Genesis Professional Series Call Accounting

Guest Billing, Telecom Analytics, PMS Integration, Cradle to Grave Reports & more…

Genesis has been providing superior Telecom solutions to the Lodging Industry for more than 30 years. Genesis ability to collect & bill call records in real time, apply your surcharges and markups and post to your Property Management System automatically, reduces guest check-out time and the possibility of costly mistakes. Genesis is compatible with all telephone systems that produce CDR (call detail records) and most Property Management Systems (PMS). Genesis is easy to learn and use, even for your most inexperienced staff.

Genesis Professional Hospitality Call Accounting is our fully featured solution for Hotels, Motels, Resorts or Retirement Facilities that require more comprehensive features and functionality from their system. In addition to the Express Series Features, the Professional Series includes:

Hospitality Professional Series Features Include:

- ✓ Genesis Dash Analytics Package
- ✓ Call Traffic and Trend Reporting
- ✓ Customizable & Automatic Reporting
- ✓ Admin Phone Directory Package
- ✓ Assets Inventory Package
- ✓ Data export Package
- ✓ Available in web and client based versions
- ✓ Available in Cloud, Hosted Virtual and Premise based configurations
- ✓ Supports multiple PMS (Property Management System) Interfaces
- ✓ Bills & Reports calls in real time
- ✓ Permits numerous user-configurable surcharge, markup and tax rates
- ✓ Detects 911 calls, Toll Fraud, etc. and alerts via alarm, email, SMS, screen pop

- ✓ Includes special Hotel Checkout, Audit, and Profit Reports
- ✓ Monitors & retains local, incoming, long distance, misdialed & internal calls selectively
- ✓ Produces fully customizable, dynamic reports that can be printed, saved or emailed
- ✓ Generates Automatic reports for daily, weekly or monthly delivery
- ✓ Creates Graphical Reports on admin telephone usage
- ✓ Performs Automatic month-ends and retains historical data indefinitely
- ✓ Easily upgradable to the Professional Series
- ✓ And much, much more…

Solutions

- Call Accounting & Tracking
- Real-time Analytics Dash
- Customizable Hotel App
- Traffic Analysis
- Switch Management
- Contact Center Monitoring
- Emergency Notifications
- PSAP Control

Contact Us

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Specializing in Telemanagement Solutions Since 1984.

TELEMANAGEMENT EXPERTS