

WebXchange®

MESSAGING DYNAMIC DIRECTORY AND STAFF SCHEDULING



The call center has become a major focus in the effort to offer an ever-improving product in today's hospitality industry. The opportunity to provide the best possible guest experience begins with the first phone call.

The problem facing today's hospitality call center is the need to offload much of the internal telephone traffic received by the operator group, enabling the operators to concentrate on offering the best possible service. Paging requests, directory look-ups and staff scheduling responsibilities from internal staff members can make a busy operator's life even more challenging. A property's call center serves as the command and control desk for most guest engagements.

WebXchange: Changing the Way Your Organization Communicates

WebXchange enables a credentialed user to log in anywhere at anytime via web browser to perform directory searches, send pages or messages and to view both their own staff schedule as well as the schedules of others. WebXchange integrates with your existing XpressDesk database to expand these capabilities beyond your operator group, allowing the call center more focus on customer service or other revenue-driving activities.

WebXchange serves as a data centralization point, a portal through which information can be both input and accessed. Amcom realizes your property's challenges to maintain an accurate database of guests, staff and corporate information. We have the experience partnering with our clients to provide the tools that eliminate the manual effort, resource requirements and duplication of effort across departments.

By integrating with the XpressDesk database, WebXchange takes advantage of the inherit integration of the XpressDesk database and provides a tool to not only access data for messaging, directory look-ups and scheduling, but also for the input of the same information. WebXchange opens up the ability to manage this data beyond the operator group, enabling all staff members—locally and within the product brand—with appropriate login credentials.

› DIRECTORY ACCESS AND MESSAGING WITHOUT OPERATORS

The self-service directory feature will eliminate many of the internal dial-zero calls that inundate the operator group, giving them more time to focus on guest services, reservations, ticketing and revenue-generating calls. From multiple points throughout WebXchange, an individual's status is revealed in a color-coded format. If available, the user is able to complete their message and send it off with just a couple clicks.

› SLEEK, EASY-TO-USE INTERFACE

WebXchange features a user interface that is intuitive for users of varying degrees of computer literacy. From the most seasoned PC veterans to those barely comfortable with a mouse, all WebXchange features are easily navigated. Based on the simplicity-in-design model popular with modern web browser tools, all functions of the product are easily achieved with a few simple clicks or keystrokes.

The screenshot displays the WebXchange Staff Directory Search web application. The interface includes a header with the 'WebXchange' logo, a 'User Login' link, and the date 'Monday August 25, 2008 1:59 pm'. Below the header are navigation tabs for 'Add Profile', 'Broadcast Message', and 'About'. The main content area is divided into two search sections: 'Basic Search' and 'Advanced Search'. The 'Basic Search' section contains input fields for 'Last Name' (with 'Messineo' entered), 'Page Number', 'Department' (set to 'All'), 'First Name' (with 'Donna' entered), and 'Phone Extension'. A 'Search' button is located below these fields. The 'Advanced Search' section is currently inactive. Below the search sections are two additional panels: 'On-Call Schedule Search' and 'Quick Page'. The 'On-Call Schedule Search' panel has a dropdown menu with options like 'Casino Host - English', 'Casino Host - Mandarin', 'Convention Services', 'Food and Beverage', 'Front Desk Manager', 'Housekeeping', 'Reservations Manager', and 'Security'. It includes a 'View' button and a 'Who's On-Call' button. The 'Quick Page' panel has a text input field and a 'Page' button. At the bottom of the page, there is a footer with copyright information for Amcom Software, Inc., the Amcom logo, and a statistics table.

Statistics Since:	4/23/2008
Logins:	131
Hrs:	19722

CROSS-DEPARTMENTAL STAFF SCHEDULING MADE SIMPLE

A key feature of WebXchange is the staff scheduling system, which enables any user with appropriate access rights to review their personal schedules. For staff members tasked with maintaining the schedule for an entire department, access to all appropriate schedules are readily available for editing as necessary.

Staff schedules are displayed in a standard calendar format, making review and editing simple and quick. For reporting purposes, all schedules are one click away from being viewable in a print ready format which can easily be converted to PDF* for archival or sharing via email.

The screenshot displays the 'On-Call for: Casino Operations' interface. At the top, there are navigation links: 'Add On-Call | Who's On-Call? | Edit Titles | View On-Call Profile | Printer Friendly View | Short List | Home'. Below this, there are date pickers for 'From: 08/01/2008' and 'To: 08/31/2008', both set to '12:00 AM'. A 'Show List' button is present. A legend at the bottom right shows 'Legend: Job Pager' (orange square) and 'Today's day' (yellow square). The main area is a calendar grid for September 2008, with columns for Sunday through Saturday. Each day's cell contains a list of staff members and their assigned shifts, such as 'As Of 12:00 AM (Edit)' followed by names and IDs like 'Messano, Donna 7874', 'Shallo, Gerard 8745', etc.

WebXchange's scheduling tool has been designed with simplicity in mind. Amcom understands that many organizations view the true value of a staff scheduling tool is to expand the responsibility for schedule maintenance out to individual departments rather than remaining with the operator group. This represents a cultural change for many organizations. A tool that is simple and easy-to-use helps this adoption process.

The staff schedule system has a "Who's On-call?" feature, which will display in a single click the individuals currently scheduled to be on duty within that user's department. No need to review and interpret the calendar while reading the clock—one glance will reveal whoever is scheduled at that moment, and will automatically update as shifts turn over or schedules change.

CONFIGURABLE FOR YOUR CORPORATE BRANDING

Any organization can easily tailor their WebXchange tool to reflect their brand. WebXchange allows you to feature the logo and color scheme for your property. These simple configurations are made during implementation, enabling WebXchange to blend in with your property's other core applications.

GO GREEN · GO PAPERLESS · GO WEBXCHANGE

Today, many of our customers are striving to be more environmentally conscious, with the creation of a paperless work environment being a major factor. WebXchange eliminates the need for printed directories, thereby reducing an organization's paper waste. WebXchange aids your property in the effort toward "going green" by offering a browser-based directory accessible to all staff members.

* Adobe PDF Writer software required



> HIGH AVAILABILITY AND LOAD BALANCING FOR ENTERPRISE READINESS

Users of WebXchange consider it to be a mission-critical application, and therefore one that their organization can simply not live without. For this reason Amcom offers high availability and load balancing options for WebXchange.

To ensure 100% uptime, including maintenance periods, Amcom deploys a solution that includes a second WebXchange server for high availability. In the event of a software or hardware failure on the primary WebXchange server, all traffic is easily rerouted via DNS to the backup WebXchange server. This solution ensures minimal downtime for maintenance of the WebXchange system, since the backup server can be utilized during any system downtime, including scheduled maintenance.

The WebXchange system takes advantage of superior architecture for true enterprise readiness. Amcom leverages load balancing for high-demand situations. Load sharing is achieved by utilizing a client-provided content server to balance the demand on the WebXchange servers. In addition, the system provides a fail safe capability so that if one of the servers is brought down for maintenance or failure, the content server will direct all traffic to the server that is still in operation.

- **DECENTRALIZES ON-CALL RESPONSIBILITIES** by giving individual departments a browser-based tool for maintaining their own schedules. With this burden removed, the operator group is able to focus on offering better customer service and other revenue generating activities.
- **REDUCES INTERNAL DIAL-ZERO CALLS AND FREES OPERATOR TIME** by offering staff members a self-service scheduling, messaging and directory system. Any credentialed user can log in to send textual pages to other staff members without operator intervention.
- **ENABLES TRANSITION OF CENTRALIZED CALL ANSWERING** by providing a browser-based tool that expands the reach of the database today accessed only by the operator group.
- **READY TO CUSTOMIZE TO END USER'S BRANDING SCHEME** through addition of corporate color palate and logo. WebXchange can easily be made to blend in with an organization's other widely deployed tools.
- **ASSISTS IN YOUR ORGANIZATION'S ENVIRONMENTAL INITIATIVES** by creating a paperless work environment. WebXchange eliminates the need for printed directories, reducing paper waste.

Contact Us

For more information, call (800) 852-8935 or go to www.amcomsoftware.com.