

iGuest

Hotel Management Solution

Providing superior guest services and emergency notification for the Mitel MiVB platform



iGuest is a unique solution for the Mitel MiVoice Business system, one of the most widely used hospitality telephone systems on the market. iGuest transforms the way front-line staff can handle guests' requirements by having important information on hand. Providing an enhanced guest experience has never been easier.

TigerTMS iGuest is the simplest way to get the most from the Mitel telephone system. It meets the fundamental legal requirements of Ray Baum's Act* and Kari's Law* for Emergency Calls, provides details of the guest when a call is made from their room, and flashes a visual alert of missed wake-ups.



*<https://www.fcc.gov/mlts-911-requirements>

Key Features

- Information when you need it
- Instant pop-up of guest name, language, stay details, wakeups, and open tickets
- Answer in the guest's native language and greet them personally
- Set wakeups and do-not disturb directly from the touch screen
- HotSOS integration for improved guest service
- Alerts triggered on emergency calls and missed wakeups to ensure guest safety
- Compliance with Federal Law Obligations*

Welcome to the solution!

At the core of **iGuest** is **iLink** – the Gold Standard for Hospitality Middleware, providing interface connectivity between the Mitel MiVB System and the PMS. With this integration, **iGuest** takes guest data from the hotel PMS and displays the information on the colour screen of the Mitel 6940 handset when the call is received. This enables hotel staff to be better informed and provide a proactive service to enhance the guest experience.

iLink is also used to integrate **iGuest** to HotSOS – the housekeeping solution from Amadeus that automates daily housekeeping operations.

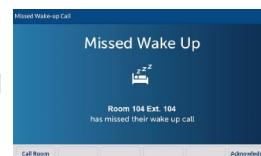
Emergency Notification – Any guest making an emergency call (911) from their room invokes a flashing red notice on all handset screens, accompanied with an audible beeping sound. All calls and alerts to **iGuest** stations are tracked and can be reported.



Scalability for the busiest of hotels – The **iGuest** solution supports multiple Mitel 6940 telephone stations, providing great scalability for hoteliers with busiers operations who require multiple operators to deal with enquiries and requests.

Guest Wakeup – iGuest

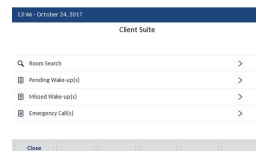
enables the user to create, amend or delete Guest wake-up calls and Do Not Disturbs. Guest pending and full history and status is displayed on the screen. For any missed wake-up calls, the **iGuest** screen flashes to provide notification there has been an unanswered Wake Up. In addition, DND's can be handled with ease with simple set and clear functions



Reporting – All incoming and outgoing calls to stations are tracked and can be reported on.

Call activity reports can provide details about:

- Call direction
- Call date and time
- Call duration
- Station answering/call making
- Unanswered call report



iGuest - real-time guest information and essential notifications.

Contact Us:

Email:
info@tigertms.com

Headquarters – United Kingdom - Telephone:
+44 (0)1425 891090

Middle East and Africa - Telephone:
+971 4 575 7669

Europe - Telephone:
+49 211 873900 32

North America - Telephone:
+1 800 424 6757



TIGERtms
INNOVATION

For over 40 years TigerTMS has helped hotels around the world improve their communications.

From small hotels, to some of the world's most prestigious properties, hoteliers rely on TigerTMS solutions for exceptional guest service, operational efficiency and deployment options.

For more information, visit
www.tigertms.com

TigerTMS hospitality solutions are used by over 10,000 hotels worldwide and fully integrate with hundreds of property management systems and applications.