

CloudBeds PMS System



What is SimplyVX?

SimplyVX is an easy short name for a whole collection of complex services and applications that provide a cloud based communications system for hotels.

The simple explanation is it replaces the hotels on-site phone system (PBX) with one of the worlds most advanced cloud based communications systems available today.

The complete service will give you:

- PBX Functionality
- Telephone numbers for your hotel
- Telephone lines for inbound and outbound calling
- Call Accounting
- SMS messaging, inbound and outbound
- Voicemail
- WakeUp Calling
- and much, much more.

Integration Functionality

When SimplyVX is integrated with CloudBeds, a hotel can take advantage of many features / functionality to help in the day to day operation of the hotel. The functionality available once

integrated are:

- Check-In
 - Checking a guest into CloudBeds will activate the phone in the room, set the guest name for caller ID and prepare the voicemail box
- Check-Out
 - When the guest is checked out, the room phone gets deactivated, caller ID name is reset and voicemail box is cleared out
- Guest Name
 - When the guest name record has changed in the PMS system, the telephone Caller ID will also change
- Do Not Disturb
 - Do Not Disturb can be set from the phone, SimplyVX Management Interface (SMI) or CloudBeds
- Housekeeping / Maid Status Codes
 - Housekeeping staff can go into a room and press a feature code on the phone that will set the status of the room to clean / dirty in the CloudBeds system
- Calling Account Charges Posted to Folio
 - When guest make calls using the hotel room phone, a charge will be calculated based on the hotels desired charges and then posted to the guests folio to be added to the final amount upon check-out.
- Guest and Reservation Records
 - Guest records and reservation records being imported into SimplyVX Management Interface (SMI) allows the hotel to create contact lists based on several criteria which can be used for mass SMS texts, as an example
 - As more features are implemented in the SimplyVX product, the guest / reservation records will be a central to the communications strategy with the hotel guest, present, past and future

Requirements

In order to get CloudBeds and SimplyVX integrated, the requirements are as follows:

- Active CloudBeds account
- Think Simplicity's SimplyVX hardware and services installed at the hotel
- The appropriate permissions within the SimplyVX Management Interface

How to Sign up

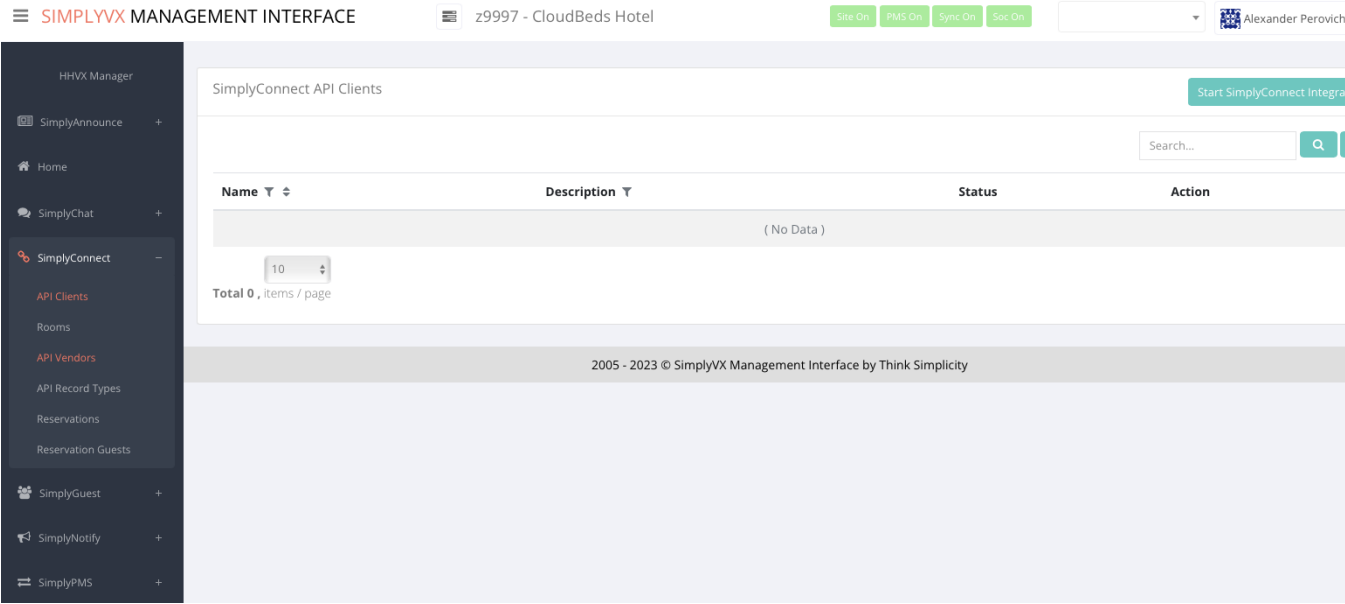
1. To initiate the setup, the property must contact Think Simplicity directly at sales@thinksimplicity.com .
The email should contain the following information:
 - Cloudbeds ID#
 - Hotel Name and Address
 - Contact Name and Phone number
2. Once Think Simplicity has been contacted, a sales rep will reach out to the property to gather the necessary information to provide the hotel with a quote
3. Upon approval of the quote, a project for the installation of the SimplyVX service will be initiated
4. Think Simplicity will work closely with the client throughout each phase of the project to collect the required property details and prepare for the onsite installation.
5. The installation will be scheduled once all the pertinent details have been collected.
6. Upon completion of the PBX installation, we are now ready to connect CloudBeds to the SimplyVX communications system

Getting Connected

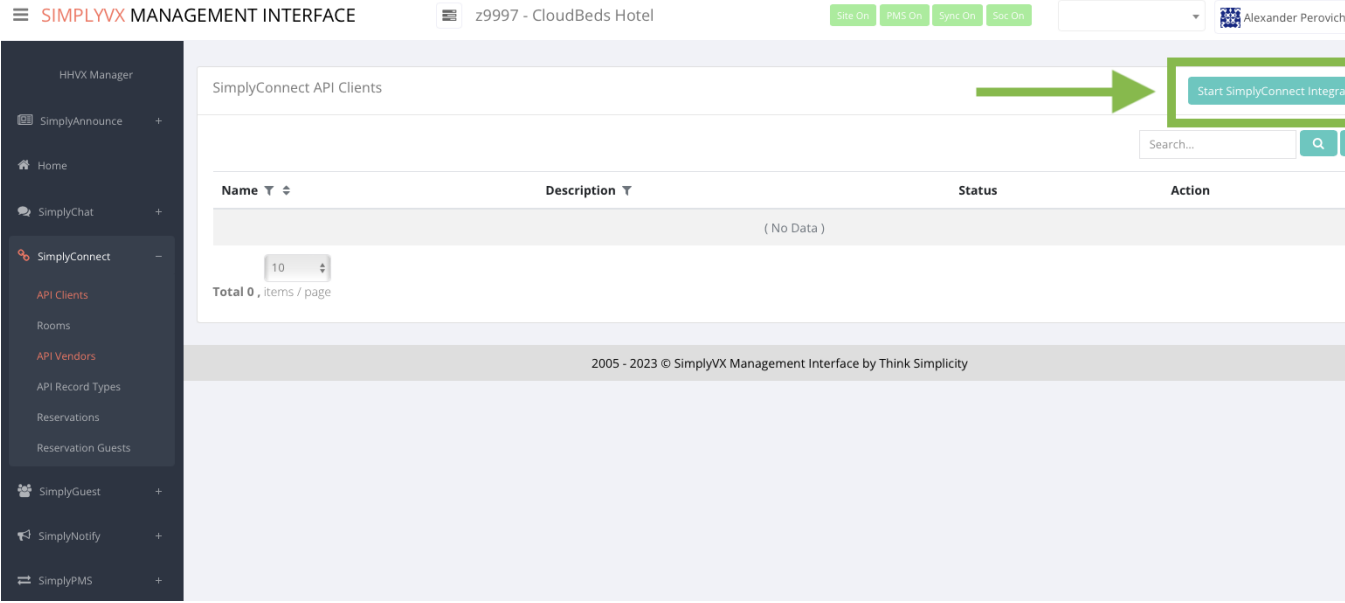
Once the SimplyVX communications solution has been installed, connecting to CloudBeds is very easy. Please follow the steps below:

1. Log into the SimplyVX Management Interface (SMI) at <https://simplyvx.thinksimplicity.com>

2. Once logged in, go to SimplyConnect --> API Clients



3. Click on 'Start SimplyConnect Integration'



4. Click on the action icon to the right of the name 'CloudBeds'

SIMPLYVX MANAGEMENT INTERFACE z9997 - CloudBeds Hotel Site On PMS On Sync On Sec On Alexander I

HHVX Manager

- SimplyAnnounce +
- Home
- SimplyChat +
- SimplyConnect -
- API Clients
- Rooms
- API Vendors
- API Record Types
- Reservations
- Reservation Guests

SimplyConnect Vendor Integration List

NAME ✓	DESCRIPTION	INTEGRATION TYPE	ACTION
Skyware	Skyware Reservation Records	ota	
Oauth2 Sample	Sample 2nd Oauth Vendor	oauth	
CloudBeds	CloudBeds PMS	oauth	

25 « 1 » Resu

5. Click on 'Click to Start Integration'

SIMPLYVX MANAGEMENT INTERFACE z9997 - CloudBeds Hotel Site On PMS On Sync On Sec On

HHVX Manager

- SimplyAnnounce +
- Home
- SimplyChat +
- SimplyConnect +

Cloudbeds
INTEGRATIONS

Click to Start Integration

2005 - 2023 © SimplyVX Management Interface by Think Simplicity

6. Click on 'Allow Access'



Think Simplicity (partner #137)
wants to access your account

Allowing access will share

- ☒ **read:adjustment**
Read adjustment information
- ☒ **read:rate**
Read rate information
- ☒ **write:housekeeping**
Write housekeeping information
- ☒ **write:item**
Write item information
- ☒ **read:guest**
Read guest information
- ☒ **read:taxesAndFees**
Read taxes and fees information
- ☒ **read:housekeeping**
Read housekeeping information
- ☒ **read:reservation**
Read reservation information
- ☒ **write:guest**
Write guest information
- ☒ **write:room**
Write room information
- ☒ **read:item**
Read item information
- ☒ **read:communication**
Read communication information
- ☒ **read:user**
Read user information
- ☒ **read:room**
Read room information
- ☒ **read:customFields**
Read custom fields information

7. If the connection was successful, you should see the CloudBeds interface listed as show below

The screenshot displays the 'SIMPLYVX MANAGEMENT INTERFACE' for user 'z9997 - CloudBeds Hotel'. The interface includes a sidebar with navigation options like 'HHVX Manager', 'SimplyAnnounce', 'Home', 'SimplyChat', 'SimplyConnect', 'API Clients', 'Rooms', 'API Vendors', 'API Record Types', 'Reservations', and 'Reservation Guests'. The main content area shows a green notification bar stating 'Integration Client created successfully'. Below this, the 'SimplyConnect API Clients' section features a table with one entry: 'CloudBeds' with a description of 'CloudBeds PMS' and a status of 'ACTIVE'. A search bar and a 'Start SimplyConnect Integration' button are also visible. The footer indicates '2005 - 2023 © SimplyVX Management Interface by Think Simplicity'.

If the connection was not successful, please contact Think Simplicity support.

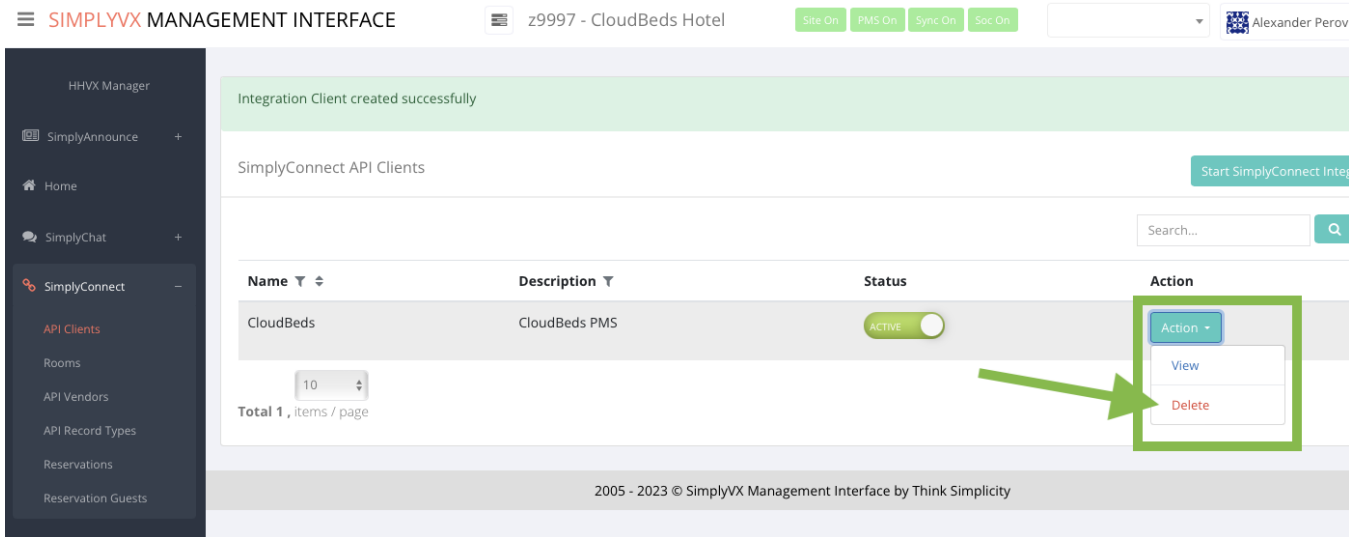
Disconnecting from SimplyVX

Disconnecting SimplyVX from CloudBeds is a simple process that will remove all authentication mechanism between CloudBeds and SimplyVX.

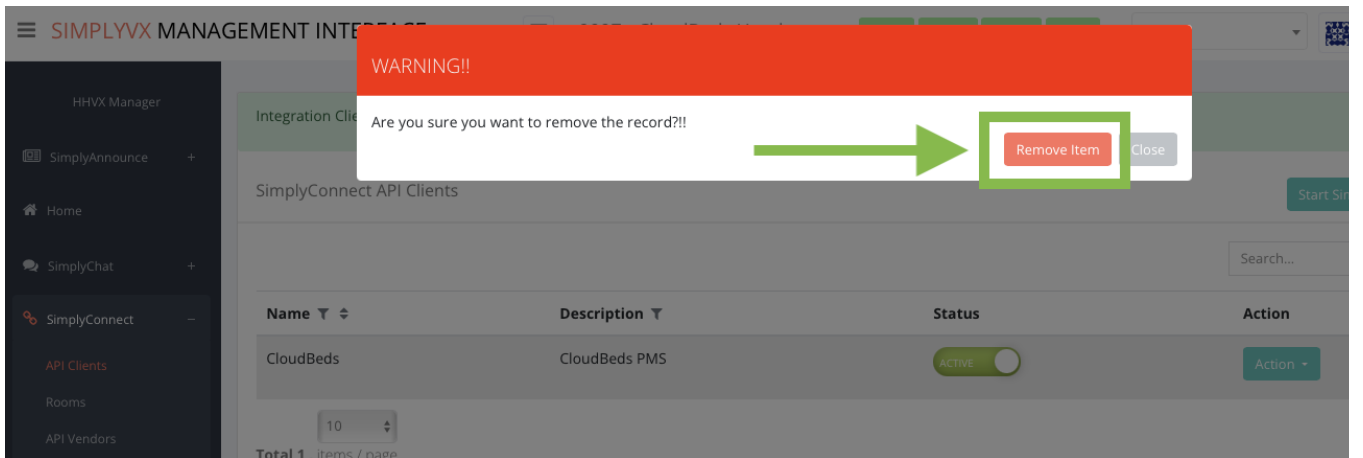
Please follow the steps below:

1. Log into the SimplyVX Management Interface (SMI) at <https://simplyvx.thinksimplicity.com>
2. Once logged in, go to SimplyConnect --> API Clients

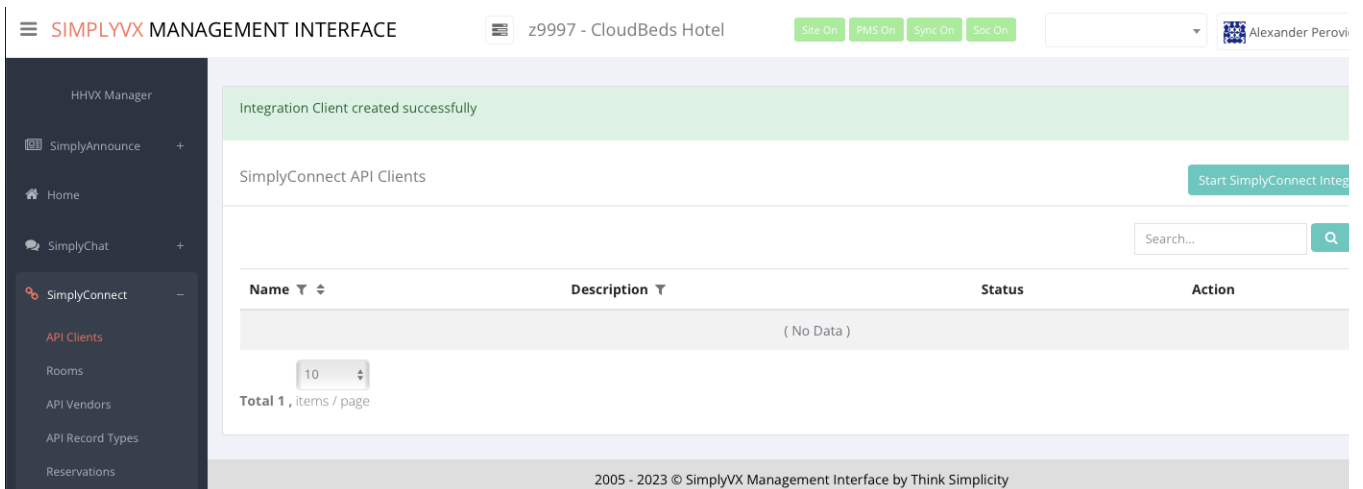
3. Click on the action button next to CloudBeds and select 'Delete' from the dropdown



4. A confirmation message will pop up then select 'Remove Item'



5. Once removed, CloudBeds will no longer be in the list of API Clients as show below



If for some reason, the removal was not successful, please contact Think Simplicity support for assistance.

Getting Support

Support is what we do best. You are never alone when you have Think Simplicity in your corner. In the event you require assistance, there are many ways to get support:

- Email support@thinksimplicity.com
- Call 1-866-836-9198
- At the hotel using one of the SimplyVX front desk phones, click the button labeled "TelSupport"
- Within the SMI, go to SimplySupport --> Create

≡ COMMUNICATIONS WEB PORTAL

z9999 - Test Site B

The screenshot displays the HHVX Manager interface. On the left is a dark sidebar with a list of applications: Home, SimplyAnnounce, SimplyChat, SimplyConnect, SimplyGuest, SimplyNotify, SimplyPMS, SimplyRate, SimplyReport, and SimplySupport. The 'SimplySupport' item is expanded, showing 'List' and 'Create' options. The 'Create' option is highlighted with a green box, and a green arrow points to it from the main content area. The main content area is titled 'Create New Support Request' and contains a form with the following fields: Title, Category (a dropdown menu), Contact Person, Contact Email, Contact Phone Number, and Description. A 'Back' button is in the top right corner of the form, and a 'Submit' button is at the bottom right. The footer of the page reads '2005 - 2023 © Communications Web I'.

Contacting Sales

For any questions regarding our services, you can reach our sales department by calling 1-866-836-9198, emailing sales@thinksimplicity.com or using our form at <https://www.thinksimplicity.com/contact/>

Revision #7

Created 4 April 2023 16:07:29 by Alex

Updated 24 April 2023 15:08:49 by Alex