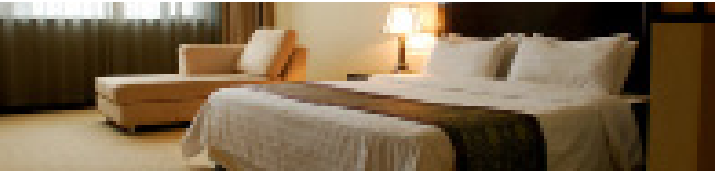


# COMXCHANGE™

## ENHANCED HOUSEKEEPING

PBX • CALL ACCOUNTING • VOICEMAIL • WORKFLOW MANAGEMENT



ComXchange™ includes a fully-integrated application to take care of your daily housekeeping tracking and reporting needs, while also updating room statuses in the Property Management System. This application is accessed through the guest room phones, and can be administered on any computer at your property through an easy-to-use web interface. All of this works to streamline administrative tasks, save your property money and allow you more time to concentrate on guests.

### HOUSEKEEPING FEATURES

#### ROOM ENTRY/EXIT TRACKING

Housekeeping staff members call ComXchange™ Enhanced Housekeeping using the guest room phones to log their entry and exit from the guest rooms. ComXchange™ Enhanced Housekeeping can track staff location and activity, as well as generate statistical reports used to assess efficiency.

#### ROOM/HOUSEKEEPER RATING SYSTEM

Housekeeping supervisors use guest room phones to log room and housekeeper scores. These scores are used to generate performance reports.

#### ROOM STATUS ENTRY

Housekeepers and supervisors can use either the guest room phone or web interface to enter the guest room status on ComXchange's Enhanced Housekeeping module. The status change is then communicated immediately to the PMS.

Statuses Supported: Room Clean, Room Dirty, Housekeeper in Room, Inspection Required, Out-of-Order, Out-of-Service.

#### STAFF LOCATOR

ComXchange™ Enhanced Housekeeping remembers the last telephone extension that a particular staff member called in from. This allows supervisors and other staff members to easily find them. Staff members with access to the web interface can also view the recent activity of any staff member or guest room online.

### REPORTS AND CHARTS

Housekeeping reports are generated on-demand as PDF files, and charts and graphs represent data graphically for quick evaluation of staff performance. Also, various screens in the web interface allow for real-time reporting and issue tracking.

#### HOUSEKEEPING REPORTS

- Housekeeping Personnel & Activity

#### HOUSEKEEPING CHARTS

- Number of Rooms Visited Per Day
- Average Minutes in Room Per Day
- Missed Room Entries Per Month
- Number of Ratings Received Per Day
- Number of Ratings Given Per Day
- Average Rating Score Received Per Day

#### SYSTEM REPORTS

- Areas and Locations
- Users
- System Activity

#### ROOM ACTIVITY MONITORING

Screens in the web interface allow supervisors and management easy access to recent room activity to enable effective response to real-time issues as they arise.

### GENERAL FEATURES

#### WEB USER INTERFACE

An easy-to-use web interface provides convenient access to ComXchange™ Enhanced Housekeeping from any hotel computer with a browser installed.

#### PHONE USER INTERFACE

ComXchange™ Enhanced Housekeeping provides convenient access to functions through guest room phones and other predetermined property extensions. Both English and Spanish prompts are provided standard.

#### ROLE-BASED SECURITY

All features accessed via the web or telephone are protected by role-based security, ensuring only those staff members who require access to a function are given access to that function.

#### EASY CONFIGURATION AND ADMINISTRATION

ComXchange™ Enhanced Housekeeping is engineered to provide intuitive configuration and administration via an easy-to-use web interface.

#### TEMPORARY LOCATION LOCK-OUT

In order to discourage system hacking, ComXchange™ Enhanced Housekeeping will lock out phone access from a given location after a caller fails to login successfully after a predetermined number of attempts. Lock-outs are recorded and can easily be cleared from the web interface.

Date	Thomas Clifford	Luke Shackwell
Mar 17	35	28
Mar 18	32	25
Mar 19	30	22
Mar 20	34	26
Mar 21	38	28
Mar 22	35	25
Mar 23	32	22
Mar 24	30	20
Mar 25	34	26
Mar 26	38	28
Mar 27	35	25
Mar 28	32	22
Mar 29	30	20
Mar 30	34	26
Mar 31	38	28

# 360 NETWORKS

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