



The ticket to solving your property's maintenance and housekeeping needs

TeleTicket offers a feature-rich and affordable maintenance and housekeeping solution for the Hospitality and Lodging marketplace. Functional areas addressed by TeleTicket are:

- ✓ Work Order Management
- ✓ Preventive Maintenance Planning and Implementation
- ✓ Point of Sale Services for Guest Rooms

Our **Work Order Management** interface helps you improve guest satisfaction through shorter response times to maintenance issues reported by your guests. Empower your staff to report, respond, and resolve issues quicker through our Wireless Web, Paging, and Email interfaces. **Preventive Maintenance** support helps your limited maintenance staff keep track of periodic tasks that need to be performed – such as door lock battery replacement, HVAC filter replacement, periodic inspections, Pool and SPA care, etc. If your property offers guest room consumables such as bottled water and mini-bar items use TeleTicket's **Point of Sale Interface** to immediately notify your PMS of product usage. Our Telephony and Wireless Web interfaces offer a reliable solution to get those charges to the guest folios quickly and accurately.

Work Order Management

TeleTicket's Work Order Management interface helps you manage the unavoidable maintenance issues that occur at your property. Through our interfaces - Main Application, Web, IVR, Email, and Paging – your housekeeping, maintenance, and front desk staff are empowered to report, track, respond to, and resolve these issues quickly and efficiently.

Through the use of user configurable work order items, TeleTicket allows you to customize the product to your environment. Each Item can be programmed to use one or more of these features:

- ☞ **Programmable Item numbers and descriptions.** Item numbers are used for telephony input, updates, and for paging features.
- ☞ **Work Order Automatic Printing** can be enabled for any item. Each item can be programmed to print the associated work order on any printer on your network.
- ☞ **Inventory Part Numbers** for replaceable items. Reports are provided to assist you in accounting for your inventory.
- ☞ **Associated File Attachments** such as schematics, repair manuals, procedures, and historical notes that are always at your fingertips and can be opened when viewing work orders.

Work Order Resolution Management allows you to prioritize and assign work orders to your staff. Create personnel profiles based upon:

- ☞ **Individual Work Schedules.**
- ☞ **Notification technologies such as Email and Paging** assist in quicker response times.
- ☞ **Notification when work orders for specific items are created or assigned** to a particular person.

Work Order updates can be performed from guest room telephones, user interfaces, and through our optional wireless Web Interface.

HITEC & WEB Special

TeleTicket provides five-star service for a one-star price... The one-star price is now 15% cheaper when you mention that you saw us at HITEC or through our Web Site. Contact EnvisionSoft for more information on HITEC/WEB 2004 promotions for TeleTicket and other EnvisionSoft

Preventive and Recurring Maintenance

TeleTicket's Preventive and Recurring Maintenance feature allows you to create an unlimited number of maintenance schedules for your property. The task scheduler allows you to customize each schedule through:

- ☞ **Flexible location administration** – Locations are areas of your property such as Guest Rooms, Offices, Suites, Pool, Spa, Gym, Back Office, etc. Preventive maintenance schedules can be created that address one or more *specific* locations, or location *groups*, such as all Guest Rooms.
- ☞ **Bulk Work Order Creation** – A recurring task can be programmed to automatically create one work order for the task, or, one work order for each location described for the task.
- ☞ **Automatic Assignment** – Recurring tasks can be programmed for automatic assignment to a specific staff member – saving time and effort.
- ☞ **Priority Assignment** – Recurring tasks can be programmed with a default task priority.
- ☞ **Flexible Recurring Schedules** – Recurring tasks can be programmed to be addressed every 1-4 weeks, every 1-6 months, or every 1-3 years. The scheduler automatically adjusts the date to the next schedule based upon your parameters.
- ☞ **Associated File Attachments** – Schematics, repair manuals, procedures, and historical notes can be associated with each task and are only a click away from access.

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About TeleTicket
Reports
Work Orders

Work Orders

List

IDX	P	S	Location	Item	Assigned To
1	📍	📞	7100/100	Bath - Toilet cracked bowl	Marcus Johnson
2	📍	📞	7107/107	Coffee Maker Inop	Mike Smith
3	📍	✅	7101/101	Bulb-Vanity	Helen Baker
6	📍	🔧	6000/Operator	Bulb-Std	
Z	📍	🔧	6110/Breakers Restaurant	Bath - Toilet Running	

Log Out

Web Interface

List Search New

Point of Sale Interface

TeleTicket's POS Interface provides an easy-to-use posting interface that shortens the reporting delays to your property's PMS. If your property has water maids, mini-bar stockers, or housekeeping staff that track guest room consumables, empower them by using our quick and efficient telephony or wireless Web interfaces. Create POS items with the following attributes:

- 👉 **Item identifiers and descriptions**
- 👉 **Inventory Part Numbers** for inventory tracking
- 👉 **Item Charge** per unit
- 👉 **PMS Integration** – whether or not the transaction should be forwarded to the PMS as well as the describing text for the item
- 👉 **Automatic printouts** per item

Setup - Configuration - Personnel Info

ID	Name	Notification Parameters	Email Id	Pager No
600	Mike Smith	None	msmith@myisp.com	6785551111
601	Helen Baker	None	hbaker@myisp.com	6785551112
602	Marcus Johnson	None	mjohnson@myisp.com	

Personnel Info - Update

Personnel Info

Id: 602 Name: Marcus Johnson

Schedule Information

Schedule Info

Id: 602 Name: Marcus Johnson

Day Of Week

Sunday Monday Tuesday
 Wednesday Thursday Friday

First Range

Start Time (hh:mm) : End Time (hh:mm) :

Second Range

Start Time (hh:mm) : End Time (hh:mm) :

Select a day and press Copy Times.

Copy Times Paste Times Paste From Clear Clear All

OK Close

Personnel Scheduling

Reports

TeleTicket's reporting interface utilizes Crystal Reports Reporting Templates for quick and customizable reporting. If you are a Microsoft Excel user, use Microsoft Query to import any of TeleTicket's data into your spreadsheets for the ultimate in customized reporting. Reports provided with TeleTicket are:

- 👉 **Work Order Summary List and Details** – Print by priority, status, assigned personnel, and date ranges.
- 👉 **Work Order Auto-printing** – Specify printer destinations for any or all work order items. Route your valet issues to the valet printer, etc.
- 👉 **Recurring Task Report** – Prints tasks that will be scheduled during a particular timeframe.
- 👉 **Point of Sale Reports** – Print by station, item, date range, and PMS posting status. Print daily summary of POS transactions and Un-posted items.

Advanced Features

- 👉 **Handheld Option** – Pocket PC Wireless Web and Handheld application available for remote usage of TeleTicket's database and functions.
- 👉 **Interactive Voice Response Unit Option** – Provides voice prompts for Work Order and POS entry from push button telephones. Utilizes Voice quality modem pool for data input.
- 👉 **Web Server Option** – Included free of charge for TeleTicket purchases made in 2004!

Minimum System Requirements:

- PC with Pentium IV, 500MHz Processor
- 128 MB RAM
- Windows NT, 2000, or XP (at current service pack)
- 4 GB Hard Drive
- CDROM Drive
- VGA Monitor
- Mouse & Keyboard
- 2 or more serial ports (as required by PMS posting interface and Modem interfaces)
- Network Adapter (Optional for WEB and Wireless Web access)
- Wireless Access Point (Optional, required for Wireless Web access)
- Modem – 1-3 modems for telephony-based work order creation and personnel paging
- Pocket PC or other Wireless device – (Required for Handheld configurations)
- PC Anywhere or Real VNC Host Version – (Optional, but required if you desire remote maintenance support)

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