

Wake-Up Call Monitor – Quick Reference Sheet

Recommended Settings

View – Collapsed should be checked (this will display only the most recent data for each wake-up call).

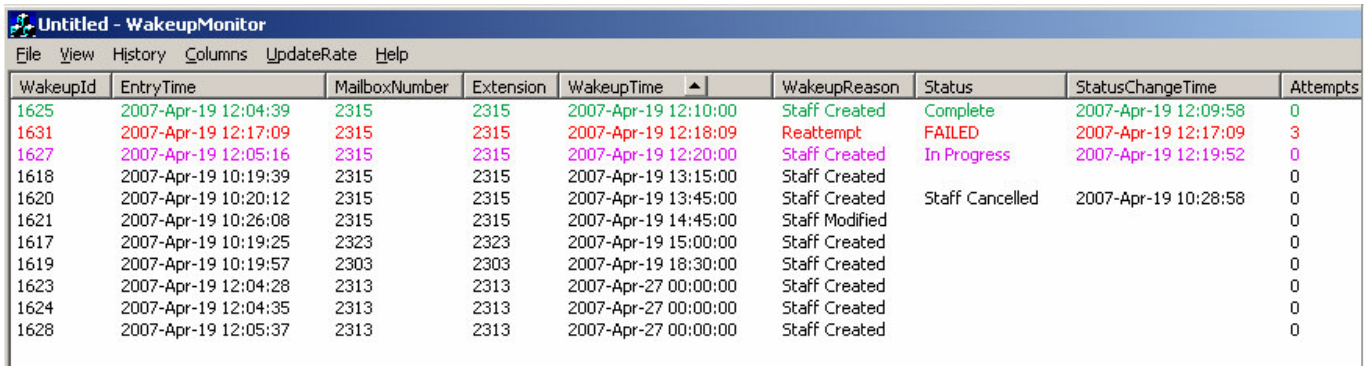
History – 4 hours

Columns – Leave at default

UpdateRate – 2 or 8 seconds

What To Look For

We recommend that you sort on the “WakeupTime” column so that wake-ups are displayed in ascending order. By doing this you can see wake-up activity in the order it is supposed to occur (see below screenshot).



The screenshot shows a window titled "Untitled - WakeupMonitor" with a menu bar (File, View, History, Columns, UpdateRate, Help). Below the menu bar is a table with the following columns: WakeupId, EntryTime, MailboxNumber, Extension, WakeupTime, WakeupReason, Status, StatusChangeTime, and Attempts. The table contains 14 rows of data, with the first three rows highlighted in pink. The data is as follows:

WakeupId	EntryTime	MailboxNumber	Extension	WakeupTime	WakeupReason	Status	StatusChangeTime	Attempts
1625	2007-Apr-19 12:04:39	2315	2315	2007-Apr-19 12:10:00	Staff Created	Complete	2007-Apr-19 12:09:58	0
1631	2007-Apr-19 12:17:09	2315	2315	2007-Apr-19 12:18:09	Reattempt	FAILED	2007-Apr-19 12:17:09	3
1627	2007-Apr-19 12:05:16	2315	2315	2007-Apr-19 12:20:00	Staff Created	In Progress	2007-Apr-19 12:19:52	0
1618	2007-Apr-19 10:19:39	2315	2315	2007-Apr-19 13:15:00	Staff Created			0
1620	2007-Apr-19 10:20:12	2315	2315	2007-Apr-19 13:45:00	Staff Created	Staff Cancelled	2007-Apr-19 10:28:58	0
1621	2007-Apr-19 10:26:08	2315	2315	2007-Apr-19 14:45:00	Staff Modified			0
1617	2007-Apr-19 10:19:25	2323	2323	2007-Apr-19 15:00:00	Staff Created			0
1619	2007-Apr-19 10:19:57	2303	2303	2007-Apr-19 18:30:00	Staff Created			0
1623	2007-Apr-19 12:04:28	2313	2313	2007-Apr-27 00:00:00	Staff Created			0
1624	2007-Apr-19 12:04:35	2313	2313	2007-Apr-27 00:00:00	Staff Created			0
1628	2007-Apr-19 12:05:37	2313	2313	2007-Apr-27 00:00:00	Staff Created			0

Once sorted, keep an eye on the “Status” column as the wake-up calls are being made (see definitions of status results on page 2).

What To Do

Generally speaking, *if the WakeupTime has passed by more than 5 minutes, the status should be one of the following:*

- Staff Cancelled
- Guest Cancelled
- Reattempt (attempts column should increment until it tries 3 times after which it should change to either **Complete** or **FAILED**).
- **In Progress** (system is in the process of calling the guest)
- **Complete** (guest has acknowledged receipt of the call)
- **FAILED** (after 3 attempts, the guest has not acknowledged the call)

If the status is **FAILED**, you should take action (manually call or go to guest room, or whatever your hotel policy is) as the guest has failed to acknowledge the call after 3 attempts.

If the status is NOT one of these, you should take action (manually call or go to guest room, or whatever your hotel policy is) as there may be a problem with the wake-up call program. Call Homisco for assistance as soon as possible.

Wake-Up Call Monitor – Status Definitions

1. **NULL (blank):** Wakeup has not been started by the Caller process.
2. **Staff Cancelled:** Wakeup was cancelled by a staff member.
3. **Guest Cancelled:** Wakeup was cancelled by a guest via room phone.
4. **Staff Modified:** Wakeup modified by a staff member. A new wakeup will be created.
5. **Guest Modified:** The wakeup was modified by a guest via room phone. A new wakeup will be created.
6. **Complete:** The wakeup was completed successfully.
7. **Reattempt:** The wakeup failed but the maximum number of attempts has not been reached. A new wakeup with reason of Reattempt has been created.
8. **Resources:** The caller process has failed the call due to lack of resources (calling lines) in the system. Call will be tried again.
9. **In Progress:** The wakeup server is in the process of calling.
10. **FAILED:** The wakeup call has failed, either from the call timeout was reached, or the maximum number of attempts was reached.