

InnCharge IP

Hospitality IP Call Accounting

InnCharge IP is a powerful PC-based Call Accounting module designed specifically for the lodging and hospitality industry. InnCharge IP is a next-generation call accounting system that supports UDP (IP connection) to receive SMDR records from a PBX. This not only reduces the complexity of implementation and interfacing, it also leverages the advantages of IP networks to increase system performance.

InnCharge IP includes a real-time data monitor to allow for the viewing of incoming raw SMDR and outgoing hobic records for diagnostic purposes. Also, as a value-added feature for the end-user, call records and data can be accessed by any web browser that resides on the same network as InnCharge IP. This allows front desk staff to easily access reports, set VIP status manually, and monitor the InnCharge IP interfaces. InnCharge IP is available co-resident on ComXchange, InnLine IP, Elite, InnLine 2020, InnLine Express, and on a standalone book PC configuration.

Administration features

- Web based interface or multi-user Front Desk client software allows front desk staff to assign VIP pricing to guest extensions, assign billing classes and run various guest billing reports with virtually no training.
- Network compatibility allows multiple users to access the system simultaneously.
- Onsite or remote adjustments can be made to the data format sent to the PMS.

- The system can be setup to handle multiple PBX SMDR inputs (either via RS-232 or UDP), and can transmit priced call records (hobic format) to multiple PMS systems, also via RS-232 or UDP type connections.
- Real time data monitor to view incoming raw SMDR and outgoing hobic records for diagnostic purposes.
- Automated database back-up.

Alarms and Notifications

- Built-in alarms alert personnel (either on premises or at a remote location) upon PBX/PMS failure. Alarms set via e-mail or are displayed onscreen.
- In the event of PMS failure, records are stored temporarily then posted automatically when the PMS resumes operation.

Reporting Capabilities

- Reporting for night audit or other manual reporting needs. Reports may be generated at the system, using the front desk client, or via a web browser.

Billing Features

- Separate billing classes for both guests and staff – providing multiple types of costing-allowing for custom billing.
- Nine tiers of Guest VIP billing (manually maintained by front desk web browser access).
- Ensures proper posting of calls with current area codes, exchanges, and rates with rate table subscription service (first year subscription is complimentary).

- Authorization code tracking to post calls from phones throughout the property.
- Multiple taxing methodologies with full support for compound taxes.
- Flexible call pricing. Bill using the systems V&H rate tables or create a flat rate billing structure for long distance calls. Supports threshold type billing.
- Handles the most complex metropolitan area pricing plans, and allows special costing to toll free numbers, 900 and 976 type numbers.

Campus/Complexing

InnCharge IP's Campus/Complexing feature allows users to consolidate resources by designating a main InnCharge IP engine, thereby centralizing data management at one facility. Remote properties that employ this unique cost-saving solution connect to the centralized server through a WAN or other Internet-based networking method.

Features:

- Remote properties retain use of the full InnCharge IP feature-set
- Remote properties can configure and customize their PBX interface, as well as lists of Stations, Departments, and Charge Modifications (call tiers)
- Overlapping station numbers
- Priced call records sent back to the appropriate local PMS
- Buffering and/or redundancy for system reliability