

# Hotel Feature

## **Product Description:**

The Hoteling Application Server function allows guest users to share one or more desk positions (also called host devices) that are designed for a common purpose

## **Benefits:**

- Reduces real estate overhead by allocating workspace efficiently
- Accommodates a mobile workforce and promotes telecommuting
- Provides greater flexibility in where and when to work
- Cuts down on IT, phone, furniture and other resources for permanent stations
- Increases employee satisfaction and improves talent acquisition/retention

## **Business Rules:**

- The Hotel Host and Hotel Guest features are available to those with a **Premium or UC Seat** license.
- Users can be assigned a Hotel Host OR Guest license, not both.
- Each of these features must be enabled in Broadsoft before they can be used.

## **Features of Hoteling Host:**

Once the Hoteling Host feature is enabled in a user's profile, that user's primary device can be used to host users with the Hoteling Guest feature enabled.

- The Hoteling Host has an option to limit Guest Association to a specified number of hours
- The Hoteling Host can limit Guest Associations to the Group, or the Enterprise
- When a Guest is associated with the Host device, the Guest's details should be displayed on the Host device's screen.

## **Features of Hoteling Guest:**

Once the Hoteling Guest feature is enabled in a user's profile, that user can associate their profile with any available Hoteling Host device.

- The Hoteling Guest has an option to limit Association to a specified number of hours – the default we use is 12 hours.
- The Hoteling Guest can associate with a Hoteling Host device using the Voice Portal.

## **To associate your user (Guest) profile with an available Hoteling Host device:**

**Press Messages** button to access the Voice Portal

Press the **Star Key (\*)**

Enter your **extension**

Enter your **Pass Code**, followed by the **Pound Key (#)**

**Press 7** to Access Hoteling Menu

**Press 2** to Associate with the Host device

## **To Disassociate your user (Guest) profile with the current Hoteling Host device:**

**Press Messages** button to access the Voice Portal

Enter your **Pass Code**, followed by the **Pound Key (#)**

**Press 7** to Access Hoteling Menu

**Press 3** to Disassociate with the current Host device

## **Association Behavior:**

Once an association is made, the host device is associated with the guest user. Calls made to and from the guest use the guest service profile and the host's device.

Calls made to the host user account trigger a not-reachable condition, and services configured on the host's service profile will execute. This is similar to the host having no assigned primary device.

The guest's primary device will be unreachable (unable to receive calls) as well. All non-emergency calls placed from the guest's primary device (the device belonging to the guest that is now actually using the host's device) will be rejected. Emergency calls made from the guest user's device will not be blocked.

Once a guest disassociates from a host, the host device is free to accept other associations. The guest's primary device now reverts back to its original functionality, and the host device is re-associated with the host user account. If there are any active calls up while a disassociation occurs, those calls are allowed to complete normally.