



*Guest Group Messaging and Guest Group Class of Service are standard features for InnLine voicemail that go hand in hand with iLink or iCharge, providing an extra guest “touch point” which also helps you make each guest’s stay more enjoyable.*

#### Guest Group Messaging:

Guests belonging to a specific group are all assigned the same group code at check-in, by the property management system. These guest mailboxes are automatically added to the same distribution group. A group leader is then created to send out broadcast messages to this group right from their guest room phone. In the past, this functionality was not available to a guest voicemail box. Staff mailboxes also have the ability to send messages to these custom groups.

Here are two examples of how this feature can enhance your Guests’ experience:

1. Wedding party – 20 family members staying on property, and the breakfast get-together has moved or the daily itinerary for family fun has changed, so the “Group Leader” sends one message that goes out to ALL the wedding party members’ guest rooms at the same time (everyone’s message light turns on at 6:30 am with the same message to all)
2. Company Gathering - Changed meeting times/locations  
Company ABC has 12 employees all staying at the same hotel, instead of trying to connect on everyone’s cell phone, the “Group Leader” sends one message to all the employees rooms at one to let everyone know of a change in to a meeting rooms.



#### Guest Group Class of Service:

Guests belonging to a specific group have their room mailboxes associated with a class of service that has customized automated messages.

Here are two more examples of how this feature can further enhance your Guests experience:

1. Wedding party – As these 20 family members check-in, a custom Check-in Message is sent to their room’s mailbox, welcoming them and perhaps relaying information specific to the wedding party.
2. Company Gathering - The night before all members are due to check-out, a custom Check-out Message is sent to all members of the company, thanking them for their business.

