



Give Your Guests  
What They Expect.

Give Your Staff  
What They Need.

# TICKETING SYSTEM

## What is Intelity's Ticketing System Integration and What Does it Do?

Intelity's Ticketing System Integration provides the hotel a central location for guest request management. Guests can use ICE on their personal devices or hotel-provided tablets to request services and amenities on their own time.

## How Does it Work?

Guests put in a request from their personal device or the hotel-provided tablet. ICE will automatically receive requests and send them to the hotel's ticketing system to be addressed by the appropriate person or department.

## What Ticketing Systems Does Intelity Integrate With?

1. Cenium
2. FCS
3. Guestware
4. Hotel Expert
5. HotSOS
6. INNSIST
7. SmartButler / Jaybee
8. Royal Service (Fairmont)
9. Triton / Knowcross

## What Do I Need to Get Started?

Prior to the integration with Intelity, your hotel must provide the following:

- Issue/Incident/Service Codes
- Established connection between Intelity and the hotel's ticketing system