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**Synectix**  
www.synectix.net

# EZ Answer

## Auto Attendant for Hotels/Motels



Telecommunications today has changed the market dynamics and the way we do business. With increased telephone usage, professional call handling has become imperative to enhance guests' experience about your Hotel.

**EZ Answer** is the right solution for professional call handling in Hotels.

## What is EZ-Director?

**EZ Director** is an enhanced dual port Auto Attendant with audiotex features. The audiotex is a voice response system, which gives your callers a menu to choose from. The caller makes a selection by punching one of the buttons on the touch-tone phone and then receives further choices or hears a recorded announcement corresponding to that menu choice. Examples of EZ Director applications are:

- Hotel address and directions
- Hotel Information
- Guest Services
- Event schedules

## What is EZ-Answer?

**EZ-Answer** is a dual port Auto Attendant that answers incoming phone calls with a professional greeting, routes the callers to their desired extensions or allows access to departments with the punch of a single button, or pass them on to a real, live operator, if required.

**EZ-Answer** also routes FAX calls to the Fax machines connected to any extension.

**EZ-Answer** has a single digit-dialing plan, which provides direct access to different facilities of the Hotel even if the guest is not aware of the extension number.



**EZ-Answer Features**

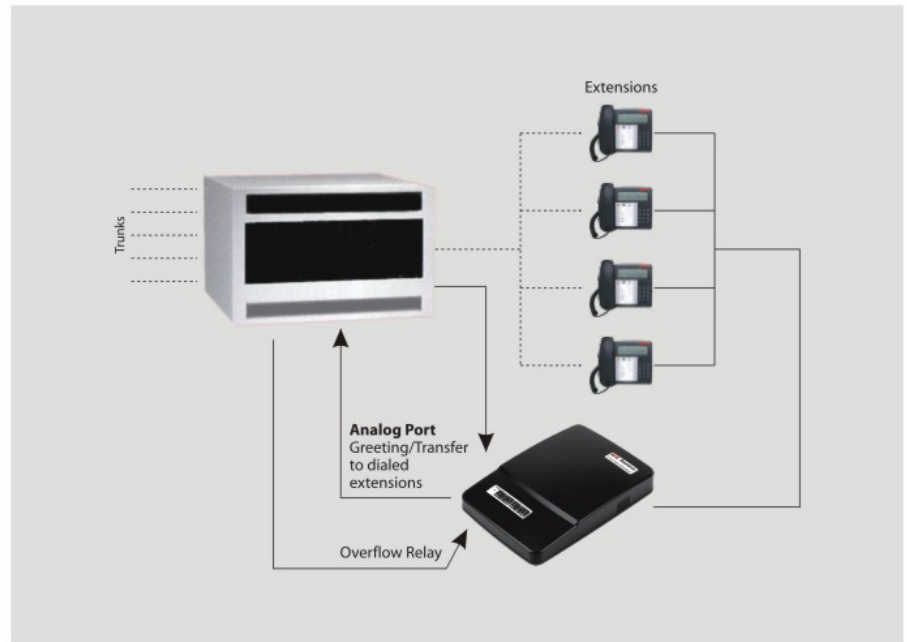
- Connects to any analog port with a hook-flash for transfer
- Non-volatile recording - no battery required
- Single digit dialing plan
  - Department plan
  - Busy and no answer check on two extensions
- Auto Fax Routing- Up to four fax extensions
- Fully remote programmable
  - Main greeting
  - Program parameters
- Call Transfer Type
  - Blind transfer
  - Semi supervised
  - Fully supervised
- Voice Guidance
  - For parameters programmed
- Alternate operator extension
- Up gradable ports
- Remote re-recordable greeting (via telephone line) and through PC/Audio device
- Software validation of invalid extension
- Programmable number of rings to answer

**EZ-Director Features**

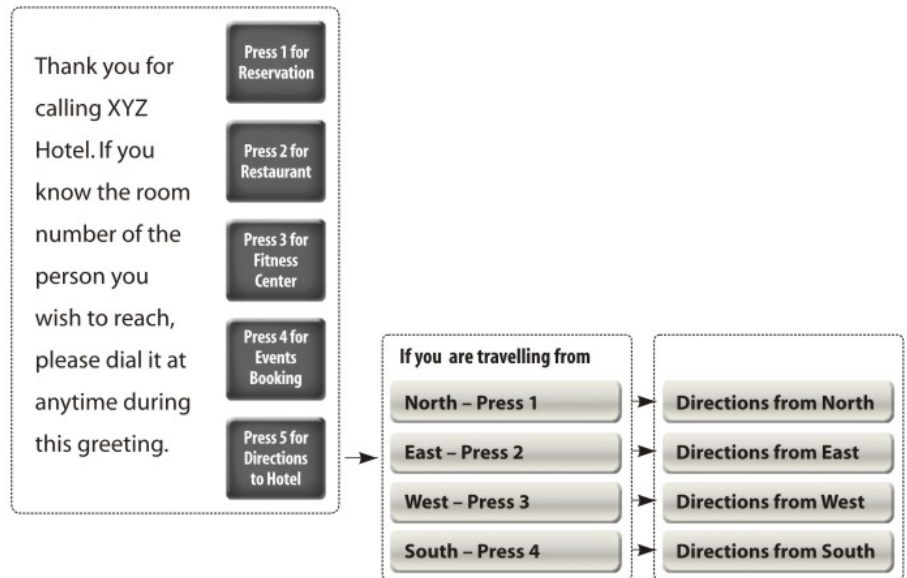
All the features of EZ-Answer plus:

- Audiotex with three level deep menu
- Storage up to 380 seconds of Audiotex/Greetings

**Installation**



**EZ Director Flowchart**



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