

FOURTEENIP XIV



Supercharging EVA - Adding APIs for even more functionality from your Virtual Agent Services

www.fourteenip.com

Introduction

Our AI powered virtual agent service EVA, is helping hotels across the world transform guest engagement. In addition, EVA can be seamlessly integrated with hospitality industry solutions for voice management and analytics, service optimisation, maintenance management, weather services and much more.

This guide walks you through the various APIs available for 3rd party systems which when integrated with EVA, can supercharge your operational productivity and guest satisfaction. It explains what the integrated services offer and how they integrate with EVA.

This guide also lists the 3rd party systems that are on the roadmap for integration with EVA, further future proofing your virtual agent solution.

What is EVA?

Our Evolution Virtual Agent service (EVA) combines intelligent IVR with AI technology and machine learning to help hotels around the world enhance staff productivity and improve the guest experience.

Available 24x7x365 EVA can reduce calls to guest services by over 80% allowing staff to concentrate on guests requiring that extra personal touch.

With its almost human like interaction, EVA virtual agents can take and make calls to guests and staff in order to provide answers to regularly asked questions, take requests for wake-up calls, room items and maintenance requests and integrate with 3rd party front and back- of-house hotel systems.

With the ability to greet callers by name and loyalty status, EVA can intelligently route calls, make, amend or cancel a reservation, give directions (verbal as well as send an SMS message with MAP link).

It can advise on transportation such as airport shuttle buses, provide parking information, check in and check out times and provide details of hotel facilities.

Guests can automatically request a late checkout, ask for breakfast locations and times, internet and WiFi passwords and issues, gym, pool and business centre opening hours and directions, request housekeeping services or report an issue or complaint.

3rd Party EVA Integrations

Current integrations



API integrations for our Evolution Virtual Agent platform include:

1. HotSOS by Amadeus - service optimization solution
2. Synergy MMS - service optimization solution
3. Jazzware - voice management and analytics solutions
4. Magic - Evolution Voice system management GUI or Graphical User Interface
5. Open Weather - live weather app

Planned integrations



Planned integrations include:

6. Asgard – Facilities management platform
7. Sertifi - Electronic agreement and authorization platform
8. Salesforce - Customer relationship management (CRM) platform
9. Sevenrooms - Restaurant guest experience Platform

Read on for more details about each application and how they integrate with EVA.

1. HOTSOS by Amadeus



HotSOS is a service optimization solution from Amadeus. It enables task automation, scheduled maintenance, hotel guest management and much more.

It reduces check-in wait times and offers an exceptional hospitality experience to every guest. HotSOS allows you to automate daily housekeeping operations with the ability to mobilize your management team virtually. Key features include:

Prioritization and reporting

Virtually manage room prioritization based on daily business needs. Enable reporting of guest room deficiencies and guest requests on the go.

Paper-free operations

Eradicate paper-based operations with fully automated housekeeping departments.

Connecting and managing your team

Allow staff to connect and manage their department from anywhere, on any device. Analyze data to measure and evaluate RA productivity, guest room cleaning trends and forecast future business.

Property Management System integration

Integrate with your PMS system for automatic updates on room statuses, guest preferences, and room rushes.

Keeping your satisfaction scores high

Eliminate "room not clean" customer complaints and offer an exceptional guest experience.

How EVA can work with HotSOS

EVA can integrate with HotSOS and serve as a liaison for both hotel staff and guests to be able to communicate maintenance issues and room requests. Guests can place service calls via EVA that will queue a special task call flow to integrate within HotSOS.

Through this call flow guests will identify their issue, their room number and other pieces of information that may be required to create a work order or maintenance request. EVA creates the request and will dispatch the requests to the housekeeping or maintenance team through HotSOS without requiring hotel staff intervention..

At a property's discretion, guests would be able to check their SO/WO request by calling EVA. Guests would only need to provide their SO/WO number provided to them as the Service Order was created.

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2. Synergy MMS

MMS is a service optimization solution that allows the creation of service orders and work requests. Synergy is considered a Hospitality Maintenance management system that assists in allowing for the automation of hotel tasks.

Effective maintenance requires coordination between many departments

Hospitality maintenance is no easy task as it requires coordination between departments and flexibility around occupancy. Limited staffing can make it difficult to complete scheduled maintenance since so much effort is placed on putting out fires.

The problems are the same everywhere and the economy hasn't helped matters at all. Fortunately, Synergy MMS offers a complete feature set that delivers the tools necessary for staff members to easily capture issues while creating the visibility and accountability necessary for proper work force management.

Freeing Up the PBX/Front Desk

If tied up on the phone with staff, guests may get a busy signal which is not good and call centers are often extremely busy. Integrating EVA with Synergy MMS provides a quick and accurate way to capture guest issues



Providing Management Information

Synergy MMS provides reporting information which can be automatically generated and delivered - helping decisions on staff and capital expenditure and identifying where to gain efficiencies in operations. It can provide visibility of employee productivity helping expose opportunities for training and scheduling

Helping with Housekeeping

Synergy MMS can be accessed and updated via EVA from any phone without access to computers. It is simple to use, with no technical training required, providing faster response times, therefore fewer guest complaints/compensation and reduced costs.

How EVA can work with Synergy MMS

EVA can integrate with the Synergy MMS system to allow guests to call in and create service order requests or update their requests as needed.

EVA will serve as the liaison in communication between the hotel's PMS System and their Synergy work request system. Some bespoke integration is required between EVA and Synergy MMS but this is taken care of by the experienced team at Fourteen IP.

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3. Jazzware

Formerly known as SDD Jazz and BroadSoft Hospitality, Jazzware is a voice management and analytics solutions for the hospitality industry.

It operates as a secure, cloud-based automated solution, that is used for hospitality automation services that meets the needs of all segments of the global hospitality industry. It integrates with all the major hospitality PBX, PMS and voicemail systems providing a custom, rich guest experience through the automation of a wide range of hospitality related tasks.

Secure and dependable

Jazzware securely transforms and delivers data between property and cloud systems to deliver the most dependable, full-featured solution available.

Optimizing Communications

Jazzware can help you optimize your telecom operations with our six sigma analytics and professional services program – helping you manage your telecom expenses and optimize revenue for increased profitability.

BroadWorks Hospitality Features

Smoothly transition your communications to the cloud with our Jazzware hospitality feature set. Our Jazzware integration layers onto the BroadWorks carrier grade Unified Communications product to offer the most flexible and reliable Cloud PBX solution in the industry.

Call Accounting

Manage your voice communications billing using our industry renowned, time tested Jazzware advanced call accounting system. Its guest centric billing features and flexible billing options have made Jazzware the preferred choice for top brands.

JAZZWARE

Guest Experience Design Studio

Enhance the guest experience, promote property amenities and even generate additional revenue using our Guest Experience Design Studio.

How EVA can work with Jazzware

Currently, EVA uses the Jazzware API to lookup and return a Guest first name and last name. We use this API call in conjunction with Guest Rooms and Guest Room Services, but also to pass Guest name information when transferring calls to call centers, operators, etc.

The Jazz Wake Up Call is currently in development to work with our current properties. Additionally, Jazzware also provides API opportunities that include wake up calls, to view room status, and more.

Jazz uses a REST API and JSON to POST requests to and from Jazzware and the following calls can be made using Jazz currently:

- **Returning Guest Name/Room information**
- **Setting up Wake up Calls for guests**

There are additional calls that can be made to return PBX, service pack, or other pertinent information.

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4. Magic



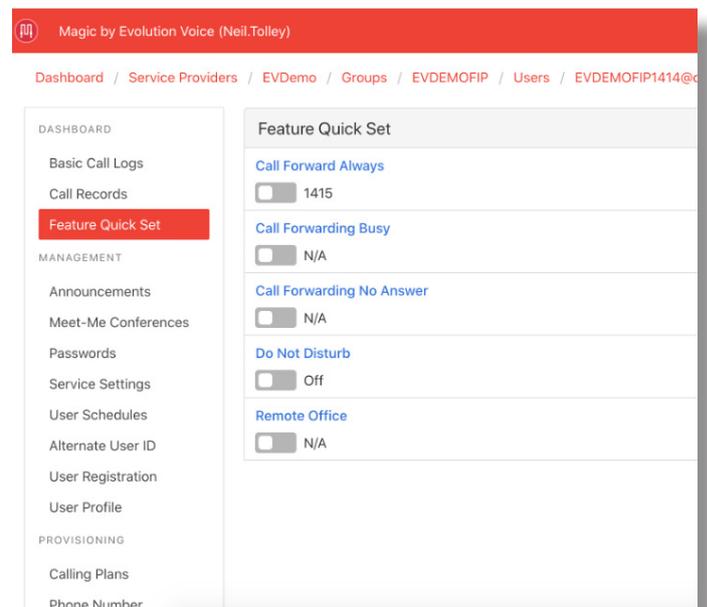
Magic is a GUI or Graphical user Interface that is used with Evolution Voice (Fourteen IPs Cloud PBX solution). Magic makes the administration of Evolution Voice straight forward and user friendly allowing for complex programming requests to be carried out easily and quickly. Evolution Voice is our cloud telephony solution which offers a full set of PBX related features including Hunt Groups, Auto Attendants, contact/call centers, and more.

Simplified Management

It simplifies the Management and Administration of Guest Interactions in a single Console enabling hotel staff to quickly provide customers with telephone access, implement routine moves and changes and view basic reporting and wallboards for single or multiple properties.

Increased Efficiency

Its intuitive user interface delivers increased efficiency in phone management for both users and Fourteen IP for simple device management of handsets from Snom, Yealink, Poly (formerly Polycom) and more. APIs with Jazzware enable integration with PMS systems for simple management of voicemail and guest accounting.



How EVA can work with Magic

Currently EVA uses our Magic API as a part of our Guest Transfer intent. When a caller dials into EVA and says they would like to speak with a Guest on Property, we take them to a call flow that utilizes Magic to look up the guest room number and name. We need these pieces of information collected from the guest, and verified with the Magic API, to transfer the caller.

Rewards codes that have been appended to guest names can also be read, and customized routing and behaviors implemented based on the rewards status. Any data that is held in Magic can be read via API, queue wait times, service packs etc.

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5. Open Weather API

The Open Weather API is one that we use to look up the weather in a certain city or by zip code. We can use this Open API call to return temperatures, humidity, and other details as required.

Weather data in a fast and easy-to-use way We are providing highly recognizable weather products that make working with the weather data way easier. We work with millions of developers around a clock and believe that these benefits might be suitable for most of applications, up to the complex enterprise systems.

Open Weather provides:

- A spectrum of ready-to-use weather products
- Short-term and long-term forecasts, history and observation
- Any location on the globe
- Transparent pricing and licensing

Open Weather is accessible via fast, reliable APIs that follow industry standards and compatible with different kind of enterprise systems.

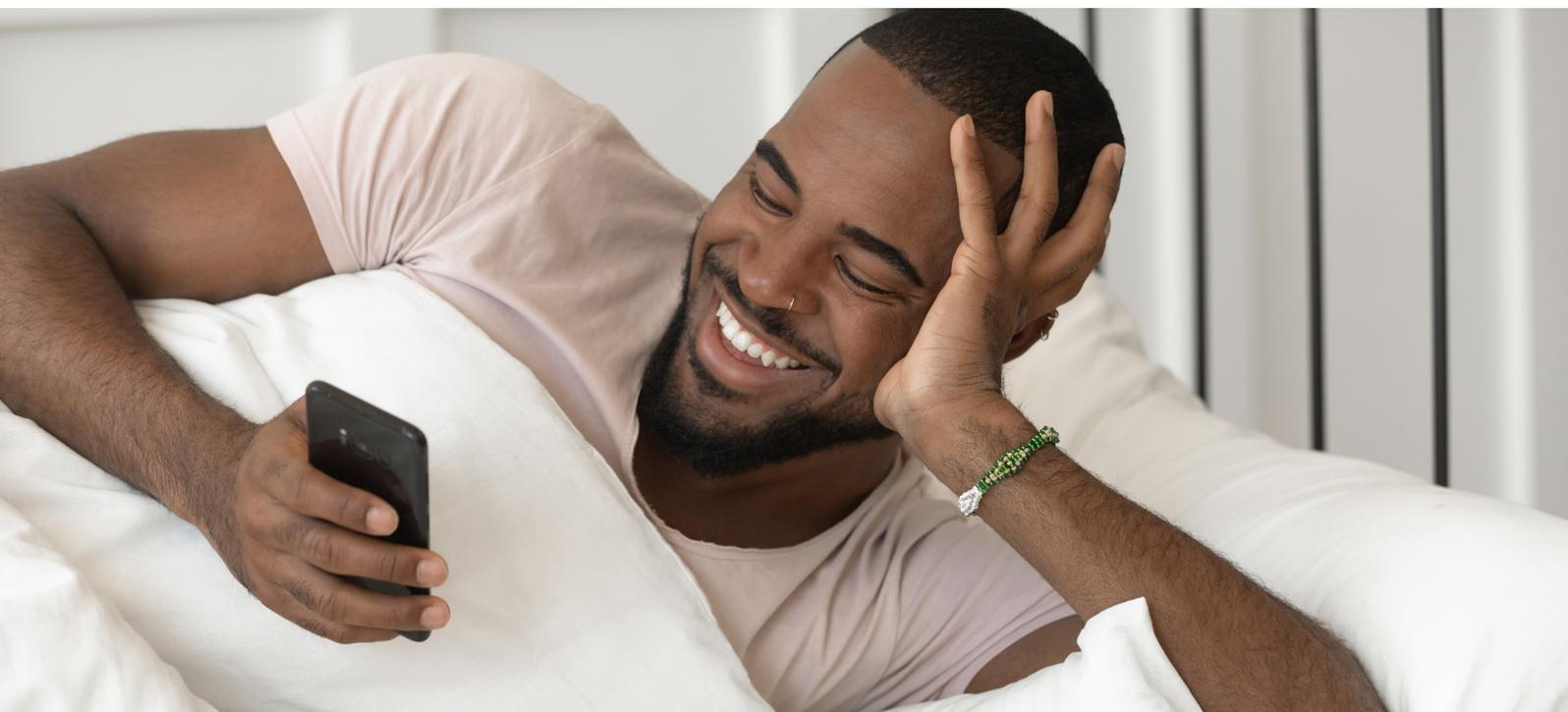


How EVA can work with OpenWeather

When a caller calls into EVA and asks about the weather, the caller will be taken to a special section of the call flow where we will either ask the caller to enter a zip code, or we can have the site zip code pre entered. Therefore, when a caller asks for the weather, we can return the current and expected weather conditions.

Open Weather API is an OPEN API meaning that no authorization or authentication is required. It simply request returns various pieces of information including minimum temperature, maximum temperature, city name, humidity, etc.

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Upcoming 3rd Party EVA Integrations

6. Asgard

COMING
SOON



KATANA
MAKERS OF ASGARD®

Facilities management platform

Asgard is a fully integrated Facility Management and services system, combining unmatched Resort Operations tools, such as Work Order Management, Preventive Maintenance, Inspections, and Projects, with sophisticated Financial Planning and Budgeting, and Asset Management tools.

7. Sertifi

COMING
SOON



Sertifi

Electronic agreement and authorization platform

Sertifi improves workflows by digitally sending and receiving payment authorizations via its eAuthorizations solution and eConfirmations Network. This reduces the risk of fraud, enhances PCI compliance and validate users all while providing a consistent customer experience.

8. Salesforce

COMING
SOON



Customer relationship management (CRM) platform

Salesforce is a customer relationship management platform that gives all your departments – including marketing, sales, commerce and guest services – a single, shared view of every guest.

9 Sevenrooms

COMING
SOON



SEVENROOMS

Restaurant guest experience platform

SevenRooms' Guest Experience and Retention platform helps hospitality operators create exceptional experiences that boost profitability and repeat business. It gives control of and insight into the entire guest experience, from take-out orders and reservations to turn times and customer satisfaction.

Have another 3rd Party Application you would like to integrate with EVA?

The team at Fourteen IP would love to hear from you and can update you on our current development roadmap. Please get in touch.

Getting Started

Fourteen IP has over ten years' experience of supporting hotels with cloud based telephony and guest engagement solutions. The team are perfectly placed to advise you on the most cost effective route to integrating 3rd Party productivity applications with our EVA virtual agent services based. Our solution design team can guide you through the options and help you achieve the greatest functionality and operational productivity.

About Fourteen IP

Founded in 2011, Fourteen IP has established itself as the global carrier for the hospitality industry with its Evolution Voice services being deployed in over 300,000 hotel rooms across 24 countries, supporting leading hotels and groups worldwide.

Focused on the hospitality industry Fourteen IP has offices in the USA, UK, Canada, Mexico and the Czech Republic and is an approved vendor for the Hyatt, Marriott, Hilton and many more hotel groups.

Services include Cloud Telephony, Connectivity, SIP Trunking, Webex Conferencing and Collaboration, Guest Administration and EVA, our AI powered, front and back of house Virtual Agent solution.



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