SMS|HOST ® AND KNOWCROSS SUITE INTERFACE

Interface Benefits

SMS|Host's Hotel Operations interface with Knowcross by Unifocus utilizes our web servicing technology, SMS|Diplomat to provide seamless integration.

The interface allows both systems to have improved accuracy of information and overall efficiency through:

- Prior Information of Pre-Arrival, in-house, checked-out guests available on the go.

- Complete guest profile and reservations information availability to the authorized users.

- Automatic alerts to users based on the actions taking place in SMS|Host such as check-in/out, room moves, room status changes, etc.

- Automatic service requests based on the guest profile and reservation information such as Guest Name, Country, etc.

- Export of guest requests, complaints, glitches directly to the guest profile in SMS|Host.

- Room summary view and room status posting on the go.

- Minibar charges posting directly to guest folio.

- Cleaning prioritization and Task creation on the basis of room reservation status, reservation details like VIP, arrival time, etc.

- Housekeeping task creation on the fly based on the actions in SMS|Host.

Interface Functionality

The Knowcross platform offers hotels a suite of software applications that boost efficiency and enhance guest service, directly impacting the bottom-line. The platform includes six software applications - Knowcross Service, Knowcross Housekeeping, Knowcross Glitch, Knowcross Inspection, Knowcross Maintenance, and Know Tenant.

Software and Hardware Requirements

The product is compatible with, and requires, the following:

- Current releases of SMS|Diplomat and DipHost
- Diplomat Type I or II server (see Exhibit A - Hardware Requirements document)

Please contact a Knowcross by Unifocus representative to learn more about their software and hardware requirements.

Communicated Information

Your ᔆᴹᔆ|Host system and Knowcross Suite hotel operations interface supports but is not limited to:

INTERFACE FUNCTIONALITY
Guest Status – check-in, check-out, and room moves
Housekeeping status updates (2-Way)
Postings of mini bar charges
Creation and retrieval of guest level notes (2-Way)
Creation of retrieval of guest level traces (2-Way)
Retrieval of guest level messages

Products & Services

ᔆᴹᔆ|Host's interface with Knowcross by Unifocus supports the following products & services:

- KNOW Service automates the handling of guest requests, complaints, and maintenance jobs, thus ensuring high quality service and high staff productivity.

- KNOW Housekeeping automates and helps streamline housekeeping activities, resulting in double digit improvements in productivity and guest satisfaction.

- KNOW Glitch is a hotel service recovery software which allows to effectively manage their service breakdown issues and guest complaints, thereby significantly reducing guest dissatisfaction.

- KNOW Inspection is a 21ˢᵗ century electronic checklist designed to handle scheduled inspections and activity to-do lists. This paperless efficiency drives faster communication and provides a more accurate measurement of performance.

- KNOW Maintenance is a cloud based multilingual application that automates, schedules, and monitors all preventive maintenance activities, thus ensuring superior guest satisfaction, minimized malfunction accidents, and maximized equipment lifetimes.

- KNOW Tenant is a Facility Management App that caters to the commercial office complex/vacation rental/timeshare market. The app helps tenants (users) log in request, maintenance jobs and complaints (including media files such as photos) directly to the Facility's service management teams, by simply using their mobile phone.

For More Information

To learn more about Springer-Miller Systems and our integrations with our SMS|Host Hospitality Management System, please visit our web site at www.springermiller.com or call 802.253.7377.

To learn more about Knowcross by Unifocus and their products and services, please visit https://www.unifocus.com/knowcross.

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