

Get rid of that clunky wake-up printer!

Never miss another wake-up call!

Supercharge your property's existing wake-up system with Jazzware's online access to wake-up information, group wake-up scheduling and multi-channel wake-up alerting.

## Browser-based Access to Wake-up Activity for Traditional PBXs

Toss the old problematic printer and view all the property's wake-up information online from anywhere through the Jazzware portal! Jazzware 11.0 can receive, process and display wake-up scheduling and status information based on wake-up data received from the PBX. Wake-up status records to and from the PBX are mapped to user-friendly status descriptions that appear in the portal's Wake-up Activity screen. The Wake-up Activity screen allows the user to:

- View time stamped wake-up activity coming from and going to the PBX in real time
- View how the activity was originated
- Search wake-up activity details by date
- Filter wake-up details by room number, first name, last name and wake-up status
- Sort details by clicking on column headers
- Export the filtered data to CSV or Excel

Room	First Name	Last Name	#Attempts	Wake-up Date & Time	Activation Date & Time	Wake-up Status	Originator
106	Peter	Rock	1	11/27/2019 11:28 AM	11/27/2019 11:29 AM	Unanswered	PBX
110	Simono	Petra	0	11/27/2019 11:41 AM	11/27/2019 11:40 AM	Scheduled	2001
110	Simono	Petra	1	11/27/2019 11:41 AM	11/27/2019 11:40 AM	Wake-up system error	System
106	Peter	Rock	0	11/27/2019 11:42 AM	11/27/2019 11:40 AM	Scheduled	2001
106	Peter	Rock	1	11/27/2019 11:42 AM	11/27/2019 11:42 AM	Unanswered	PBX
103	Juhn	GoldenMouth	0	11/27/2019 11:53 AM	11/27/2019 11:53 AM	Scheduled	2001
103	Juhn	GoldenMouth	1	11/27/2019 11:53 AM	11/27/2019 11:53 AM	Answered	PBX
101	Anukon	Skywalker	0	11/27/2019 01:30 PM	11/27/2019 01:26 PM	Scheduled	2001
101	Anukon	Skywalker	1	11/27/2019 01:30 PM	11/27/2019 01:30 PM	Answered	PBX
101	Anukon	Skywalker	0	11/27/2019 01:34 PM	11/27/2019 01:34 PM	Scheduled	2001
101	Anukon	Skywalker	0	11/27/2019 01:34 PM	11/27/2019 01:37 PM	Cancelled	2001
101	Anukon	Skywalker	0	11/27/2019 01:39 PM	11/27/2019 01:38 PM	Scheduled	2001
101	Anukon	Skywalker	1	11/27/2019 01:39 PM	11/27/2019 01:40 PM	Unanswered	PBX
101	Anukon	Skywalker	0	11/27/2019 01:56 PM	11/27/2019 01:55 PM	Scheduled	buzz@luxurylodae.c
101	Anukon	Skywalker	1	11/27/2019 01:56 PM	11/27/2019 02:00 PM	Wake-up system error	System

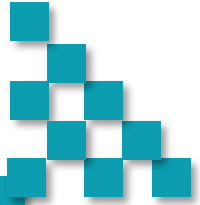
## Scheduled and On Demand Wake-up Reports

Maintain and archive wake-up records as needed. Properties that prefer or need to keep a physical record of wake-up call activity for auditing purposes can schedule a wake-up report through the Jazzware portal. The report will be created and delivered to multiple email recipients daily at a specified time but can also be viewed online through the Jazzware portal.

The screenshot shows the 'Wake-Up Scheduling' interface. It includes a 'Room Number(s)' field with a list of rooms (7102X, 7101X, 7102X, 7103X, 7104X) and a 'Room Number(s)' field for manual entry. There are three main sections: 'Add a Room/Range', 'Add a Group', and 'Add a Distribution List'. The 'Add a Group' section shows a list of groups: HITEC, IBM, and ADD ROOMS. The 'Add a Distribution List' section shows a list of distribution lists: Oceanside Rooms and Tour Bus Group.

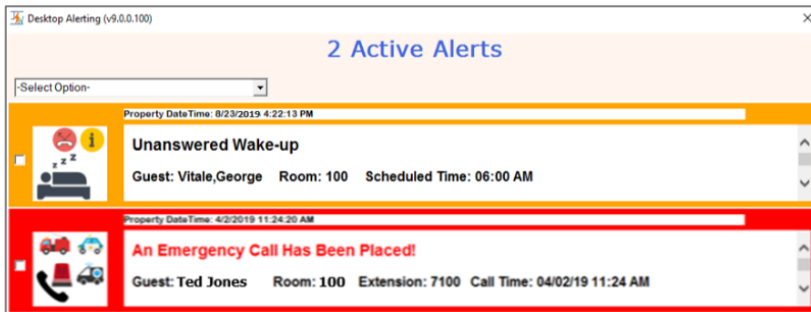
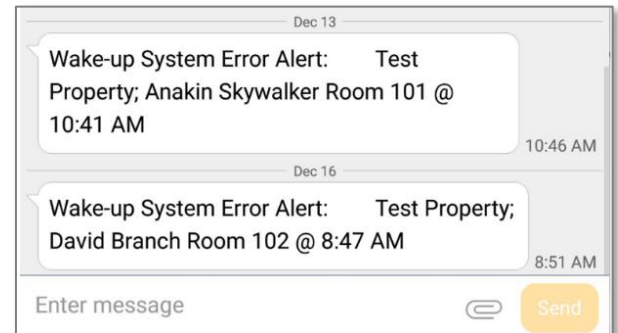
## Group Wake-up Scheduling

Save valuable staff time using Jazzware's group wake-up scheduling features. By adding an optional Jazzware PBX telemanagement interface, staff can save time and avoid mistakes using the Jazzware portal to schedule individual or group wake-up calls based on the group code provided to Jazzware by the property management system (PMS). Even if a group code is not available from the PMS, staff can create distribution lists of guests and then manage the wake-ups for these guests according to the list.



## Multi-channel Wake-up Alerting

**Eliminate chargebacks due to wake-up call issues with Jazzware's multi-channel wake-up alerting.** Jazzware can alert on any wake-up status the property would like to be notified of such as unanswered wake-ups or wake-up system errors. And, Jazzware goes a step further by monitoring scheduled wake-ups to ensure that a status is received within a configurable amount of time so that if communication between the PBX and Jazzware is interrupted or the PBX fails to call the guest, the property is notified and can follow-up with the guest.



Contact your Jazzware representative to learn more about how to supercharge your wake-up system with Jazzware wake-up features.

### Availability of Wake-up Features

Jazzware wake-up features for traditional PBXs can be implemented using any of the following means:

- A wake-up printer port feed (e.g. NEC)
- A PBX telemanagement interface supporting wake-ups
- A PBX CDR feed containing wake-up records (e.g. Mitel)

### Jazzware's multi-channel alerting delivery options:



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