li>✔ Remote &amp; central management support</li> </ul>

# Hotel Management Module

For Daily Hotel Operations

The Hotel Management module turns Yeastar P-Series Phone System an active part of your hotel management. It brings a powerful suite of hospitality features and allows real-time management of room assignments, guest check-ins/outs, and other day-to-day hotel operations with intuitive service panels. Ideal for small and medium hotels to realize systematic property control without breaking the bank.



## All Features Under One Roof

Available right within Yeastar Linkus Desktop and Web Client, the Hotel Management Module pairs together the capabilities of a lightweight Property Management System (PMS) with the comprehensive control of an IP PBX. With dedicated service panels, hotel staff can efficiently handle guest check-ins/outs, wake-up calls, class of services, room move, and more for individual and group guests with just a few clicks. Back office features like room status management, call accounting, and branded invoices are also provided to streamline workflow and improve guest satisfaction.



Guest Rooms



Front Desk



Wake-up Calls



Room Cleanings



Call Control



Billing Invoice



Guest Information



Stay History

# Hotel Management Module

## Solution Highlights

### Room Panel

Get instant numbers on available rooms with intuitive room list. Manage room statuses, access guest information, check guest in and out, manage billing, generate invoice and more, all within clicks from the user-friendly Room Panel.

### Housekeeping and Room Status

Set up your custom room status and their phone codes for housekeeping and maintenance. The system integrates the room status with the front desk panel to streamline room cleaning schedules and staff assignment, ensuring that rooms are cleaned and updated in real-time.

- ✔ Custom room status
- ✔ Post room status via the phone
- ✔ Check and change room status on Room Panel

### Group Guest Management

Manage all reservations for a group in one convenient spot. Enjoy quick and easy group check-ins/outs and group wake-up call scheduling with a simple click. Plus, view and edit total billings for a group easily at group check-out.

### Call Permission Control

Easily control call permissions for each room with a simple selection at guest check-in. Set whether to allow room-to-room and outbound calls (domestic or international) granularly, and enjoy peace of mind knowing that room phone will be automatically locked and reset upon check-out.

### Wake-up Service Management

Schedule and manage wake-up calls easily using task views. With colored task status filters, keep track of all scheduled and failed tasks in one view, click to redial failed ones, or add/cancel ones quickly. Guests can also schedule wake-up calls directly from their room phones.

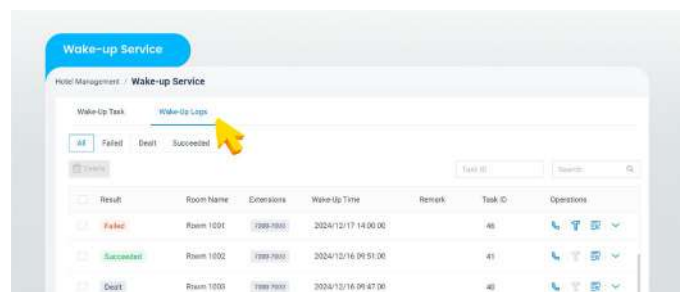
### Call Accounting and Billing

Simplify the guest billing by automatically logging call charges directly into guest accounts and generating a branded invoice at checkout. Hotels can set up flexible call rates for phone usage and add custom service charges—such as minibar, room services, and laundry—to guest bills at any time during their stay.

- ✔ Flexible call rate settings and automatic call accounting
- ✔ Custom service item billing
- ✔ Downloadable, branded invoice at checkout

### Guest Stay History

Quickly track all past stays, current check-ins, room change records, and their billing details with comprehensive stay history. You can filter and download the history by date, room type, and room status, or use custom search options, all within a user-friendly interface.





## Yeastar Hotel Solution Common Use Cases



1

### Guest Reception

See guest name on reception, room service & management phones. Use the PBX-inbuilt hotel management module or ready-made PMS integration to streamline front-desk and housekeeping functions and have everything ready for billing when guest checkout.



2

### Staff Mobility & Collaboration

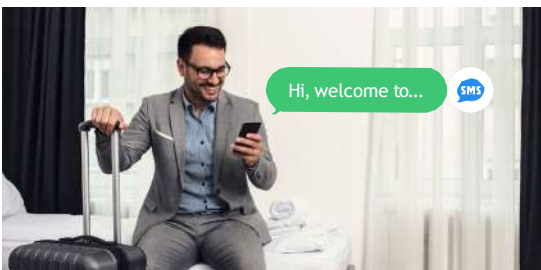
Mobile app empowers staff to stay connected and responsive to guest request while on the go. With integrated chat, voice, and video features, enhance collaboration between different departments.



3

### Room Booking

Add Live Chat button to your hotel website, integrate your social media channels, and see booking rates soar. The system's inbuilt omnichannel messaging features let you handle room booking messages from different channels in one place using Yeastar Linkus UC Clients.



4

### SMS Notification

Send & manage SMS notifications for room booking confirmation and others while keep employees' personal number private. Promote your brand services, restaurants, and amenities before, during, and after their stay.



5

### Emergency Calling

Keep staff and guests safe with inbuilt emergency calling feature. Allow calls to go at any time to emergency number and trigger a notification to emergency contacts at the same time.

## Trusted by Hotels Worldwide



## Awards & Recognition



## 450,000+ Business Users Worldwide Trust Yeostar



## About Yeostar

Yeostar makes digital value easily accessible from ownership and adoption to daily usage and management by transforming how businesses connect and communicate. Yeostar has established itself as a leading provider of UC solutions with a strong ecosystem, a global network of channel partners, and over 450,000 customers worldwide.

Committed to delivering the right technology to value-oriented businesses, Yeostar offers easy-first products and services for UC&C to enable them to win in the modern digital world.