Instructions for MX Integration with DuVoice Property Management System (PMS)

Bill Vlahos

March 28, 2023

Goals

Integrate with DuVoice for hotel-centric services such as Wakeup Calls, Voicemail, etc.

http://www.duvoice.com/solutions/pms-pbx-integration/

Call Flow Scenario examples

1. Voicemail
    a. A call comes into room extension
    b. If unanswered, forward to the DuVoice system for voicemail (not in MX)
2. Hotel Services
    a. Guest check voicemail
    b. Set Wake Up Call
    c. Receive “call front desk” messages
    d. Check in/out
3. Hotel Staff Services
    a. Housekeeping
    b. Repair
    c. Room clean/dirty status
    d. Enable/disable room mailbox
    e. Deliver welcome message

Orientation

The MX will be used for calling functions such as making and receiving calls and requesting services.

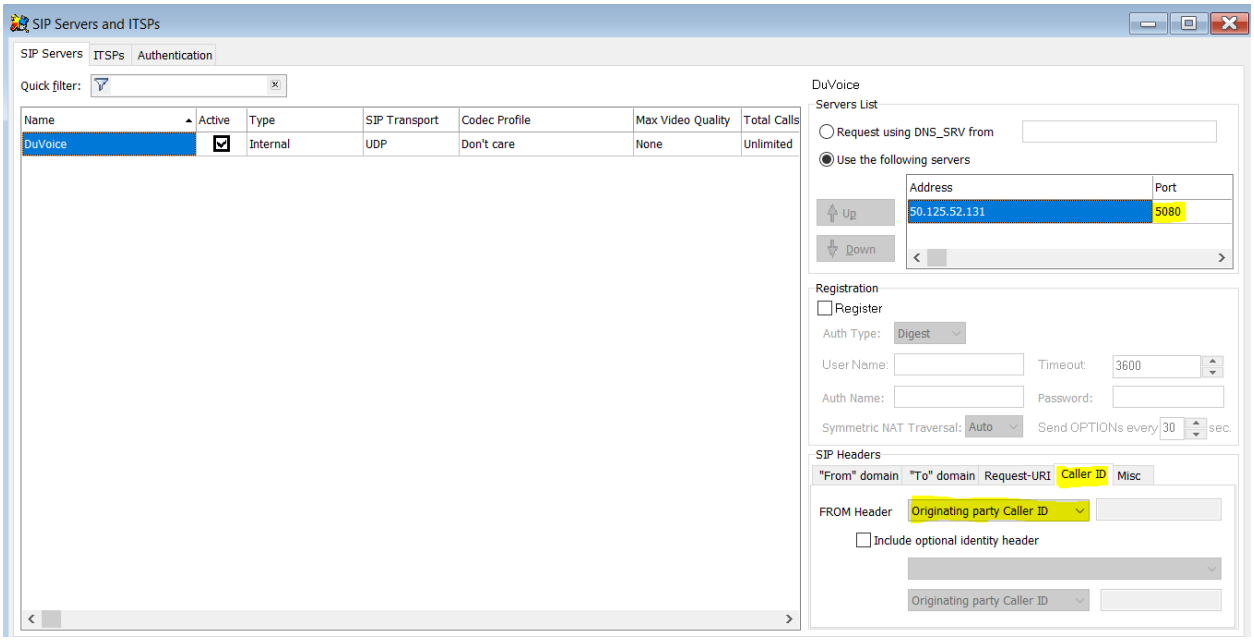
The DuVoice system is the hotel management system. The MX will initiate or forward calls to the DuVoice system over a SIP trunk.

MX Setup

SIP Ports to DuVoice system

The DuVoice system supports UDP and TCP. The example below uses UDP 5060 and UDP 5080.

MX will establish a SIP trunk to the DuVoice system UDP 5080.



SIP Server Settings

SIP Transport UDP Port 5080

SIP Headers values use defaults except for Caller ID/FROM Header set to Originating party Caller ID.

Dial Plan

The Dial Plan will forward calls to the SIP trunk.

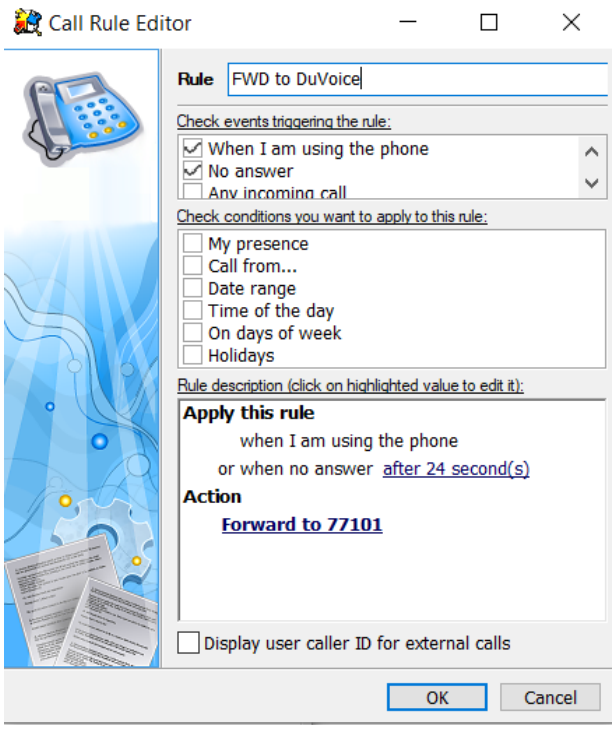
	8	DuVoice	Internal	77101	SIP Server : DuVoice	DXXXX

Users

Create Room Extensions (i.e., Users). The extension number should not match the room number to obfuscate the actual extension.

First Na...	Last Name	Extension	Voice DID	Caller ID	Cell Phone	User Profile	User Name
The	Operator	2800				Call_Center	2800
Room	101	7101	5619265425	5619265425		Call_Center	7101
Room	102	7102	5202762702	5202762702		Call_Center	7102

Room extensions (i.e., user extensions) will have a Call Handling Rule to forward calls **When I am on the phone** or **No answer after 24 seconds**.



Speed Dial Buttons

Phones can be set up with speed dial buttons for Front Desk, etc.

Restrictions

Rooms are set up so they can't call each other via the Dial Plan or Call Handling Rules. They can only make or receive calls to hotel service extensions such as the Front Desk, Room Service, etc.

Devices

If using non-Zultys phones, create generic SIP devices. The default setting is fine.

Check box **Can register unmanaged device**.

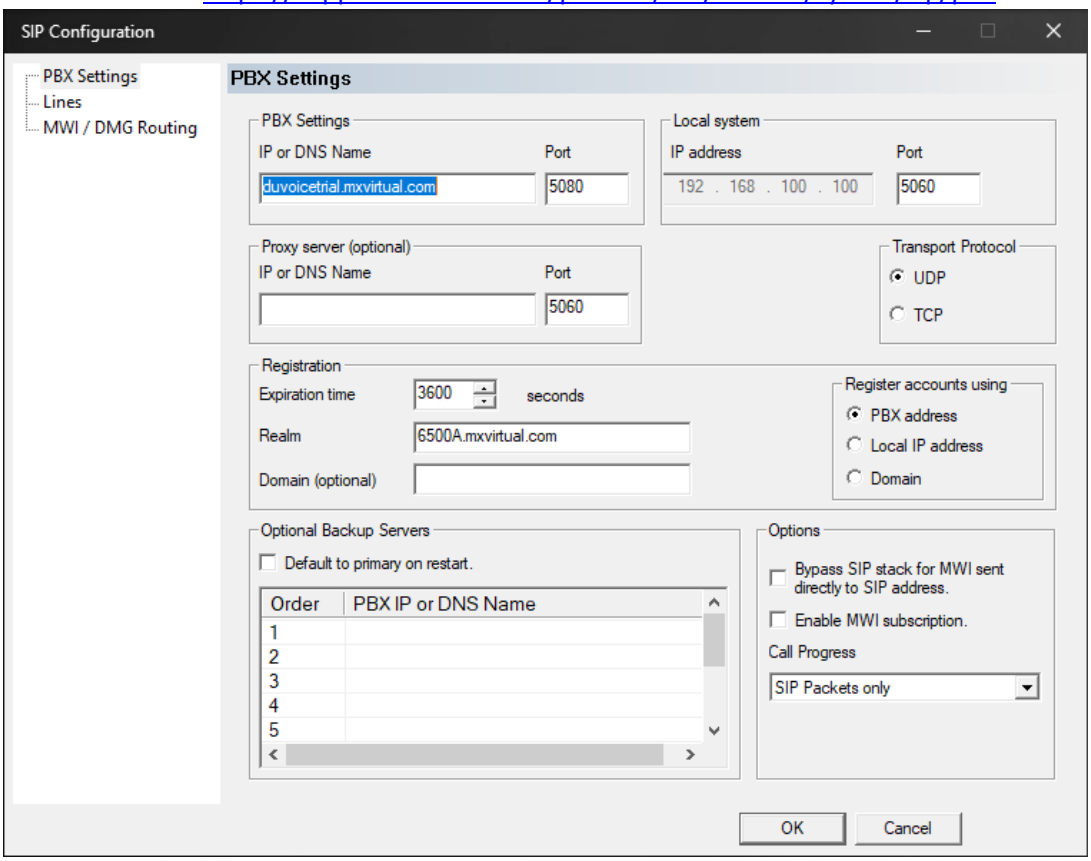
Assign phone to room extension.

DuVoice configuration

From Shaun Sorensen at DuVoice.

PBX Settings

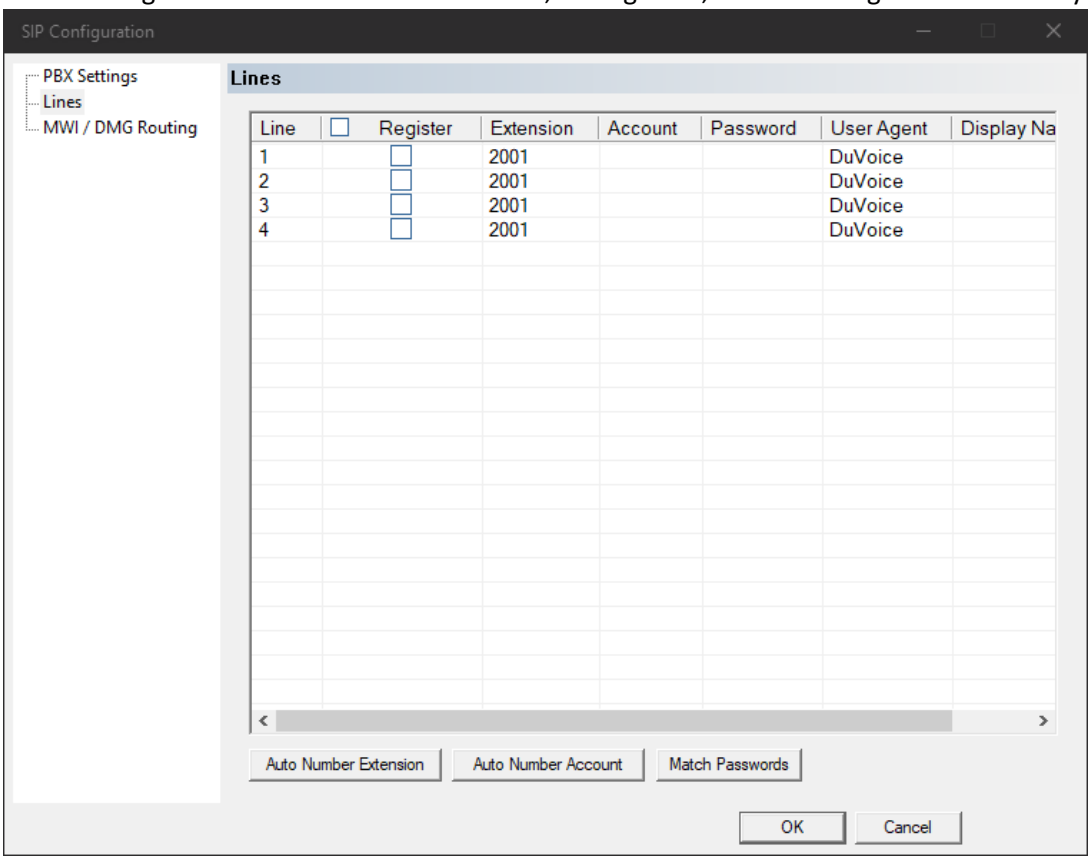
Documented at: https://support.duvoice.com/product/vs7/manual/syscon/sip/pbx



Lines

Documented at: https://support.duvoice.com/product/vs7/manual/syscon/sip/lines

Note: The extension can be filled in with anything the site may desire, so the phone display will show who's calling. This could be the trunk number, dialing code, or even a single word like Zultys.



Message Waiting Indicator (MWI)

DuVoice will send MWI to phones directly as normally the MX controls this utilizing the MX's voicemail system. This means that the phones will need to have static IP addresses.

Billing

Typically hotels utilize the SMDR function for billing guests. This should work fine on the MX.

Advanced Integrations

DuVoice can further integrate with phone systems using APIs. Jeff Limb has the API details.

1. Change the first and last name of the MX User account. This helps automate guest billing.
2. Restrict the phone at checkout to prevent someone from making calls, etc. when the room is not occupied. This has not been tested but it should work with the API changing user profiles.

Limitations

DuVoice can further integrate with phone systems using APIs. Zultys doesn't currently support these administrative-type APIs, but we are considering building them in the future.

Enable DND setting.

Sales Process

These are the primary questions that the CP will need to gather and the process of requesting a DuVoice quote. We will want to have a conference call/meeting with Andy, Jon, and our Product Management staff to understand the flow for requesting a quote from DuVoice, steps for purchasing, and steps for scheduling installation, cross-marketing, etc.

1) Total Number of Rooms
2) Hotel Property name and address
3) PMS (Property Management System)
4) Does this Hotel Property require Call Accounting?

After gathering the following information, the CP will contact sales@duvoice.com or 800-888-1057 for a quote. Once the quote has been accepted, the CP can provide the quote for placing the order with one of the following Distributors (Jenne, ScanSource, Synnex, and Ingram).