

# HotLync

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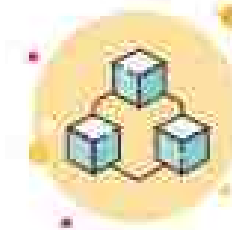
Significantly enhance your guests' stay by handling requests as they arise! HotLync integrates a number of intuitive guest communication and request tracking tools to help you do what you do the best: deliver incredible guest experiences that exceed expectations.





## SUSTAINABLE

Thanks to the universal interface, we can effortlessly exchange information between different modules without the necessity of installing third-party applications.



## MODULAR

Spend no money on applications that aren't essential for your property. With Hotlync's full modularity, you pay exclusively for the features you require.



## COST-EFFECTIVE

As modules are installed on a single machine and provided by the same vendor, there is no requirement for you to invest in multiple hardware setups, incur multiple installation fees, or pay for multiple AMCs.



LET'S

GO

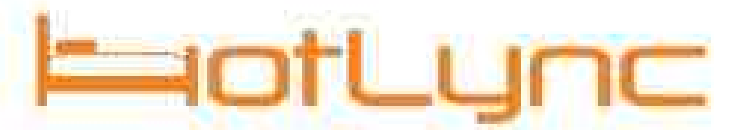
PAPER

LESS

Getting and using information within seconds-not-days is the norm in today's global and mobile world. We automate manual process and reduce the cost of printing, eliminate bulky filing cabinets, etc.



# TRUSTED BY PROMINENT HOTELIERS ACROSS THE GLOBE



# OUR ECOSYSTEM



**Housekeeping**



**Feedback & Complaints**



**Guest Service**



**Engineering**



**Call Accounting**



**IT Helpdesk**



**Contact Center**



**Lost & Found**



**Digital Forms**



**Guest App**



**Minibar**



**Checklist**



**Chat Bot**



**Alarms**



**IVR and Voice**



**Spa**

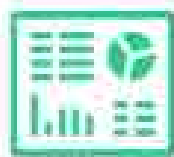
# Call Accounting

HotLync's Call Management System interfaces with the PBX and the PMS systems which is managed via a web interface, applies the applicable charges based on custom rate structures and posts the charges.



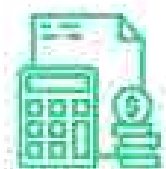
## Rate Management

Zone base configurable Rate structures for easy management.



## Expense Management

Will help to managing telecom expenses by providing reports and insights that help make informed decisions about your telecom plans and usage.



## Call Charge Calculator

Easy access to check the rates in advance before making a call



## Admin Call Tracking

Admin tracking and approvals to manage admin call costs  
Call classification rules into Personal & Business.



## Reporting

Generate custom reports tailored to their specific needs, providing insights into various aspects of telecom usage and spending.



## Cost Allocation

Helps you to allocate call costs to specific departments, teams, or individuals, facilitating fair billing or cost-sharing arrangements.



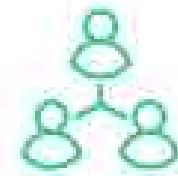
# Service Request

With Guest Services, requests can be managed, serviced and tracked with reminders and time bound multi custom levels of escalations via the Mobile App, E-mail or SMS to ensure on-time efficient service delivery.



## Alarms

Send bulk notification to response teams and groups.



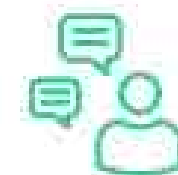
## Staff Interface

Provides statistics on the number of tasks created and many more!



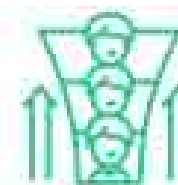
## Dynamic Job Role

Staff can select their job role based on daily activity by logging in to mobile app.



## Guest Request

Tracks and automates all guest request cycles.



## Multiple Escalation

Task based escalation makes sure the task is escalated to the right person for the right request.



## Mobile App

User friendly mobile app to close task & create any incidents which need attention.



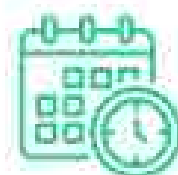
## Meal Management

Paperless process to know who are coming for breakfast, lunch, etc.



## Auto Wakeup

Wake up your guest with recording feature for reference that the guest did answer the call or not.



## Schedule Request

Schedule the request as per the guest requirement, making sure each task reaches at the correct time.



## Guest Previous History

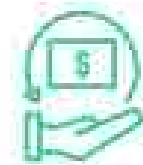
With Details of the guests previous stay, we make sure you are ready to welcome them like family.



# Feedback & Complaint

Tracking complaints is a crucial element in enhancing guest service and upholding quality standards. It stands out as the primary instrument for hotels to guarantee that all departments and staff members align with the brand's expectations.

Hotlync's Customer Feedback and Complaints system efficiently conveys this feedback to key personnel through a structured, stage-by-stage information transfer process.



## Service Recovery

Log compensation provided to all guest and track them.



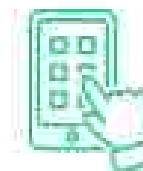
## Dashboard

Track service recovery, complaints, severity, etc.



## Report

Standard + Custom drill down reports to identify repeat occurrences & trends.



## Mobile App

Check the reported issues on the Go through the user friendly app.



## Identifying Trends

By collecting and analyzing feedback and complaints it can help identify recurring issues. This data can inform strategic decisions and improvements.



## Guest Previous History

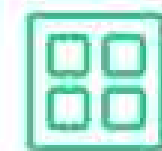
With Details of the guests previous stay, we make sure you are ready to welcome them like family.





# Operator Command Center

HotLync uses IVR and other function to empower agents like call recording which is included as part of the complete HotLync OCC experience which can be combined with features such as call reporting, widgets, etc.



## Widgets

Add additional functionality by accessing other modules.



## Call Recording

Facilitates compliance by storing conversations between your agents and customers.



## Guest Details

Know your guest details without going to the PMS is the same interface as the Call Centre.



## Call Back

In case the guest does not want to wait on Queue for a long time they can always request for a call back



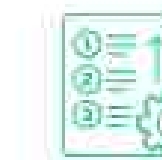
## Skill-Based Routing

Looks at the skills required to complete a work item and matches these skills to the skills that are assigned to the agent.



## Agent Soft Console

Soft Console on the PC so that you don't have to Move from the Work You are doing



## Automatic Queue Handling

System helps you to automatically handle the calls based on the VIP status, Outgoing calls and much more.



## Reporting

Automated and manual reporting to see agent wise status and call details



# Call Center

Assist your team attain its maximum potential with call monitoring capabilities and customized reporting. With our Call Center module, you can respond instantly to the changing needs of your business.



## Caller ID

Automatically shows the caller's name on the screen.



## Dashboard

Shows each agent and call statistics such as, average Time to Answer, number of answered and abandoned calls.



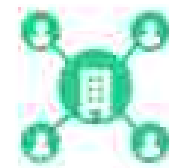
## SMS/Email Confirmation

Enhance your callers' call queue waiting experiences.



## Call Recording

Can re-play or download agent calls for quality check.



## Advanced Routing & Queueing

Eliminate the need to transfer callers from agent to agent.



## Service Recovery

Can be used to audit and interpret the type of call the agents are receiving.



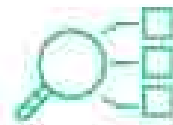
# Lost & Found

Easily track and document lost and found items within your property and maximize the a rate of returning it to owner. This module provides you the convenience of managing and enhancing your guest experience.



## Increase Return-to-Owner Rate

Provides an easiest way of logging and tracking lost and found items.



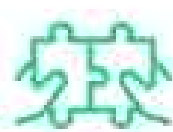
## Item Category

Different type of category can be added to easily identify items by importance.



## Upload Image

Capture and upload image for easy recognition.



## Matched Items

Show relevant items found for reported lost items by guests.



## Notifications

Automatic notification for valuable and important items.



## Current Status

Check the current status of the system, through web and mobile



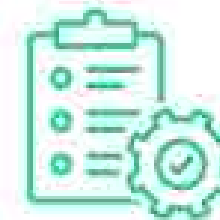
# Engineering

Automated scheduling of preventative maintenance, proactive inventory tracking and management, repair requests and work order tracking.



## Work Request

- Users can easily send a work request from the universal portal.
- Multiple status for work request based on parts availability.
- View previous maintenance.
- Automatic Update to the requestor based on the status



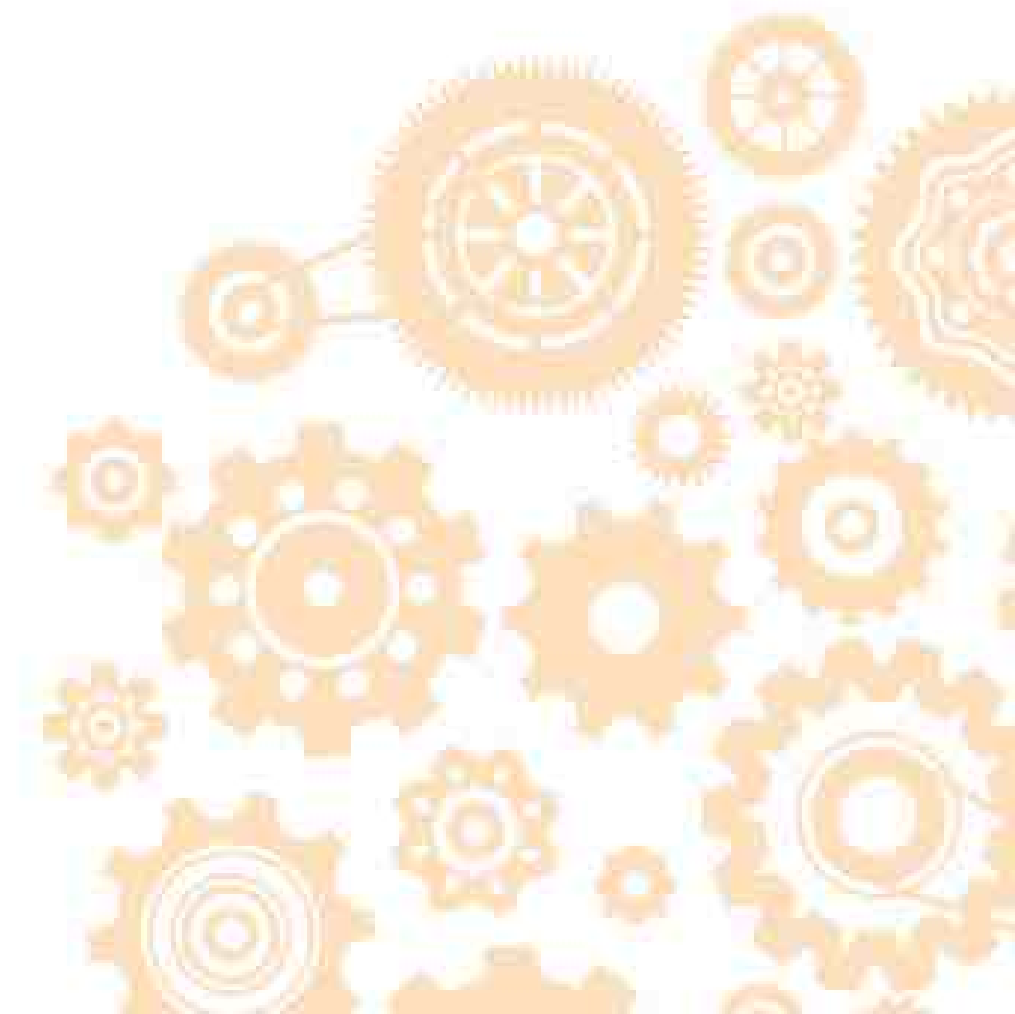
## Work Order

- Assign WO to individuals.
- Automated WO based on work request or scheduled PMs.
- Mobile app integration.
- Track cost of man power.
- Track inventory consumption.
- Track cost of repairs and PMs.
- Multiple escalations.



## Preventive Maintenance

- Create a different type of PMs.
- Relate asset group and checklist.
- Notification through SMS, e-mail or mobile app.
- Frequency of maintenance.
- Record readings of asset.



# Asset Management

With Hotlync Asset Management, you can get a complete overview of all assets deployed by your hotel teams, including location and department-wise tagging, costs and lifecycle tracking as well as tasks and inventory list management.



## Dashboard

Create work schedules and assign rooms based on shifts to attendants.



## Inventory

Keep on track on all assets that you have in the property.



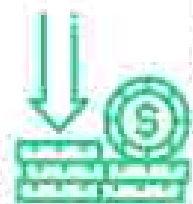
## Contracts

Hotlync will send a notification months or days before your AMC expiry.



## QR Code Tagging

View all the details of your asset by scanning the unique QR code of the asset.



## Depreciation

Automatically calculates the asset depreciation based on the formula configured in the system.



## Integration To Work Order

Integration to work order to see the previous work done and cost.



# Housekeeping

We have developed a Housekeeping module that works in sync with the Front Desk which can provide an updated room status information. Managers can create a customized work flow task or checklist depending on room status and room.

## Room Assignment

Create work schedules and assign rooms based on shifts to attendants.



## Checklist Creation

Assign checklists to rooms to ensure quality is maintained.



## Staff Monitoring

Monitor real-time which room is being cleaned by the staff.



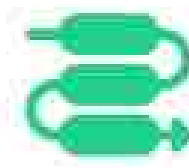
## Public Area Cleaning

Each public area will be having a unique QR code so that the users just need to scan it to start and finish the cleaning.



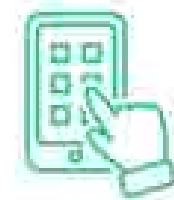
## Job Card

Assigning Public area based on Job Card and addition of escalation makes sure all are completed within time



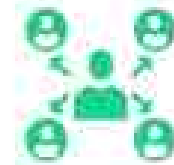
## Create Workflow

Workflow builder to trigger notifications based on VIP guest arrivals, etc.



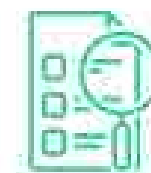
## Mobile App

Staff can also receive the assigned room to them through the mobile app.



## Auto Assign

Assign the rooms to your attendant in just 1 click!



## Auto Inspect

Trigger automatic inspection requests to supervisors based on room type/guest type.



## Linen

Track the linen count per room.



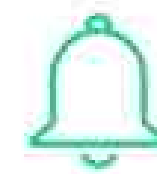
# Checklist

HotLync checklist can help you manage MORE with less staff to keep everyone organized by effectively following procedure.



## Role-Based Checklist

Different checklist can be created and completed depending on user's role.



## Real Time Notification

Receive notification when checklist has been generated or completed.



## Location-Based

Create custom checklist based on location.



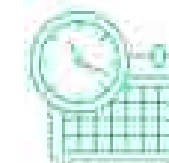
## Customized

User can create a customized checklist depending on its purpose.



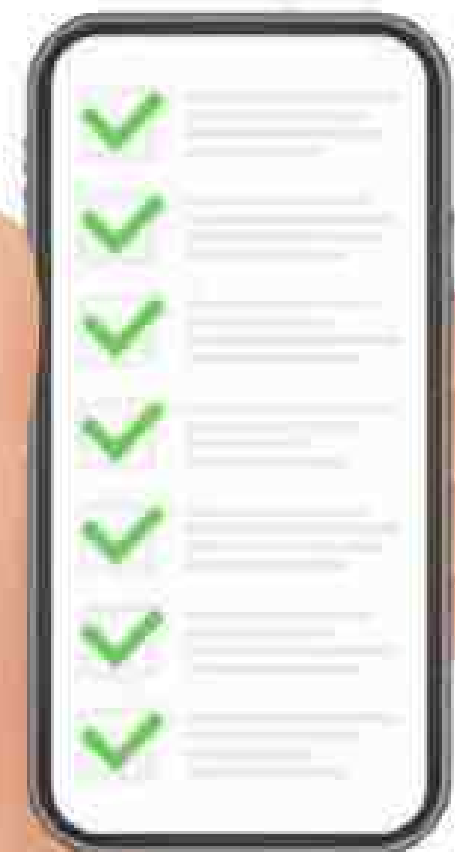
## Shared Checklist

Checklist can be shared with another colleague to complete it.



## Frequency

Checklist can be scheduled on a reoccurring basis.



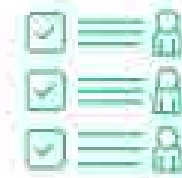
# IT Helpdesk

HotLync Helpdesk helps you manage request, issues, etc. be it from email or phone call. Prioritize, categorize and assign tickets automatically.



## Convert E-mail to Ticket

Any email sent to a configured email on the backend gets converted to a ticket.



## Auto Attendant

Specify the persons who are responsible for approving a request.



## Closing Ticket

Close ticket manually by user or admin if issue has already been resolved.



## Automatic Assignment

Automatic ticket assignment can avoid work load bottlenecks, unattended request, etc.



## Common Web Portal

Each users can create a ticket by accessing the universal portal where they can easily raise their concern.



## Email To Ticket Generation

Do you want to create a ticket in a professional way, we got you covered just have to send an email to create a ticket



## Approval

For access forms or any other case the system will go through pre defined approval Automatically to get the approval before it reaches the team.





# Minibar

Mini bars are a great way for a hotel to earn extra revenue. With our mobile app, you can reduce the amount of lost of revenue.



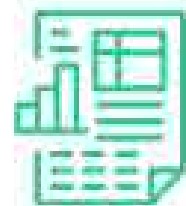
## Guest Invoice

Download invoice consumed by Guest from their minibar.



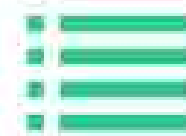
## Real-Time Posting

You can check if your PMS acknowledged all the postings that you have made.



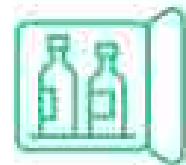
## Reports

Hotlync will show all the details of the posting.



## Items By Room Type

Different Sales outlet and items based on room type.



## Minibar Posting

Minibar posting via IVR and/or mobile.



## Posting Check

Don't have to carry a separate checklist ,, get notified about all the rooms checked that day.



## Success notification

Additional feature that makes sure all postings are sent to the PMS.



## Stock

Manage stock which is integrated to the system so as to know the current stock per item.



# Alarms

Configure and send notification to bulk users using different channels.



## Multiple Channels

- SMS
- Interactive Voice Response
- WhatsApp
- Desktop Notification
- In-Browser Notification
- Mobile Push



## Customizable Dashboard

Can be customized by Admin and be accessed depending on groupings, etc.



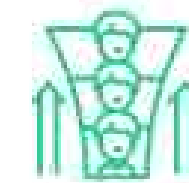
## Multiple Status

Critical alarms can be configured to have a multi level status.



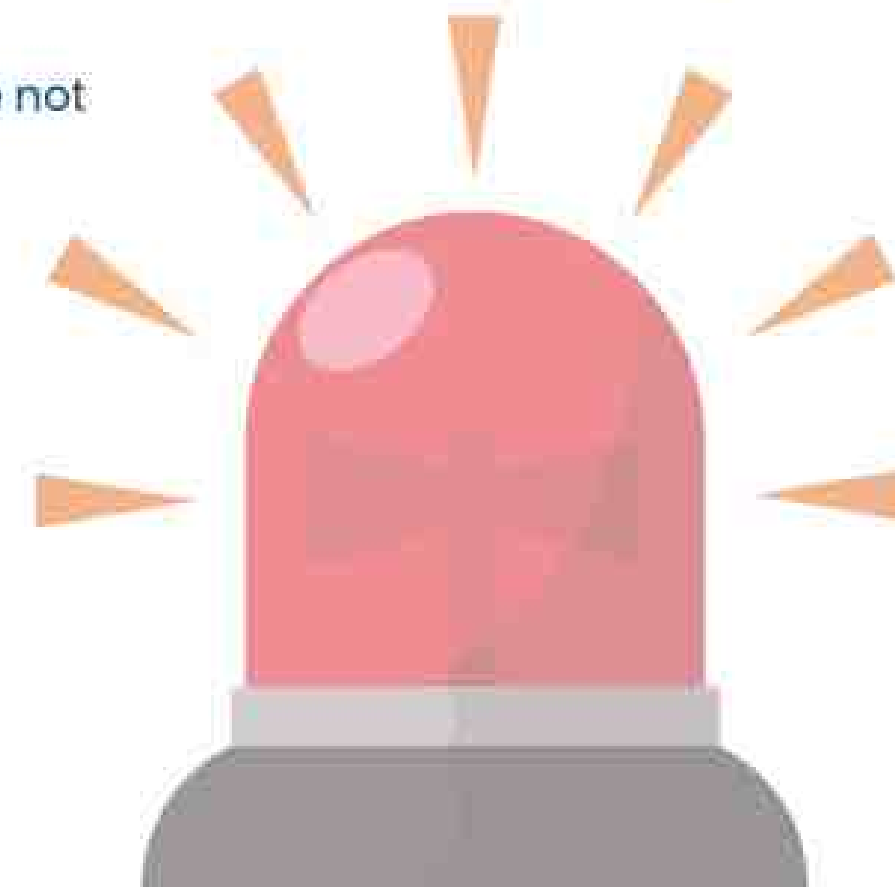
## Acknowledged

See who all have acknowledged for the alarms.



## Escalation

Escalation in case people have not acknowledged.



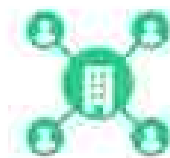
# Chat Bot

HotLync Guest Interaction Platform enables you to engage with your guests through various messaging channels in real-time.



### Real Time Translation

Agents can manage the chat as comfortably, swiftly, and efficiently as they would with any other session.



### Skill-Based Routing

Looks at the skills required to complete a work item and matches these skills to the skills that are assigned to the agent.



### Chat through AI

AI bot on top of the agent to help them reduce the work load and answer the simple questions.



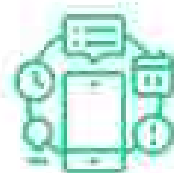
### Automatic Answer

Automatic message for Waiting and on answer.



### Recorded Conversation

Facilitates compliance by storing conversations between your agents and customers.



### Wider & Fast Communication

Boost customer engagement and satisfaction with automated messages.



# IVR & Voice

Our IVR & Voice module helps with automating customer interactions and business processes. HotLync provides its users with IVR capabilities and call routing capabilities. Our software routes calls to the right personnel. Customers can be routed based on IVR selections, agent availability and office hours. Aside from this, our IVR solution can also be used to post room or minibar items, automatic wake-up call, etc.

## Room Posting

Room status posting tracked by users directly to PMS.

## Call Recording

Can re-play or download calls from guest for quality assurance purposes.

## Auto Wakeup

Configurable retry duration & attempts with call recording.

## Minibar Posting

Itemized or Total posting to PMS through IVR.

## Voicemail

IP interface with SIP capable PBXs,  
Analog/Digital lines interface with non-SIP PBXs.

## Auto Attendant

Multi level customizable attendant with recording.



# Guest App

HotLync Guest App enables you to engage with your guests in real-time. It also allows you to reply to guests, manage guest requests, display the current hotel promotions, ask for guest feedback and show the hotel information.



## Promotions

We want to make sure that you stay connected with your guests.



## Tracking Request

Track the previous request and the status.



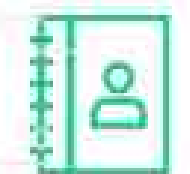
## View Hotel Information

Allows the hotel guests to see room options, view the hotel amenities and other hotel information.



## Guest Feedback

Tired of reading through feedback across all your channels? HotLync consolidates all their comments and reviews in one place.



## Hotel Directory

Hotel directory at your finger tip.



## Guest Requests

Our guest app is designed to help make the guest stay at the Hotel as enjoyable and comfortable as possible.



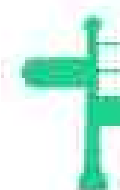
## In-Room Dining

Hotel guests can order food from anywhere on property.



## Guest-to-Operator

Guest can send a message to your operator directly to provide an immediate assistance.



## Facilities

Check all the facilities available in the property.



# Spa

Do you have a spa? Do you need to book staff, manage inventory, and keep track of daily sales? If so, then the HotLync Spa is exactly what you need!

## Staff Management

Manage your staff, schedule work and track attendance.



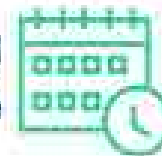
## Inventory Management

With HotLync Spa, your spa business can easily stay organized and on top of its inventory.



## Booking Calendar

Display appointments in list or calendar view, find what you need with multiple filter options, and use colors and icons to glance at important details.



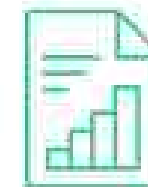
## PMS Integration

HotLync can send all the charges to the guest folio in real-time.



## Daily Sales Report

This is a great way to track the total income and current day's sales.



## Bookings

It helps you to manage your spa, including booking and product administration.



## Invoicing System

Allows you to generate a professional invoices and keep track of customers payments.



## Staff KPI

Get the data you need to complete the necessary actions for your Spa business.



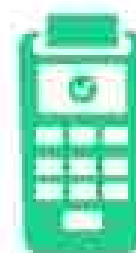
## Stock Reminders

Never forget to stock your spa again!



## Point-of-Sale

Streamline the guest experience by offering the ability to charge their spa services to their room.



# Digital Forms

HotLync can help you avoid additional printing, scanning and mailing of paper. Electronic signatures and digital forms make everyday life easier and offers a modern way of confirming the signatory's identity.



## Electronic Signatures

eSignatures are a key component of many digital form solutions. They allow users to sign documents electronically, eliminating the need to print, sign, scan, and email or fax documents.



## Mobile Accessibility

Users can access and complete digital forms on smartphones and tablets, providing flexibility and convenience.



## Customizable Forms

Instead of having the traditional hard-copy forms, we can make it digital. We are promoting paper-less process!



## Admin Panel

All signed forms will be saved in the cloud and can be downloaded anytime by an admin user.



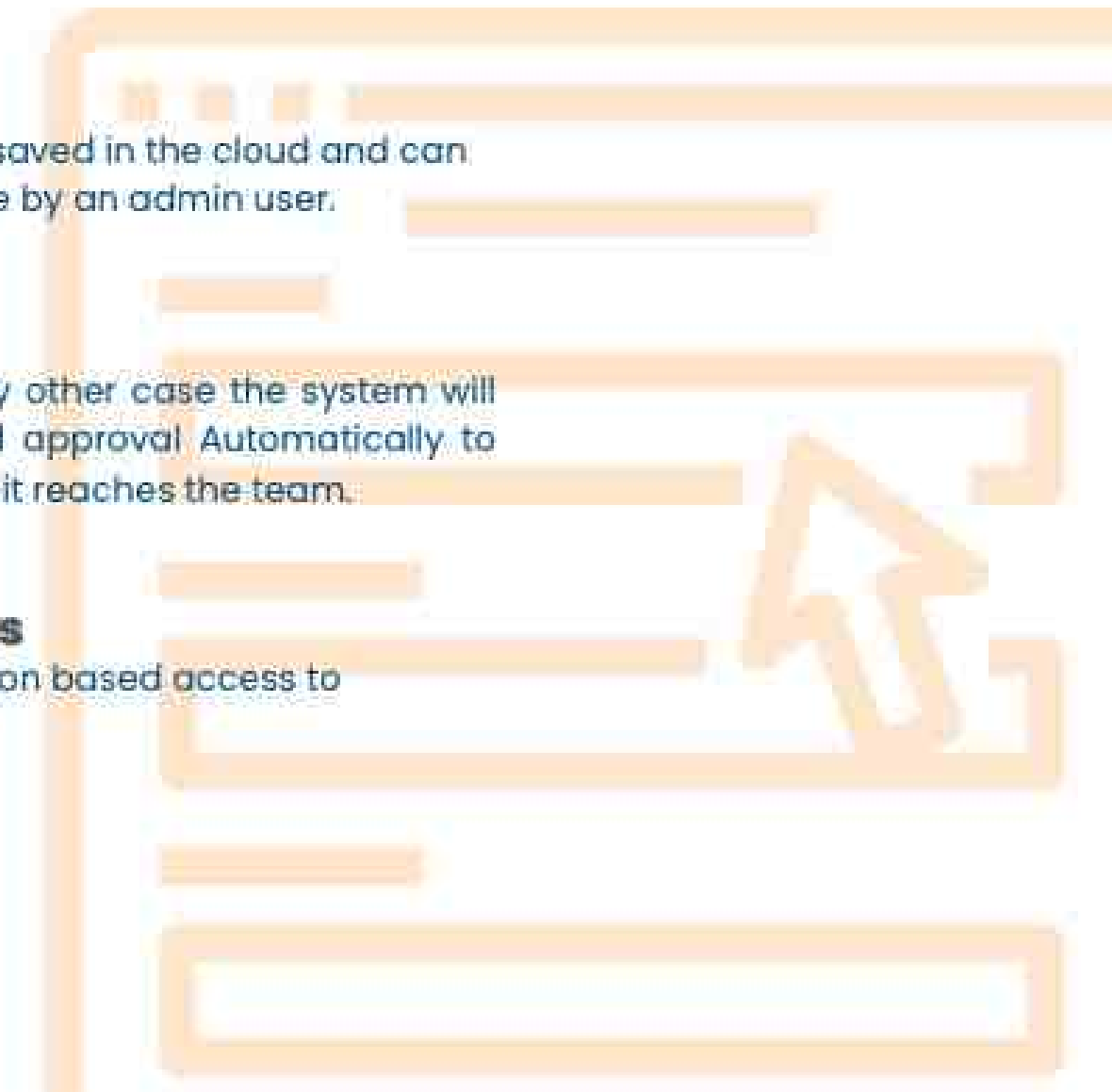
## Approval

For access forms or any other case the system will go through pre defined approval Automatically to get the approval before it reaches the team.



## Controlled Access

Controlled and permission based access to previous forms.





# THANKS!



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