



Mitel MiVoice Office 400 Hospitality Solution

Your Complete Guest and Staff Communications Solution

Today's guest experience has rapidly evolved. Guests have never had a louder voice, with social media expanding their reach and accelerating the speed they can share. Every impression counts!



The technology behind your guest experience can mean the difference between customer complaints and five-star reviews. To meet the rapidly changing technological needs of your customers and the efficiency needs of your staff, Mitel is pleased to announce the MiVoice Office 400 Hospitality Package. Designed to meet and exceed the requirements of boutique and select service properties, the MiVoice Office 400 Hospitality Package offers a complete communications solution to ensure you can manage your hotel with the operational efficiency required to exceed your guest's expectations.



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Powering connections

MiVoice Office 400 Hospitality Package

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Reception Console

- Intuitive and efficient user interface in 17 languages
- Real-time overview of room occupancy, cleaning status, wake-up and message waiting
- Fast operation using dedicated function keys



Web-based Guest Management Application

- Check-in /out
- Group check-in
- Arrival and departure dates
- Guest language
- Message waiting service
- Text message editor for reception
- Internal notes
- Allocation of direct dial-in number at check-in

Staff Workflow Optimization & Management

- Guest requests
- Maintenance
- Preventative maintenance
- Multi-Property
- Skills based dispatching
- Productivity Reports
- Real-time Dashboard
- Android & Apple support
- Supports SMS, Push Notifications, Telephone & Email

Staff & Guest Voice Messaging

- Comprehensive Wakeup Management
- Mini-Bar & Room Status Support
- Supports multiple languages

Hospitality Application Integration

- Inter-connect between the PMS and the PBX, Voicemail, Wakeup, Guest mobility, Hospitality IPTV/Movie & Media, High Speed Internet Access and In Room automation systems
- Call Accounting – Single or Multi-Property

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