

# Callista® Multifunctional for PMS



## Integrated call processing for hotels

Callista® Multifunctional incorporates an integrated PMS interface so that the system can be used in conjunction with PMS front-of-house systems in large hotels to track, price and transfer all guest telephone calls to the front-of-house system for incorporation in guest invoices.

In addition, all of the multi-layered features of Callista® Multifunctional are available to you including automatic scheduled reporting, hotel departmental and telephone reports, on-line updates from the internet, automatic backups and the powerful Price Modification feature which lets you set up your own customised call pricing plans.

Meter pulse call timing cannot be used on ISDN exchange lines. And alternative carriers who offer cheaper call rates are unable to provide it. Callista® Multifunctional eliminates the need for meter pulse call timing by providing per second billing so that ISDN exchange lines can be utilised and so that you have a choice of carrier. Callista® Multifunctional also transmits to your PMS front-of-house system, the name of the destination exchange of each call for more accurate billing details.

Callista's integrated PMS interfaces provide constant monitoring to ensure calls have been received by the PMS front-of-house system. If there are transmission errors, Callista will re-transmit calls until the PMS front-of-house system responds. When your PMS front-of-house system is off-line for back-ups or for any other reason, Callista provides automatic, unlimited call buffering and calls will be automatically transmitted when your system is back on-line so that no calls are missed.

### Callista (UK) Ltd

Commerce House  
Telford Road  
Bicester  
Oxon OX26 4LD  
UNITED KINGDOM

Tel +44(0) 1869 255 741  
Fax +44(0) 1869 255 742  
sales@callista.co.uk  
www.callista.net

#### Supported PMS interfaces

- Fidelio
- Lanmark
- Lodging Touch
- Visual 1
- TABS2000 emulation
- Citadel
- Innsite
- Maestro
- Protocol device
- Generic

#### Minimum System Specifications

- Windows® 2000 / XP Pro / 2003
- P4 1GHz PC
- 256MB RAM
- 1GB hard disk space
- CD-ROM (*local or network*)
- 800 x 600 resolution screen (*1024 x 768 recommended*)
- Free USB port or Network IP port
- Internet connection for On-Line Update

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# Callista PMS Interface

