3CX Hotel Module and Xorcom Complete Concierge: Features Comparison

	3CX	Xorcom Complete Concierge
Check-in and Check-out	Check In Operations ● Sets Extension Name. ● Enables the extension to allow outbound calls. ● Deletes all voicemail messages. ● Clears Do Not Disturb (DND) status. ● Updates phonebook files for IP Phones. ● Re-provisions supported IP Phones. Check Out Operations ● Sets name to blank to show that there is no one in the room. ● Disables outbound calls on extension. ● Deletes all voice mail messages and recordings. ● Clears the Do Not Disturb (DND) status. ● Updates phonebook files for IP Phones. ● Re-provisions supported IP Phones.	Check-in: ● Guest name applied to extension ● Class of service changes to allow outside calls based on call accounting settings ● Enables voicemail for guest extension ● Set guest language ● Call accounting starts Check-out: ● Vacant status applied to extension ● Class of service reverts to block outside calls ● Guest extension voicemail reset ● Reset language ● Call accounting ends
Wake-up Calls	Wake up calls can be set by the guest from the room without the receptionist's intervention. The guest calls a Wake-Up call service IVR, and follows the prompts to set up. At the scheduled time, the system will call the guest and play a predefined messagel. Wake up calls can also be scheduled via PMS.	A wake-up call can be set either via the PMS or directly by the guest. The Complete Concierge software will send the PMS the result of the wake-up attempt as either WAOK (wakeup ok) or WANR (wakeup not reachable). Also, cancellation of the wake-up call is possible.
Call Billing	The system will log calls from each room and show call costs based on the costs configured in the 3CX Management Console. The system can output a configurable Call Data Record (CDR) for each call.	Call charges will be transmitted automatically to the PMS account for the guest. The call rates can be set easily by using the Complete Concierge configurator utility.
Block External Calls	Blocking of external calls when a room is not occupied.	The phone can be set to make outgoing calls or internal only.
Do Not Disturb	Setting guest extensions to Do not Disturb.	Do Not Disturb (DND) is configurable and can be automated at check-in/check-out.
Room Status	Allows housekeeping to set room status via the phone	Room status reports from housekeeping by dialing special room status feature codes
PMS Integration	Some of the most popular PMS systems that the Hotel PBX works with are Protel, roomMaster and Micros-Fidelio.	Supports Micros, InnQuest RoomMaster, Infor, Brilliant, Silverbyte and more PMS systems. Automatic resynchronization to PBX or Micros PMS if connection to either was established. Data will be buffered and executed after reconnecting.