



Communications Solution for Hospitality Sector

Reliable

Simple-to-implement

Cost-effective

From small economy hotels to large resorts, hospitality businesses require professional service, memorable guest experience, and systematic hotel activities to build reputation and create a loyal customer base. Yeastar offers all-in-one hospitality communications solutions that can be customized specifically for guest-centric hotels and their need to automate the regular hotel operations.

Meet Hospitality Demands of Today and Tomorrow

Yeastar P-Series Phone System is an open-standard, simple-to-use solution optimized for hospitality sectors. It integrates easily into existing hotel infrastructures, supporting both SIP phones and analog phones, and include inbuilt hospitality-centric features like PMS integration, call accounting, voicemail, and more that take hotel service to next level.

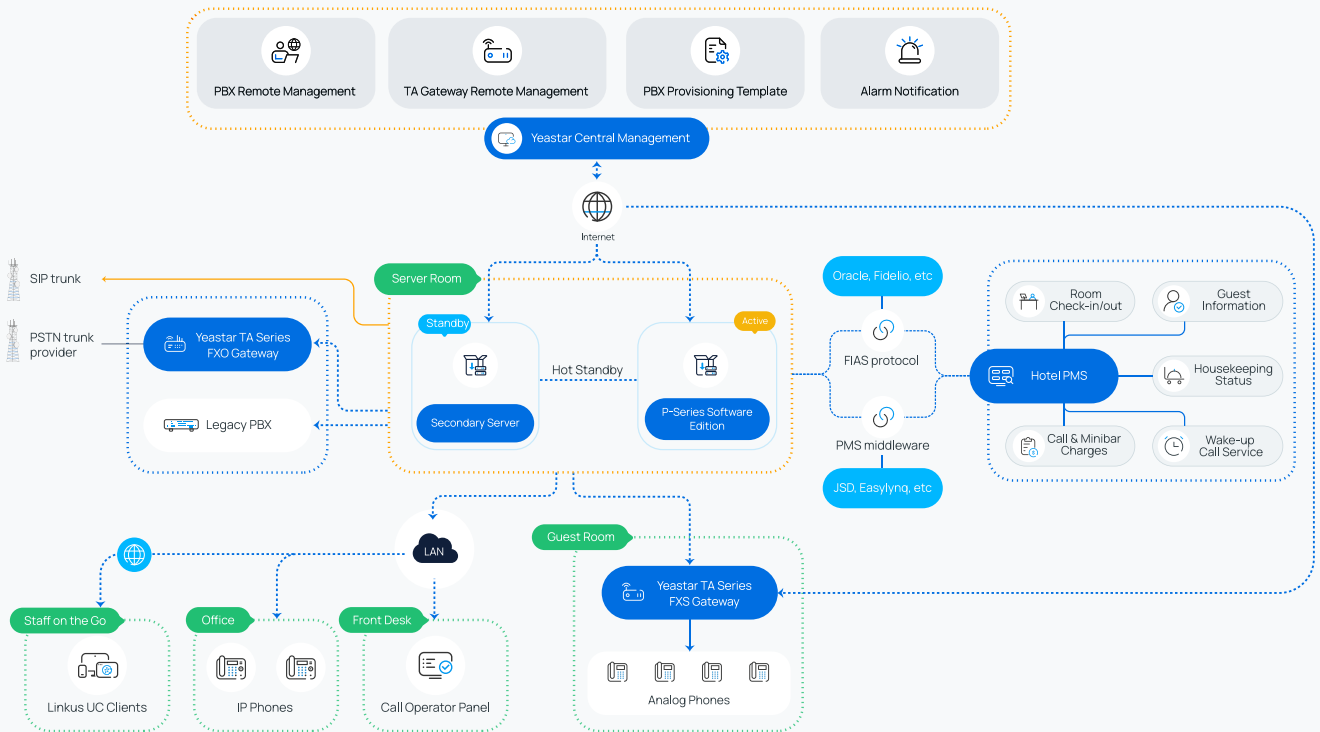
With Yeastar P-Series Phone System's universal connectivity, coupled with Yeastar VoIP gateways (including TA FXS/FXO gateways), the solution particularly adept at networking various analog and IP equipment as well as telephony networks, ensuring compatibility and efficiency in different hotel setups.

Solution Highlights At-a-Glance

- ✓ Lower cost than traditional hotel phone systems
- ✓ Easy-to-use, manage and future-proof
- ✓ No need to purchase new phones/equipment
- ✓ **Hospitality features** such as wake-up calls, maid room status, call accounting, check-in/check-out and more
- ✓ **Integration with leading property management systems (PMS)** and PMS middlewares including Oracle Hospitality Opera, Micros Fidelio, and more
- ✓ **Leading hotel phone compatibility.** Support auto provisioning 270+ mainstream hotel phone models in the market
- ✓ **Little-to-no downtime** via local phone system redundancy or other high availability setups
- ✓ **Central management** for chain hotels to monitor and manage different sites' phone systems in one central and intuitive platform. Breeze through remote site IT management

How It Works

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



Streamlined experience for everyone



For Front Desk & Housekeeping

- ✔ Guest caller name display
- ✔ Wake-up call scheduling
- ✔ Room check-in/check-out
- ✔ Call accounting & minibar charges
- ✔ Dial room phone to update housekeeping status
- ✔ Automatic room call permission changes upon check-in/out
- ✔ Call Operator Panel for one-click management of all room booking calls and guest calls



For Hotel Business & Regular Staff

- ✔ Easy website booking with "Click-to-Call" link
- ✔ Automated call reception & customized greeting with custom prompts, IVR, ring group, queue, and more
- ✔ Staff stay connected anywhere with easy Linkus UC Clients (mobile/desktop/web softphone app)
- ✔ Business SMS texting for booking confirmation and more



For Guest Experience

- ✔ Welcome guests with custom greeting
- ✔ Guest-centric wake-up call services
- ✔ Do-Not-Disturb room status
- ✔ Multi-language voicemail prompts and auto reset guest voicemail boxes on checkout
- ✔ Easy emergency calling



For System Admin & IT

- ✔ Easy and seamless PMS, phones, and other hotel infrastructure integration
- ✔ Point-and-click configuration
- ✔ Hotel phone bulk auto provisioning
- ✔ Comprehensive call logs and reports
- ✔ Reliable PBX hot standby redundancy
- ✔ System remote & central management support

Yeastar Hotel Solution Common Use Cases



1

Guest Reception

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



2

Staff Mobility & Collaboration

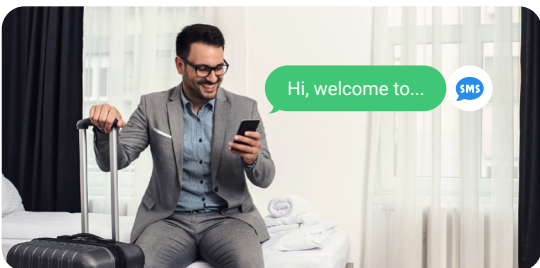
Mobile app empowers staff to stay connected and responsive to guest request while on the go. With integrated chat, voice, and video features, enhance collaboration between different departments.



3

Room Booking

Add "Click-to-Call" button to hotel website and see booking rates soar. The system's inbuilt WebRTC trunk and advanced call center features help reduce customer call wait time and build brand loyalty with custom greeting, multi-language IVR, and more.



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 helps businesses realize digital values by making communications and workplace solutions easily accessible from ownership and adoption to daily usage and management. Yeostar has established itself as a leading provider of UC solutions with a global partner network and over 450,000 customers worldwide. Committed to delivering the right technology to value-oriented businesses, Yeostar offers products and services for UC&C, workplace scheduling, and hybrid workplace to enable them to win in the modern digital world.