

ProfitWatch Complimentary Calls Feature

ProfitWatch includes a feature that allows hotels to provide a configurable amount of complimentary calling minutes to their guests. This is useful for VIP's, loyalty program members, or other categories of special guests that warrant the provision of free calling from their hotel phone.

To activate this new feature, select the **Enable Complimentary Calls** option from the **Advanced** menu on the Rates screen. The user can specify which types of calls are to be included by selecting the items in the sub-menu.

Rates

Advanced

Recost Calls in Database
 Enable Threshold billing (timed local calls)
 Least Cost Routing...

Enable Complimentary Calls

0 \$
 Additional minutes:
 0 \$

Local Calls
 Local Toll Calls
 In-State Calls
 Long Distance Calls
 International Calls

Rate Title: Administration (no markup)

Use this rate tab to select the rate tables that best approximate the actual cost of all calls. To add surcharges or mark-up call charges, click any of the subsequent rate tabs. Use the "Regional Settings" screen of the "Charges" menu to customize Local, Local-Toll and In-State options. You may configure up to 25 different rate categories.

After enabling the complimentary call feature and specifying the Call Types the user can configure, by rate category, the number of minutes of complimentary calls.

Rates

Advanced

Administration (no markup) | Guest | Meeting Rooms | **VIP** | Rate 5 | Rate 6 | Rate 7 | Rate 8 | Rate 9 | Rate 10

	Local	Local Toll	In-State	Long Distance	International
Rate table:	(not used)	AT&T Direct Dial	AT&T Direct Dial	AT&T Direct Dial	AT&T Direct Dial
Markup:	0 %	25 %	25 %	50 %	100 %
Surcharge:	.50 \$.50 \$.50 \$.75 \$	1.00 \$

Rate Title: VIP

Minutes of complimentary (free) calls per day for this rate: 120

These rates can be based on higher-priced tables and may also be marked-up and have surcharges applied. Call charge = rate table cost + percentage markup + surcharge. You may configure up to 25 different rate categories.

NOTE: If a hotel has a complimentary call plan for loyalty program members where all calls of the specified type(s) are free, then the number of minutes would be 1440 (i.e. 24 * 60).

In addition to the configuration on the Rates screen, the user must also assign departments to the various rate categories.

Configure Departments

Advanced

Maintain hotel departments here. The "Default Guest" department is permanent and can not be deleted. Other departments may be added and the appropriate rate assigned. Use the "Assign Extensions" menu to assign extensions to these departments.

	Department (max 25 chars)	Rate To Use	Map Color	Location (optional)
1	Default Guest	Guest	Blue	Default Department
2	BackOffice	Administration (no markup)	Lime	
3	Computer Room	Administration (no markup)	Lime	
4	FrontOffice	Administration (no markup)	Lime	
5	Operators	Administration (no markup)	Lime	
6	Loyalty Club Members	VIP	Purple	
7				
8				
9				
10				

If a guest is participating in the complimentary call plan the extension must be assigned to the correct Department when the guest arrives. On the guest's departure, the extension should be returned to the Default Guest department.

Configure Extensions

Advanced

Assign up to 30,000 extensions to departments here. It is not necessary to enter all extensions. Any extensions not entered will be automatically added and assigned to the "default guest" department.

	Extension	Name (max 25 chars)	Department	Optional notes
19	120	Computer Room	Computer Room	
20	121	PBX Room	Computer Room	
21	201	Guest Room 201	Default Guest	
22	202	Guest Room 202	Default Guest	
23	203	Guest Room 203	Default Guest	
24	204	Guest Room 204	Default Guest	
25	205	Guest Room 205	Default Guest	
26	206	Guest Room 206	Default Guest	
27	207	Guest Room 207	Default Guest	
28	208	Guest Room 208	Default Guest	
29	209	Guest Room 209	Default Guest	
30	301	Guest Room 301	Default Guest	
31	302	Guest Room 302	Default Guest	

The Call Type is important in relation to Special Numbers since calls made to special numbers may be re-classified.

Special Number Charges

Set Special Rates, such as toll-free numbers, here. Use the Fixed Cost section for calls where the duration of the call is not a factor. Use the Time-Based Cost section for calls that are billed depending on the duration of the call. Each rate class may have its own charge.

Administration (no markup) Guest Meeting Rooms VIP Rate 5 Rate 6 Rate 7 Rate 8 Rate 9 Rate 10

Fixed Cost Calls

	Prefix	Description	Class	Cost
6	1877	TollFree	LD	0.50
7	1866	TollFree	LD	0.50
8	1855	TollFree	LD	0.50
9	1950	CarrierAccess	LD	0.00
10	0.	Operator	LD	0.00
11	0	OperatorAsst	LD	0.00

Time-based Cost Calls

	Prefix	Description	Class	Init.Secs	Addl.Secs	Init.Cost	Addl.Cost
1	1900	ValueAdded	LD	60	60	10.00	10.00
2	1976	ValueAdded	LD	60	60	10.00	10.00
3	1???976	ValueAdded	LD	60	60	10.00	10.00
4	1700	ValueAdded	LD	60	60	10.00	10.00

For example, Toll Free and Operator assisted calls in the example above are classified as Long Distance calls. If the user has included Long Distance calls in the Complimentary Call plan then minutes spent on the phone to these numbers will be included in the free minutes for that day. To avoid these calls being included the numbers can be re-classified into a different class (e.g. OTH1).

NOTE: Incoming calls (INC), Extension-to-Extension calls (EXT) and Emergency calls (EMG) are always excluded from the Complimentary Call plan minutes.

Calls made from the guest extension that fall within the complimentary time limit specified will have a Location prefix COMP (complimentary call). If only a portion of a call falls within the complimentary time limit then the call will have a Location prefix DISC (discounted call). For example,

