

**NEOS –**  
*The NexGen  
Exchange*



# Incoming Calls “How NEOS Makes a Difference!”

- 8 port Auto Attendant (with 8 different user recordable message options)
- Attendant/Operator Console
- Auto Fax Detection
- CLI (Caller Line Identification)
- CLI based Routing
- DISA/DID
- Day Night Mode (Manual/Automatic)
- MSN based Routing (With E1/PRI only)
- Single User Caller Identifier Software
- Mobile Parallel Ring/Mobile Extension



# Auto Attendant



- Auto Attendant is an automated assistant that handles 8 calls simultaneously , making it easier for a Receptionist to handle calls more efficiently
- All incoming callers are attended to in time irrespective of the load of call traffic.
- Different types of voice messages constantly guide the caller on how to proceed – should he be unable to contact the required extension – thus making it extremely simple to operate.
- The user has the flexibility to set 8 different types of messages that can be played for the 4 time zones



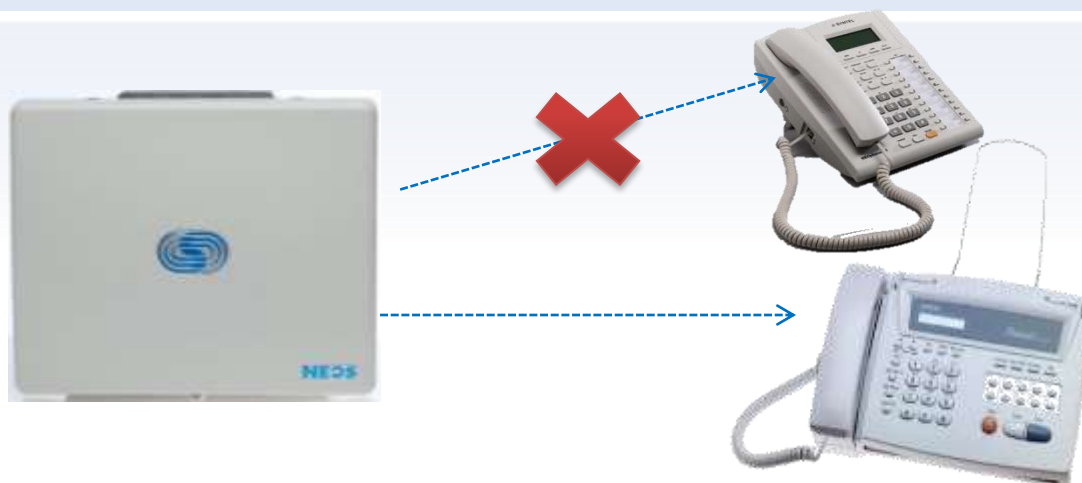
# CLI Based Routing

- All personal calls will land at the user's extension directly
- From the calling party's point of view, the calls are attended instantly without the delay caused by the Attendant or Operator
- Important callers feel the privilege of being given immediate service/response
- For certain calls – where secrecy needs to be maintained – this feature ensure that the calls do not go via reception or any other 3rd party
- This will also help reduce the workload of the receptionist as regular callers get directly routed to their respective extensions. As a result, the receptionist is spared to handle other calls or even do other work.



# Auto Fax Detection

- All incoming CO/P&T lines can be treated as fax lines. User does not need to specify a separate fax number.
- There is no need to dedicate a line specially for fax. Thus all lines connected to the system get optimally used.
- Even if one fax port is busy on an incoming/outgoing fax, the other calls are routed to the other 3 fax ports (as defined in hunting) thus ensuring the callers don't have to wait or redial



# DID & CLI

## DID

A recorded voice message is played when a caller calls the Organization , directing him to dial the desired extension number. Thus, eliminating the need of manually transferring the call. This facility is called DID.

## CLI – Caller Line Identification

Enables the extension user to view the number of the calling party on the display of the telephone, thus easing the process of identification.



# Day Night Mode (Manual/Automatic)

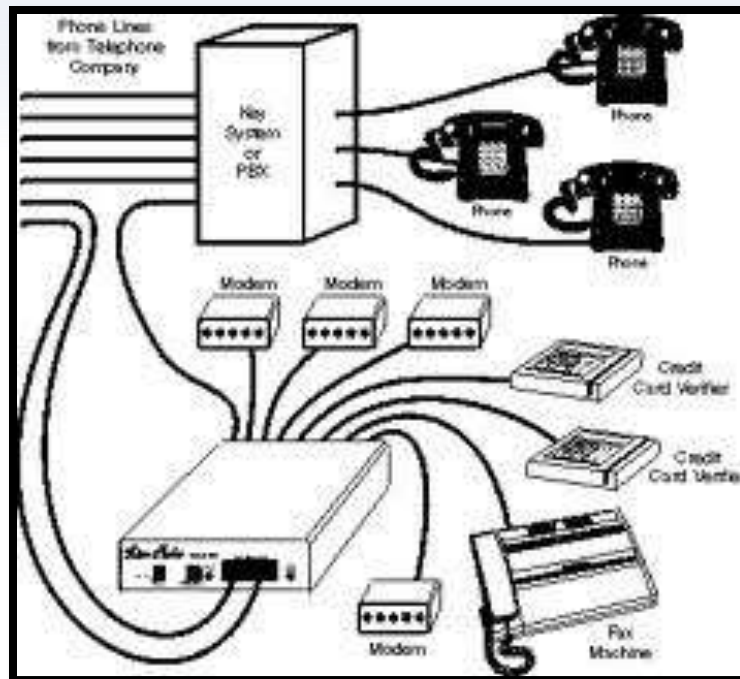
As per the Organization's requirement, the day to night changeover mode & vice versa can be done either manually or automatically by predefining set of dialing rights required during day time and night time respectively





# MSN Based Routing

- Any organization opting for PRI/E1 connection is automatically allotted 100-300 MSN numbers by the service provider which can be assigned to individual extension users – connected to NEOS via System Programming.
- When any external caller dials one such number, the call lands directly at that extension making it as good as a Private line.





# Mobile Parallel Ring/Mobile Extension

- Mobile Extension is a function which helps an employee attend the calls on his mobile while not present at his desk.
- The functionality once activated makes the user extension and the mobile ring at the same time



# No Need to Memorize Codes!

## Internal Voice Guidance Prompts

- Prompts and guide the user while using the features.
- Usage becomes easy and frequent as Digital support system is in place
- E.g. Press 4 for Auto Call Back

## Bi-lingual Prompts (English & Hindi) :

- Gives user an option to choose language of his choice if not well versed with one language
- Presence of over 75 voice prompts in the system ensures that the user operates all features optimally



# For The Budget Conscious

- Call Billing
- Call Timeout Facility
- Extension Budgeting
- Least Cost Routing
- Trunk Budgeting



# Least Cost Routing

The calling rates from landline to landline, landline to mobile, one service provider to another, etc differ on an area to area basis. To help the customer benefit from these differential rates, the Service Providers give free FCT routers to the end user that help connect a SIM card to the PBX. However, to be able to use the various landlines & FCT routers connected to the PBX optimally, LCR is a must!!

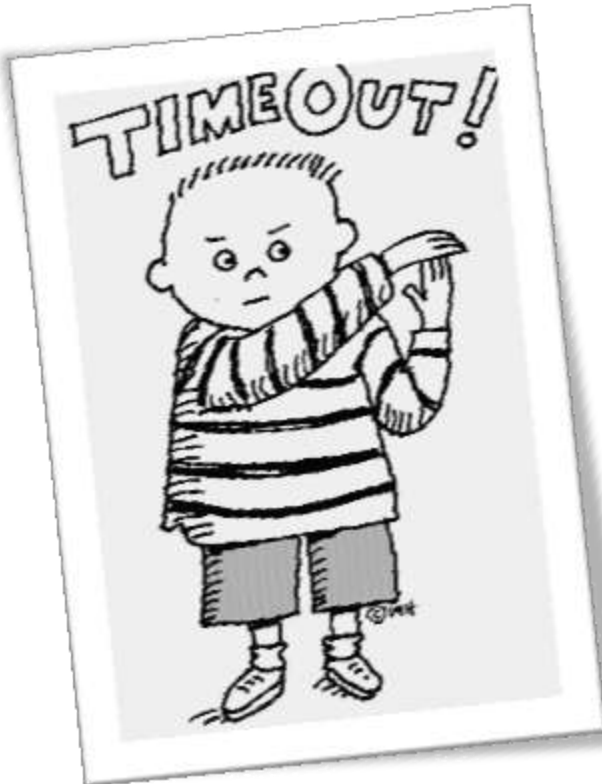


# Call & Trunk Budgeting

- This feature is required to help control the telephony cost within the organization
- Applies the same logic as that of a prepaid SIM card in case on the extension user w.r.t Call Budgeting
- Trunk Budgeting ensures that the available free/subsidized calls allowed on all lines are used completely and optimally
- This is coupled with Budget Announcement, thus allowing the user to keep a check on the same



# Call Timeout



- A Call Limit is set on calling/out dialing , ranging between 0-99 minutes. After the set time, call gets automatically disconnected.  
e.g. 3 minutes maximum for local calling at a stretch.
- Helps in cost-cutting and eliminating the chance of unnecessary long talks during working hours.



# The Misuse Prevention Brigade

- Class of Service
- Manual & Dynamic Extension Locking
- Restricted & Denied Dialing





# Class Of Service

- Setting features for a PBX with large number of extensions is a tedious task. Here, NEOS offers 34 Class of Service tables defined with feature access rights as per specific profiles.
- Dialing rights to be given to extension users as per their requirements/rank.
- Services offered are – Listening in, room monitor, barge-in with tone/protect, 3 party conference, Do not Disturb, Junction Transfer, Call Forward /Protect, second junction call, CLI (allow/override), DND override etc
- E.g. In an organization the extensions belonging to the same grade of staff have similar features or access rights.



# Manual & Dynamic Extension Locking

- Extension Locking enable an employee to minimize the chances of his extension getting misused for outgoing calls. It can be done manually as well as dynamically.
- Dynamic Locking helps employee in case he forgets to lock his extension while leaving the workstation, which could lead to misuse of the extension out dialing.

e.g. In case an employee A of company XYZ while leaving for home forgets to lock his extension, in such a case he can enable dynamic locking for mobile, intra-circle STD & ISD numbers, thus automatically limiting the local calling to not more than 3 minutes.



# Restricted & Denied Dialing

## **Restricted Calling**

Calling possible only to assigned numbers defined in the access table for that employee or group/department . e.g. 98,86,etc

## **Denied Calling**

Calling not possible on the defined numbers. e.g. Top Management numbers not accessible by junior management or staff



# The Usual Basics

- Abbreviated Dialing (Departmental/Global/Free pool)
- Auto Call Back
- Broker's Call
- Conference
- Call Split
- Call Hold
- Call Park
- Call Pickup (General & Selective)
- Call Forward
- Call Follow-me
- Call Transfer
- External Call Forward
- Last Number Redial
- Serial Call Transfer
- Walk-in Class of Service



# Abbreviated Dialing



Employees of all the organizations have a set of regularly dialed numbers. During office hours recalling & locating these numbers becomes quite inconvenient. By setting access/out dialing abbreviated codes this worry can be waved off





The Syntel NEOS supports three such categories of Abbreviated Number Groups as follows:

### Departmental Abbreviated Numbers :-

set of 20 tables- having 10 no's each –  
can be assigned interdepartmentally  
extension-wise for common use



### Free Pool Abbreviated Numbers :-

Set of 10 numbers that can be accessed by the  
entire organization (can be emergency no's also).

### Global Abbreviated Numbers :-

Total of 80 common no's that can be  
accessed by the entire organization.



# Auto Call Back & Broker's Call

## **Auto Call Back**

During peak hours if the called number is busy, it leaves the caller with no other option than redialing the number. Whereas, Auto Call Back dials the number itself when the number to which the call was made is free i.e. hangs up the previous call

## **Broker's Call**

This facility is used when one has to seek advice or consult some one within or outside the organization, while keeping the existing caller on hold and then, dialing the other party number





# Conference

In day-to-day operations in an organization, there are often instances when one has to speak to two or more parties simultaneously internally or externally, the provision is known as conference.

- A call that has more than 2 people involved is called a Conference Call
- NEOS offers 3 party conference facility without PRI and 8 party conference with PRI



# Call – Split, Park, Hold, Pickup, Forward & Follow Me

- **Call Split** – During a conference call, if a private message is to be shared between 2 parties then, third party is kept on hold. This is Call Split.
- **Call Park** – When busy a user can keep the call on hold for a longer period of time. In case he is on another call, he hears a camp-on tone to remind him of the parked call or else if not retrieved, after 1 minute it is automatically presented at his extension.8 such calls can be parked at a time.
- **Call Hold** – While either indulged in a conversation or transferring a call, the user puts the caller on hold with music fed to his ears.
- **Call Pickup** – Gives an option of Selective & General. A group is formed so when a dialed extension is not responding anyone from the group can answer the call.
- **Call Forward** – The facility of diverting calls from extension to another number when not at desk or out of office.
- **Call Follow me** – In event of user forgetting to activate call forwarding while leaving his work station, can do so using the 3<sup>rd</sup> party extension and activating the 'call follow me'.



# Last Number Redial & Walk-in Class Of Service

- **Last Number Redial** – Used to redial the last number dialed by the extension ,either an extension or external number.
- **Walk-in Class of Service** – The class of service of each employee differs as per their requirements/rank. However, he may leave his workstation to attend official duties elsewhere in the office premises and can still access his own extension out dialing rights from some other person's extension.



# For The 'I Want More!' Camp

- Barge-in
- Barge-in Protection
- Boss-Secretary Extension
- Do Not Disturb (DND)
- DND Protection
- CLI Restriction
- Hotline (Immediate & Delayed)
- Junction Grouping
- Listening in
- DOSA
- Private Junction
- Room Monitoring
- Executive Ring



BARGE-IN CAI



**Barge-in** : In an instance where a message needs to be delivered to an extension urgently, the caller needs to enter the telephonic discussion with a barge-in tone and convey the message to concerned person.



**Do Not Disturb** – Certain Senior Employees may at times be busy with extremely vital work and thus would not wish to be disturbed by calls landing at their extension. This can be taken care of by DND facility.

**Hotline** – No worries of dialing numbers again and again! Hotline gives a provision to get connected to another extension, junction or external number by simply going off hook.





**Junction Grouping** – For making an outgoing call from a KTS, the user first needs to access a free line offering the Service Provider's DT to enable dialing any outgoing number.

**Listening In** – In order to ensure security of company's confidential information, the senior authorities may have to eavesdrop on ongoing conversations in event of suspicion being aroused. Can hear Live Conversation of any extension user and 3<sup>rd</sup> party, without they being realizing the fact.





**DOSA** – Direct Out Station Access.

For official purpose can access extension dialing rights from home/other location from a Landline phone.



**Room Monitoring** –

A meeting or a conversation happening in a room when needed to be heard/monitored by any Senior Employee





# And You Thought It's Over

- Alarms (Self/Other)
- Date & Time Setting
- Call Buffer (10000 Calls)
- Call Camp-on
- Closed User Groups
- Departmental Call Hunting
- Distinctive Ringing (Expect KTS)
- Flexible Numbering
- Music on Hold (Default & User Programmable)



**Up-to-Date Real Time**

**Call Detailed Records**

**Available Online 24/7**

**Call Detail Report**

Description	Time	Date	Duration	Charged Amount
STATES	Atlanta	Feb 8, 2007 10:54:42 PM	00:00:04	0.001700
CANADA	Ottawa	Feb 1, 2007 10:46:22 PM	00:01:23	0.004100
4 Applicable	North America	Feb 8, 2007 10:53:33 PM	00:00:42	0.002100
CANADA	Ottawa	Feb 8, 2007 10:56:50 PM	00:00:42	0.002100
STATES	California	Jan 18, 2007 10:28:52 PM	00:02:34	0.005200
4 Applicable	North America	Feb 8, 2007 10:53:22 PM	00:00:42	0.002100
4 Applicable	User Account - User Account	Jan 11, 2007 11:48:57 PM	00:00:28	0.001000
4 Applicable	User Account - User Account	Jan 1, 2007 10:46:22 PM	00:00:48	0.002000
4 Applicable	User Account - User Account	Dec 18, 2006 11:36:49 PM	00:00:42	0.002000
4 Applicable	User Account - User Account	Dec 15, 2006 10:53:34 PM	00:00:51	0.002000
4 Applicable	User Account - User Account	Dec 25, 2006 10:53:38 PM	00:00:48	0.002000
4 Applicable	User Account - User Account	Dec 25, 2006 10:56:21 PM	00:00:48	0.002000
4 Applicable	User Account - User Account	Dec 25, 2006 10:57:45 PM	00:00:51	0.002000
4 Applicable	User Account - User Account	Dec 26, 2006 11:06:51 PM	00:00:51	0.002000
4 Applicable	User Account - User Account	Dec 8, 2006 11:06:51 PM	00:00:51	0.002000
4 Applicable	User Account - User Account	Dec 18, 2006 12:41:43 PM	00:00:12	0.000500
4 Applicable	California	Dec 18, 2006 11:58:44 PM	00:00:04	0.000100
4 Applicable	California	Dec 18, 2006 12:00:00 PM	00:00:04	0.000100
4 Applicable	California	Dec 18, 2006 12:01:24 PM	00:00:04	0.000100
4 Applicable	California	Dec 8, 2006 11:06:51 PM	00:00:04	0.000100



## Date & Time, Alarms can be set by others/self



# The Intelligent Neophone

- Backlit LCD (2 & 4 Line)
- Clock Display
- Call Queuing (If Operator)
- Calling Number/Name Display
- Direct Station Selector (12 & 24 keys)
- Operator Lock
- Day Night Mode Change (If Operator)
- Menu Driven Options
- Call Waiting Indication & Display
- Missed, Received & Dialed Call Details
- Navigation Keys
- Online Advice of Charge
- Phone Book (only with 4 lines KTS)
- Status Indication (3 Color LEDs)
- Speakerphone (Full Duplex)
- Single key Feature Access
- Volume Control
- Function Keys





Backlit Lcd

Clock Display, Calling  
Number/Name Display

Volume Control

Function Keys

Speakerphone



# For The True Digital Connectivity Experience!

- ISDN PRI
- Computer Telephony Integration
- Fully Configurable Key Phone System



# PRI

- Availability of 30 channels for incoming & outgoing calls, making the system completely & truly non-blocking.
- Lines are never found busy and the work load of person at Reception becomes easy.
- Truly digital telephonic experience due to digital nature of line (e.g. redialing, voice clarity, etc)
- Common pilot number definition for all 30 channels makes it convenient for callers to remember as well as user to publish
- MSN Numbering gives each extension user the feel of having a private line for him/herself





# Computer Telephonic Integration



**Incoming Call Alert**

*Contact Details*

Contact Number: 2033406677

Name of Company: Syntel

Name of Person: Mrs. Avantika Mishra

Customer Code: 001

Address: Survey No. 37, Near Balaji Hotel, Kondhwa Pisoli Road, Pisoli, Pune - 28

Other Contact Nos.: 020 26934601/2/3/4/5

E-Mail ID: adhote@synteltelecom.com

Remarks:

*Last Five Calls*

☒ Incoming ☐ Outgoing

Telephone No	CD	Date	Time	Duration	Remarks
9371206677	2	15 Dec 2004	15:34	0:00	
9371206677	2	15 Dec 2004	14:34	0:01	
9371206677	4	15 Dec 2004	14:33	0:05	

*Actions*

[Save Details](#) [Close Screen](#)

Automatic computer screen popups, with contact details, on an incoming call...

***Know who is calling you even before the call lands at your extension!***







**Customer details including name, number, address,  
etc displayed with each Incoming Call Alert...**

<b>Incoming Call Alert</b>	
<i>Contact Details</i>	
<b>Contact Number</b>	2033406677
<b>Name of Company</b>	Syntel
<b>Name of Person</b>	Mrs. Avanti Misra
<b>Customer Code</b>	004
<b>Address</b>	Survey No.37, Near Balaji Hotel, Kondhwa Pisoli Road, Pisoli, Pune - 411028
<b>Other Contact Nos.</b>	26934601/2/3/4/5

***Greet your customers by name even  
before they say a HELLO!***



**Incoming Call Alerts with a list of the last 5 incoming & outgoing calls, received from or made to the calling number, with time, date & duration details along with the summary of the call for immediate reference...**

*Last Five Calls*

☒ Incoming ☐ Outgoing

Telephone No	CO	Date	Time	Duration	Remarks
9371206677	2	15 Dec 2004	15:34	0:00	
9371206677	2	15 Dec 2004	14:34	0:01	
9371206677	4	15 Dec 2004	14:33	0:05	

*Actions*



***Know exactly when the last call was made  
or received from the calling number!***



Remarks

**Call Details**

Telephone No

Date  Time

**Remarks**

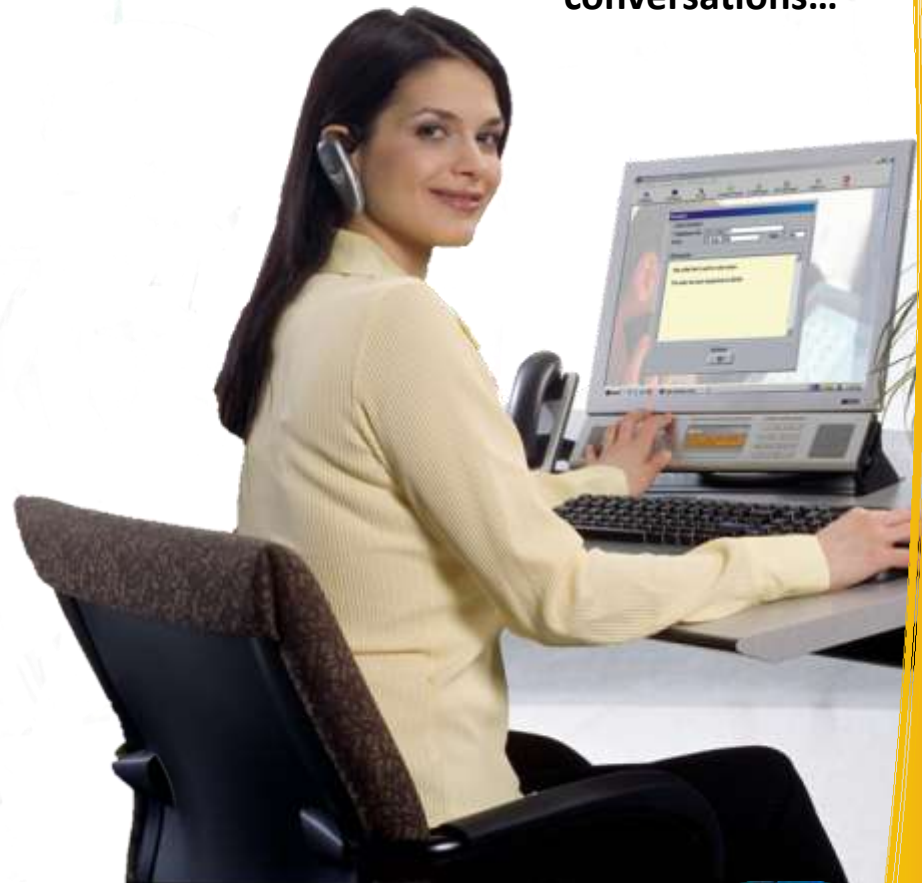
Had called last to ask for order status.

The order has been dispatched on 26/7/04

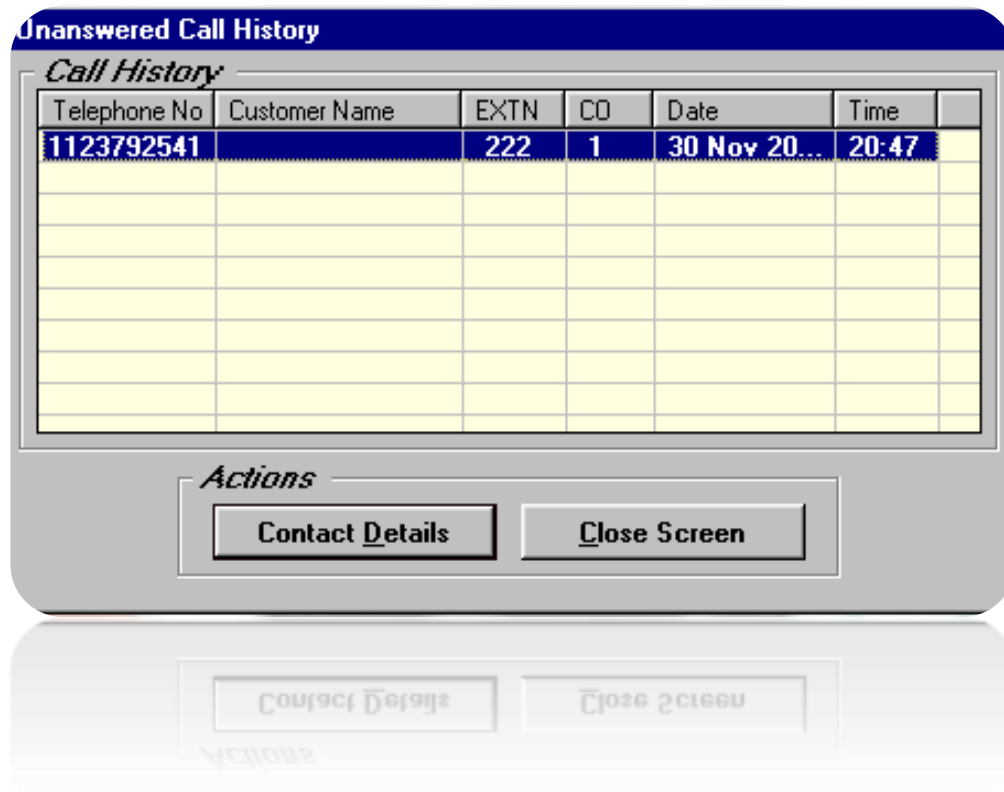
**Action**

***Answer most of the customer queries  
even without knowing the  
background details!***

**Facility to insert *remarks* against each  
incoming & outgoing call logged, as a  
reference for further telephonic  
conversations...**



Unanswered Call History to give the list of all the missed calls along with the date & time at which they were received & the extension number for whom they were meant...



The screenshot shows a web application interface titled "Unanswered Call History". Below the title is a sub-header "Call History" and a table with the following columns: Telephone No, Customer Name, EXTN, CO, Date, and Time. The first row of the table contains the data: 1123792541, (blank), 222, 1, 30 Nov 20..., and 20:47. Below the table is an "Actions" section with two buttons: "Contact Details" and "Close Screen". The interface has a grey border and a blue header bar.

Telephone No	Customer Name	EXTN	CO	Date	Time
1123792541		222	1	30 Nov 20...	20:47

**Actions**

[Contact Details](#) [Close Screen](#)



***Get details of all calls missed or not attended to in your organization!***





**Call logging with date & time stamps of all incoming and outgoing calls...**

**Incoming Call History**

*Call History*

Telephone No	Customer Name	EXTN	CO	Date	Time	Duration	Rem.
8023387197		237	1	15 Dec 2004	15:39	0:55	
8023306555		237	1	15 Dec 2004	15:37	0:32	
9371206677	Mrs. Avanti Misra	227	2	15 Dec 2004	15:36	0:02	
9371206677	Mrs. Avanti Misra	237	2	15 Dec 2004	15:35	0:30	
7122536034		237	1	15 Dec 2004	15:19	0:27	
7762240902		246	2	15 Dec 2004	15:17	9:23	
7762240902		237	1	15 Dec 2004	15:16	0:03	
2025457448		222	3	15 Dec 2004	15:16	0:00	
2025457448		237	1	15 Dec 2004	15:16	0:00	

**Actions**

[Contact Details](#) [Close Screen](#)

**Outgoing Call History**

*Call History*

Telephone No	Customer Name	EXTN	CO	Date	Time	Duration	Call Cost
2030924513		254	1	15 Dec 2004	14:43	1:50	2.52
2227696716		236	6	15 Dec 2004	14:42	0:43	2.52
2026459161	NINA,SUDESH,DHRU,V...	251	5	15 Dec 2004	14:42	2:52	1.26
2026459161	NINA,SUDESH,DHRU,V...	230	1	15 Dec 2004	14:39	1:34	1.26
2503093726		239	5	15 Dec 2004	14:38	0:57	5.04
2026459161	NINA,SUDESH,DHRU,V...	230	1	15 Dec 2004	14:36	2:17	1.26
9373337124		239	5	15 Dec 2004	14:27	0:48	1.26
2030912208		259	10	15 Dec 2004	14:18	2:25	2.52
2025457448		237	1	15 Dec 2004	15:16	0:00	1.26

**Actions**

[Close Screen](#)

***Maintain an online record of all the telecom activity of your organization!***





Cost of each call made is logged in the Outgoing Call History and a total cumulative cost can be obtained from the Outgoing Call Report...

**Outgoing Call History**

*Call History*

Telephone No	Customer Name	EXTN	CO	Date	Time	Duration	Call Cost
2030924513		254	1	15 Dec 2004	14:43	1:50	2.52
2227696716		236	6	15 Dec 2004	14:42	0:43	2.52
2026459161	NINA,SUDESH,DHRU,V...	251	5	15 Dec 2004	14:42	2:52	1.26
2026459161	NINA,SUDESH,DHRU,V...	230	1	15 Dec 2004	14:39	1:34	1.26
2503093726		239	5	15 Dec 2004	14:38	0:57	5.04
2026459161	NINA,SUDESH,DHRU,V...	230	1	15 Dec 2004	14:36	2:17	1.26
9373337124		239	5	15 Dec 2004	14:27	0:48	1.26
2030912208		259	10	15 Dec 2004	14:18	2:25	2.52
2024455040		230	5	15 Dec 2004	14:10	0:10	1.26

**Actions**

Close Screen

**TATA**  
TATA TELESERVICES LIMITED

**List of Outgoing Calls**

Generated On : October 07 2004

Telephone No	Customer Name	CO	Extn	Date	Duration	Cost
2026437425	D. R. Patel	5	21	Oct 07 2004		
2026437425	D. R. Patel	5	21	Oct 07 2004		
2026437425	D. R. Patel	5	21	Oct 07 2004	0:21	2.52
2026437425	D. R. Patel	5	21	Oct 07 2004	5:47	30.24
2026437425	D. R. Patel	5	21	Oct 07 2004	1:34	1.26
2026437425	D. R. Patel	5	21	Oct 07 2004		
Outgoing Calls on October 07 2004						6
2026437425	D. R. Patel	5	21	Oct 07 2004		
2026437425	D. R. Patel	5	21	Oct 07 2004		
2026437425	D. R. Patel	5	21	Oct 07 2004		
2026437425	D. R. Patel	5	21	Oct 07 2004		
2026437425	D. R. Patel	5	21	Oct 07 2004		
2026437425	D. R. Patel	5	21	Oct 07 2004		
2026437425	D. R. Patel	5	21	Oct 07 2004		
2026437425	D. R. Patel	5	21	Oct 07 2004		
Outgoing Calls on October 07 2004						6
Total Cost						45.50
Total Cost (Grand Total)						83.20

**Know your approximate telephone charges, whether they be on a per call, daily or monthly basis, even before you receive your P&T bill!**



All contact entries made by any user get stored in the List of Contacts. Thus anyone can simply do a name or number based search to get the number, address, email or any other contact detail of the person they are looking for...

List of Contacts				
List Of Contacts				
Telephone No	Person Name	Company Name	Customer Code	Email ID
2038668739	RAM M DHUM...	SYNTEL		
2038960003	Deepak	Syntel		
2033406677		Syntel	001	adhote@
1954254749	Maj. Rajiv			
25384348	K PHALKE	RESI		
2024348128	Deepak Minocha	Network Solutio...	Lit. Developer	
26934604	SYNTEL PISOLI	SYNTEL		
2033337124	Anil Mehta	Syntel		



SU		Search Records By Customer Name				
Search Records		Delete Record				
By Customer Name		Search Parameters				
By Company Name		Customer Name [ full or partial ]				
By Telephone No		deepak				
By Customer Code		Search Results				
		Telephone No	Person Name	Company Name	Customer Code	Other Contact No
		2038960003	Deepak	Syntel		
		2024348128	Deepak Minocha	Network Solutio...	Lit. Developer	3090944

**Maintain an online telephone directory with  
user friendly search options!**





All incoming, outgoing & unanswered details can be converted to crystal format for printing or can be imported into word/excel format for analysis...

**List of Incoming Calls**

Telephone No.	Customer Name	C.O.	Extn.	Date	Time	Duration
2026437425	D. R. Patel	2	25	Oct 02 2004	08:45	11:27
2026437425	D. R. Patel	2	25	Oct 02 2004	10:55	15:09
2026437425	D. R. Patel	2	25	Oct 02 2004	11:05	04:56
2026437425	D. R. Patel	2	25	Oct 02 2004	17:25	02:39
2026437425	D. R. Patel	2	25	Oct 02 2004	19:35	00:51

Total Calls on: October 02 2004

**List of Outgoing Calls**

Telephone No.	Customer Name	C.O.	Extn.	Date	Time	Duration	Cost
2026437425	D. R. Patel	5	25	Oct 02 2004	02:15	1:09	5.29
2026437425	D. R. Patel	5	25	Oct 02 2004	04:25	1:30	6.50
2026437425	D. R. Patel	5	25	Oct 02 2004	06:35	1:10	7.86

Outgoing Calls on: October 02 2004

**List of Unanswered Calls**

Telephone No.	Customer Name	C.O.	Extn.	Date	Time	Duration
2026437425	D. R. Patel	2	25	Oct 02 2004	08:45	11:27
2026437425	D. R. Patel	2	25	Oct 02 2004	11:05	04:56
2026437425	D. R. Patel	2	25	Oct 02 2004	17:25	02:39

Total Calls on: October 02 2004

**Software Menu:**

- Print Reports
- Customer Details
- Incoming Calls
  - IC Call Records
- Outgoing Calls
  - Unanswered Calls
  - Extension Wise
  - CO No Wise
  - Customer Wise
  - Telephone No Wise

**Special provision to print/import all call related reports for scrutiny & analysis!**



# If You Are A Hotel, There's More.....

- Check in
- Temporary check out
- Dial tone Message
- Music on Hold
- Private Line for Special Guest
- Executive Ring
- Customer Relationship Management
- Room to Room Calling – Global & Group
- Room Call Budgeting
- Room Bill Entry
- Hotel Name on Bill
- Check out



### **Check-In Status :**

Enables receptionist to know the up-to-date status by displaying details like Room Number, name of the guest, date on which the guest checked-in, telephone budget set as per room category, check out date, Day-Night Calling details and temporary check-out facility to prevent misuse.

### **Room Status:**

Permits the user to check the room availability for a specific room number and the alarm status set by Guest at any point of time

### **Incoming Calls :**

Incoming Call details to be stored with details like Room number, telephone number, call date, call time, call duration

### **Outgoing Calls:**

Alike incoming call details, it is more essential for a Hotel to capture outgoing call details with Room number, telephone number, call date, call time, call duration, call cost for Billing the guest while he checks-out.

**Check Out:** While checking-out details like date, time with a comprehensive bill of telephone expenses, food, laundry, applicable taxes etc.



**Room Status:**

Defined room numbers can display the status of room at any time e.g. vacant, occupied, temporary check-out

**Guest Records:**

The records of all the Guests are stored in the master database for back office team's utility

**Hotel Name on Bill:**

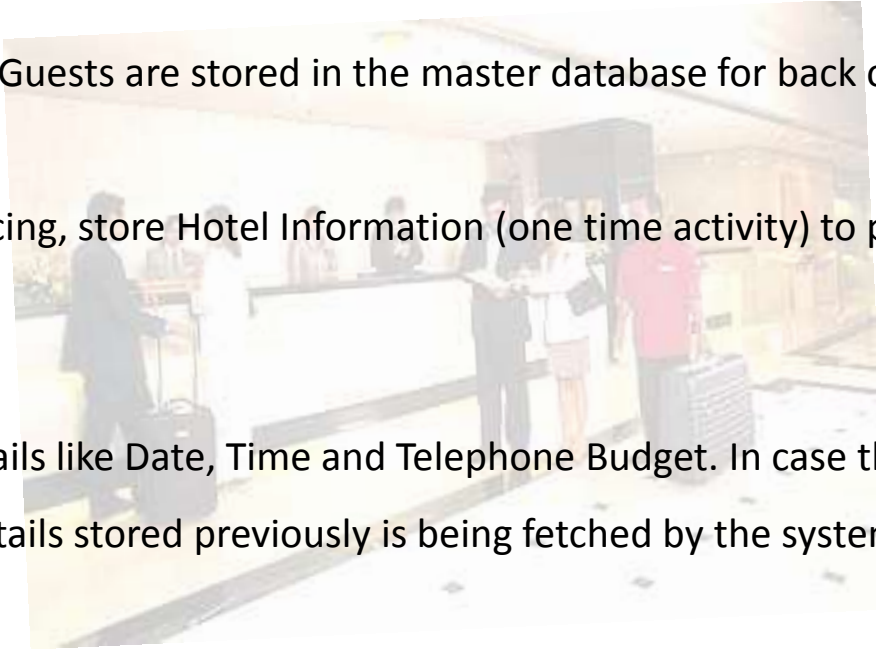
For customized invoicing, store Hotel Information (one time activity) to print the details on Hotel Bill(invoice)

**Check in:**

Helps in updating details like Date, Time and Telephone Budget. In case the guest is revisiting the property, personal details stored previously is being fetched by the system automatically.

**Class of Service:**

Assign dialing rights to the checked-in room extension, with a provision for temporary check-out enable/disable facility to avoid misuse in guest's absence.



### **Wake up Alarm:**

Provision for setting up an alarm is available with HMS. Analog 24-hr clock with a cancelling option.

### **Check out via Phone:**

Check-out facility as per your preference but the changes has to be made in the database.

### **View Check in:**

Enables a user to view check in niceties for selected room with assigned class of services to that specific room

### **View bill:**

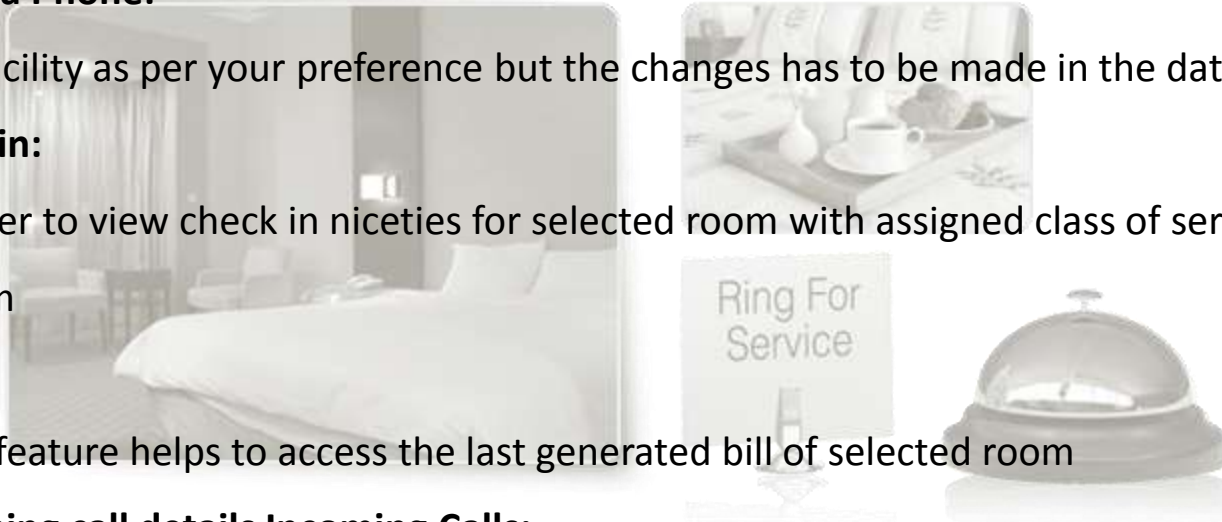
To view bill feature helps to access the last generated bill of selected room

### **Room incoming call details Incoming Calls:**

To view and track incoming calls of the selected room for maintaining records. Further it helps in generating reports of all telephonic activity as per room and guest.

### **Room outgoing call details:**

To view outgoing calls of the selected room for billing purpose and generating detailed report



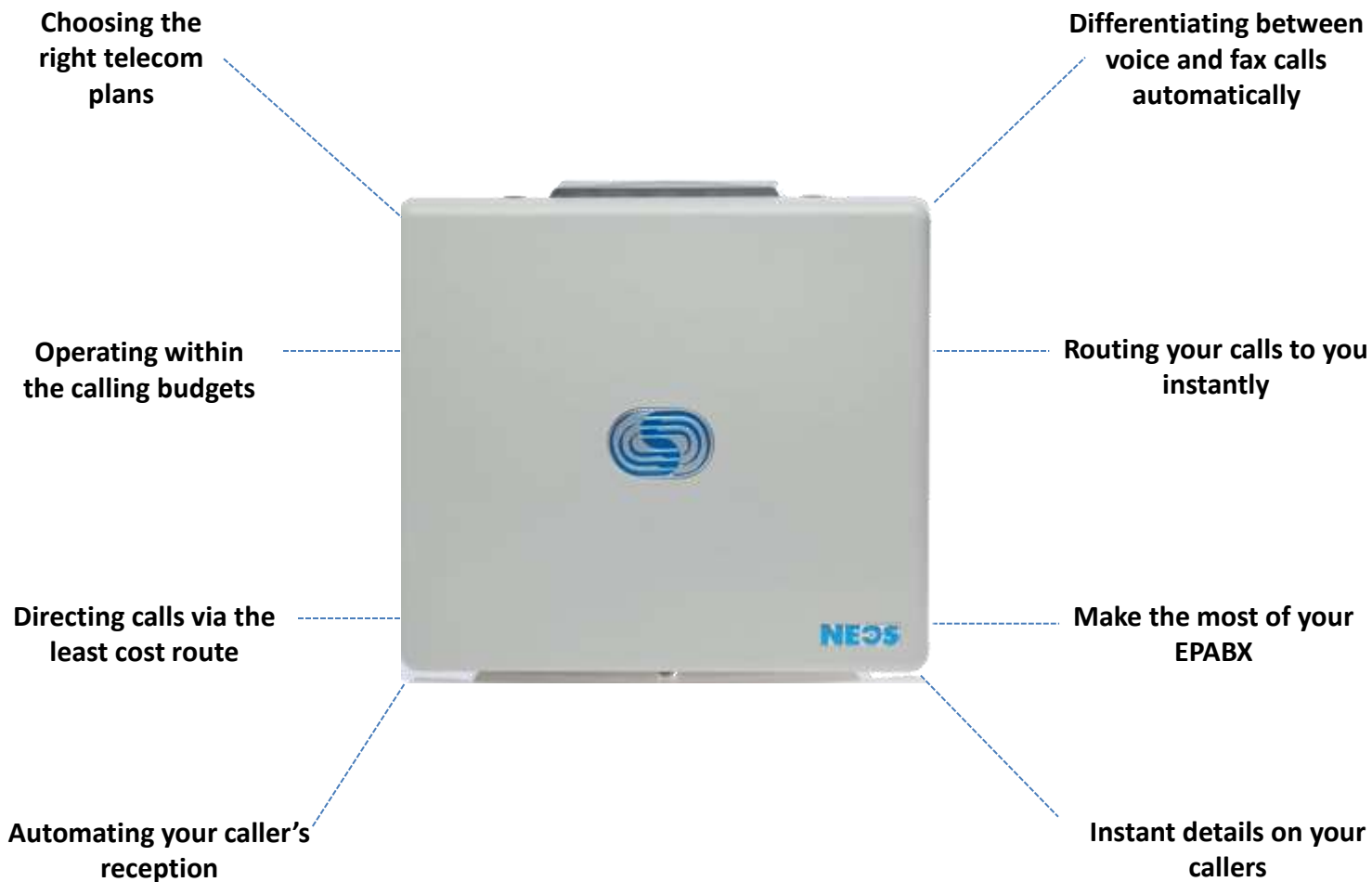


# For Your & Our Backend Staff

- Manual & Block Programming
- Flexibility of Programming via SLT,KTS & PC (via Hyper Terminal)
- Remote Programming
- Programming Backup (2 levels)



# NEOS IN A NUT SHELL





# For The Record: Technical Specifications

- Technology – Digital TDM/PCM Non Blocking
- Control – Stored Program Control
- Architecture – Distributed Processing
- Operating Voltage – 110 to 275 VAC, 50 Hz
- Power Backup – Battery Charging Circuit
- Temperature – 0-50 degrees Celsius
- PC Connectivity

