imagicle

How to enable Self-Service IVR script for wakeup call setup

Applies to:

Imagicle 2020.Winter.1 release and above

Description:

Wakeup call setup IVR script is included in UCX Suite. You just have to assign it to a pilot number to allow hotel guest calling the number and program wakeup call autonomously, without involving reception desk.

Wakeup schedule is forwarded to PMS, when leveraging FIAS protocol. This is the relevant Hotel Link transaction:

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Wakeup

WR - Wakeup request

WA - Wakeup answer

WC - Wakeup clear

Wakeup records allow both system to set (**WR**) and to clear (**WC**) wakeup calls. In addition, the external system must report the success or failure status of the call (**WA**) to the PMS after execution time. No response is necessary to a **WR** or **WC** record.

The PMS can be set to send wakeup requests in advance or right at wakeup time.

Wakeup-answer: just ONE result may be returned to the ORACLE PMS system for a specific wakeup. If the vendor system retries a wakeup it may NOT send an intermediate result as it would be interpreted as final result.

Wakeup Request

Record ID	Field ID	Description	Format	Direction
WR	DA	Date	D	Both
(Wakeup	RN	Room Number	ANS, max 8 (can be longer with Suite8 or OPERA-PMS)v	Both
request)	TI	Wake up Time	T	Both

How-to:

Please access to Imagicle instance through RDP session and edit the following file:

C:\Program Files (x86)\StonevoiceAS\Apps\HotelLink\Settings**HotelLink.Media.Parameters.config.xml**

Add the following lines, between <Configuration> statements:

```
<preference key="params.routes"><![CDATA[(sip|h323):.*.*(6499)@.*=ivr:..\..\Vxml\WakeupService\WakeupService.vxml]]>
<preference key="params.routes"><![CDATA[(sip|h323):.*.*.*=ivr:]]></preference>
<preference key="params.routes"><![CDATA[engine:.*=sip:<da>]]></preference>
<preference key="params.routes"><![CDATA[sip:.*=engine:]]></preference>
<preference key="params.routes"><![CDATA[engine:.*=h323:<da>]]></preference>
<preference key="params.routes"><![CDATA[h323:.*=engine:]]></preference>
```

Above **6499** is the IVR Pilot number. You can replace it with any unused DN in CUCM.

Please save file and access to CUCM web administration.

You need to create a Route Pattern using above IVR pilot number, pointing to Imagicle SIP trunk (or RL) previously defined for Maid Service and wakeup calls.

IVR script invites hotel guest to enter wakeup time in 24h format. Once acquired, IVR replies with a confirmation prompt.

Wakeup call is performed once, during same day or the day after, depending on current time and requested time.