



Dispatch Communication Solution for

# HOSPITALITY

IMPROVE CUSTOMER SERVICE  
WITH SEAMLESS COMMUNICATION

MAXIMIZE GUEST  
SATISFACTION

IMPROVE EMPLOYEE  
WORK EFFICIENCY

ENHANCE STAFF  
SAFETY

A man in a dark suit, white shirt, and red tie is shown in profile, looking to the right. He is holding a black two-way radio with a camera lens attached to the front. A name tag is pinned to his lapel. The background is a blurred outdoor setting with trees and foliage.

## FIVE-STAR SAFETY

The hospitality industry must ensure the safety of guests and staff. When a radio user has an emergency it is critical to know who is in trouble along with their location, so responders can respond quickly. Using the radio's emergency button or Man Down feature, dispatch can be notified immediately of staff in distress. With outdoor GPS or indoor beacons, the radio can also report to the dispatcher the location of the staff for faster response times. Voice recordings provide instant recall of conversations in case a dispatcher is not clear on what was said, and they provide a means for investigating incidents after the fact.

SmartPTT has an optional integration with Avigilon video management software. This enables real-time monitoring of the activities occurring within the premises to detect staff or guests' misbehavior, or something suspicious. The dispatcher can click on a camera icon placed on the GPS map, which will bring up the video feed from that camera in the dispatch client software. This enables the dispatcher to quickly get an understanding of a situation and how to respond.



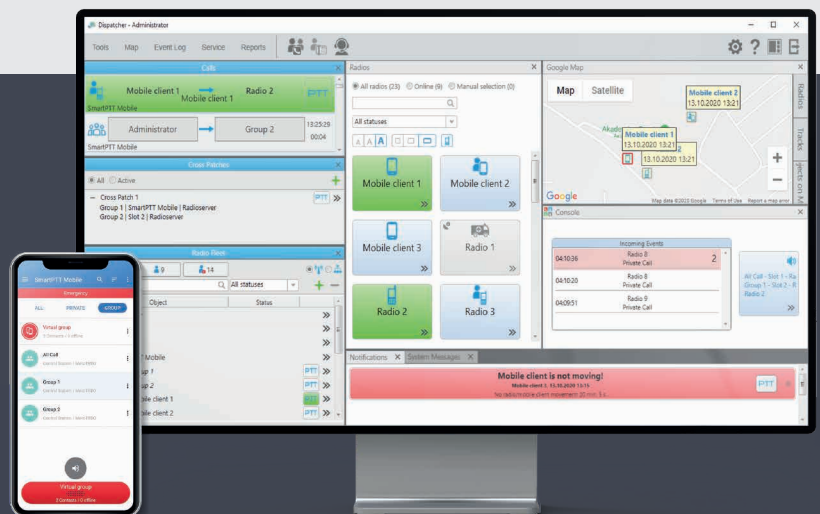
# FIRST CLASS SERVICE



Resorts, hotels, casinos, amusement parks, and other tourism-related businesses aim to provide exceptional service to make guests want to return and share positive reviews. Instant group and private voice calls provided by SmartPTT allow staff to easily communicate via radio with other staff located throughout the premises and manage room service. For example, If a hotel guest requests extra towels or service, the manager can make a group call to ask the nearest housekeeper to deliver the towels or meet other needs.

In the hospitality industry, business operations usually require a large staff who have a variety of responsibilities and duties. The SmartPTT Job ticketing function allows dispatchers to assign tasks to the appropriate group or radio subscriber. The radio subscriber can respond back to dispatch using pre-canned messages to update the dispatcher on the status of the job ticket to make sure tasks are completed in a timely manner.

SmartPTT enables dispatchers to talk to different radios, talkgroups, smartphones, and radio systems. The custom console tool enables dispatchers to layout the user interface to clearly identify different talkgroups or radio systems and who is talking. Whether using a radio, a telephone, or a smartphone, SmartPTT will provide seamless communications.



# WORK EFFICIENCY

Large resorts have staff working in distant locations. Using the GPS or Indoor Location options, dispatchers can identify the closest available worker to a task. This prevents unnecessarily wasting an employee's time to travel across the resort, when there is another employee closer to the task's location. This enables resorts to do more work with the same amount of staff.

## SMARTPTT CORE CAPABILITIES



VOICE  
DISPATCH



EMERGENCY  
MANAGEMENT



TELEMETRY



RULES  
AND ALERTS



RADIO FLEET  
MANAGEMENT



CUSTOM  
CONSOLE



EVENT  
LOGGING



JOB  
TICKETING



TEXT  
MESSAGES



# ALWAYS-AVAILABLE COMMUNICATIONS

Whether it is due to the need for remote working, severe weather, or an emergency the SmartPTT Web Client allows to connect to a communications system from home. Managers can send messages, check staff location or make a voice call from a PC without an installed dispatcher application. With the SmartPTT Mobile\* application, staff members can communicate to other radios, mobile app users, or groups while at the site or home – anywhere there is access to Wi-Fi, LTE, or 4G networks. When the management staff is out of the radio coverage area or off-duty without a radio, he or she with the mobile app on the smartphone can still access the MOTOTRBO radio system and communicate with the SmartPTT dispatcher and staff using MOTOTRBO radios.

- Available in SmartPTT Enterprise.

- Available in SmartPTT PLUS outside of North America

## SMARTPTT OPTIONAL CAPABILITIES



VOICE  
RECORDING



GPS  
LOCATION



INDOOR  
LOCATION



RADIO NETWORK  
BRIDGING



IP CAMERA  
SUPPORT



WEB  
CLIENT



NETWORK  
MONITORING



DIRECT IP  
CONNECTION



TELEPHONE  
INTERCONNECT



**2009**

Year SmartPTT was 1st released

**90**

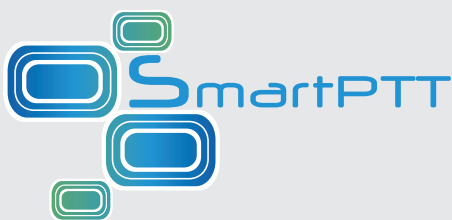
Customers in over 90 countries worldwide

**250**

More than 250 dealers around the world

**2000**

More than 2000 customers



**THE SMART CHOICE  
FOR YOUR FUTURE**

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