Mida VoiceMail for Hospitality

1. Overview

Mida eFramework is an UC application Suite providing various services for VoIP networks. Within the eFramework UC App family there are several services including features specifically designed to best reach particular vertical sector's needs. One vertical sector of interest is hospitality, where modules like billing and voice mail include specific features addressing Property Management Suite (PMS) integrations, room services, guest room telco features, and lobby features. This datasheet introduces Mida VoiceMail features for Hospitality.

2. Solution Architecture

Mida VoiceMail for Hospitality, as suggested by its name, is an application for hospitality advanced voicemail systems. The app integrates with a wide range of IP-PBXs and notification services (i.e. e-mail). At its simpler configuration, it manages phone calls when users cannot answer: callers can record messages that users will be able to listen to from anywhere, simply using any device connected to the web or a phone line. Simple to deploy and to use, Mida VoiceMail for Hospitality is the cost effective solution for hospitality.

This product can be configured in many different ways, just by setting them through the IP-PBX. An everyday life example is the app doing its work in case of busy or no answering user.

Users can check and listen to their voicemail directly from their phones. Furthermore, when a room check out occurs, the system automatically archives all past messages and creates a new and empty voicemail service for the new guest to come.

3. Features

FEATURE	NOTES
Web GUI	
Language:	*Other languages can be uploaded*
- Italiano	
- English	
- Español	
- Portuguese	
Stored Voicemail Message Research with Time Filters	
Voicemail Playback	
Add Notes to a Selected Voicemail Message	
Message Download Option (in WAV format)	
Delete Voicemail Messages	
Custom Welcome Messages Upload	
Automatic Play of Extension Number to Callers	
Personal Identification Number (PIN)	
New Message Notification	
- **Email (with message attached)**	
- **Message Waiting Indicator (MWI)**	*If supported by the IP Phone*
- **SMS notification**	
Additional settings (available from external phone call)	
- **Enter the system through PIN Authentication**	
- **Listen received voicemail messages**	
- **Delete messages**	
- **Change personal welcome messages**	
- **Re-call function**	
Administrator interface	
- **System parameters configuration**	
- **User configuration**	
- **SNMP monitoring service**	
- **Custom Parameters configuration**	