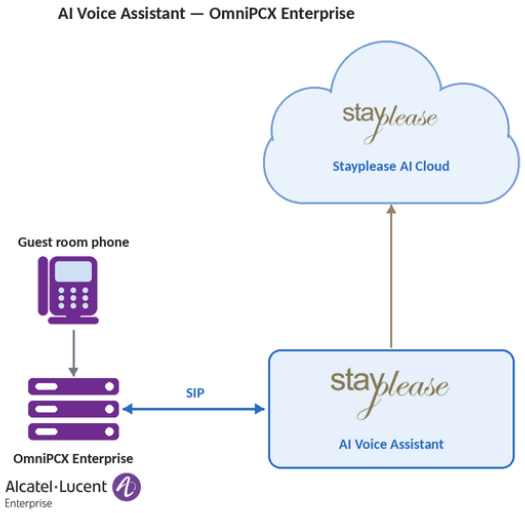
STAYPLEASE

AI Voice Assistant certified with OmniPCX Enterprise

SOLUTION OVERVIEW

The **Stayplease AI Voice Assistant** is a multilingual, AI-powered voice agent that answers guest calls around the clock. It handles questions, service requests and in-room dining orders through natural, spoken conversation, then automatically dispatches each task to the right hotel team (housekeeping, concierge, laundry, maintenance and more) through the Stayplease operations platform. By automating call handling and reducing abandoned calls, it raises guest satisfaction while easing the workload on hotel staff.

INTEGRATION OVERVIEW



The certification confirms the interoperability of the **Stayplease AI Voice Assistant** with Alcatel-Lucent Enterprise **OmniPCX Enterprise**. The Voice Assistant connects to the communication platform as a standard SIP endpoint, so it can answer guest calls placed to a dedicated number and hold natural, spoken conversations.

Testing validated that incoming calls are reliably established, that the AI agent understands guest requests and routes them to the appropriate hotel service and backend systems, and that calls can be handed over to a human agent when needed. The scope covers guest-facing voice interaction in hospitality environments such as hotels.

INTEGRATION DETAILS

- **Connectivity and registration**, with the Voice Assistant registering to OmniPCX Enterprise as an authenticated SIP endpoint and establishing reliable communication with the PBX.
- **Guest call answering**, ensuring calls placed from hotel extensions to the assistant are set up and answered successfully.
- **AI request understanding and routing**, where the AI agent interprets spoken guest requests and directs them to the correct hotel service (such as housekeeping or the front office) and backend systems.
- **Voice quality and codec support**, with voice media streaming correctly and codec negotiation validated for the common G.711 and G.729 codecs.
- **Call transfer by the application**, allowing the assistant to transfer or hand over calls to a human agent or another extension.
- **Communication resilience**, with the system recovering automatically after a service interruption so that pending guest requests are preserved.

TECHNICAL DETAILS

ENVIRONMENT

For technical support:

support@stayplease.com

www.stayplease.com

+852 3910 0199

PARTNER

- AI Voice Assistant v1.5

ALCATEL-LUCENT ENTERPRISE

- OmniPCX Enterprise R101.2 – N5.212.15

SUPPORTED APIS

- OmniPCX Enterprise SIP Endpoint interface

COMPANY OVERVIEW

Stayplease B.V.

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Stayplease is a hospitality technology company that brings guest experience and hotel operations together on a single, cloud-based (SaaS) platform. Its mobile-based solution unifies housekeeping, front office, engineering, guest services and more, with multi-language support and smart routing of requests so that every interaction becomes an efficient, trackable workflow.

The platform is highly integrated with the systems hotels already run (PMS, POS, door locks, RCU/GRMS and messaging channels) and spans guest services, operations, AI voice and chat, and luggage management. Today it is used by more than 200 hotels operating in over 50,000 rooms, with subscribers across the Americas, Europe, the Middle East and Asia-Pacific.

Taking a comprehensive, forward-looking approach, Stayplease works closely with hotels and hotel groups worldwide and continuously builds new technology products, helping properties move from reactive management to intelligent, automated operations that lift both staff productivity and guest satisfaction.

DISCLAIMER: This certification provides customers with confidence that a partner's integration with an Alcatel-Lucent Enterprise platform is functionally sound and performs as designed. This can help customers reduce deployment risk, lower total cost of ownership, and improve the user experience related to the partner's integrated offering.

This document is associated with an InterWorking Report (IWR) available on MyPortal - Alcatel-Lucent Enterprise which provides possible restrictions and limits.

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