

Turn every guest call into a five-star moment.

A hospitality-first communications platform for front desk performance, PMS-aware routing, wake-up reliability, and portfolio-level control.

PMS integrations: FIAS, HTNG SOAP, Opera Cloud, Opera, FOSSE, UHLL

Desk and wake-up operations in one command center

Hardware-agnostic SIP endpoints and softphone options

Security-forward voice workflows and encrypted files

Multi-property rollout with governance controls

GUEST EXPERIENCE

Consistent service delivery

Standardize response quality from first ring to final resolution.

FRONTLINE TEAMS

Faster desk execution

Action-first workflows reduce friction during peak guest volume.

LEADERSHIP

Clear operating visibility

Track communication performance with confidence across sites.

Why this wins

- Guest journey visibility tied to live communication workflows.
- PMS-aware call handling that improves handoff accuracy.
- Modernization path without immediate hardware replacement.
- Operationally ready for single property and portfolio scale.

Ideal for

- Hotels and resorts seeking premium guest communication experiences.
- Operators standardizing desk workflows across multiple properties.
- Teams modernizing from legacy PBX without service disruption.
- Channel partners deploying secure, scalable hospitality voice systems.

Hospitality Proof

VISUAL WORKFLOW SHOWCASE

Print-Ready Sales Handout

Configuration
Provision devices, manage extensions, and keep integrations aligned.

People & Access
operator accounts and system administration.

Users & Roles
Create desk operators and service admins.
[Manage Users](#)

Operations
day-to-day controls for provisioning, status, and monitoring.

Provisioning
Manage Option 66/84/42 and device templates.

Device Status
View SIP device, trunk, and registration health.

Hotdesk Mapping
Assign desk phones to staff accounts.

Ops Health
Alert thresholds, trunk health, and proactive monitoring.

Executive overview with operational storytelling for property leadership.

PMS Connectivity
Send check-in, check-out, and room-move messages from your PMS into Brightlane.

PMS Endpoints
select the PMS type to view its ingest endpoints.
FIAS (File/TCP)

JSON payloads only for FIAS.

Check-in requires room_number + guest_name.

Check-out requires room_number.

Room change requires from_room + to_room.

Expected target URL (vendor): http://localhost:8000

Check-in: http://localhost:8000/pms/fias/checkin

Check-Out: http://localhost:8000/pms/fias/checkout

Room Change: http://localhost:8000/pms/fias/room-change

Use your public domain if this server sits behind a proxy.

Check-In
POST /pms/fias/checkin with the active PMS payload.

Check-Out
POST /pms/fias/checkout with the active PMS payload.

Room Change
POST /pms/fias/room-change with the active PMS payload.

PMS event visibility and adapter management for continuous operations.

FRONT DESK CONSOLE

Guest Operations
Check guests in and out, manage wake-ups, and stay ahead of activity.

Check-in / Out, Wakeups, Calls, Extensions, Phone

Check-In / Check-Out

Assign Guest
Room Number
Guest Name

Move Guest
From Room
To Room

Occupancy: 0/- No rooms yet

Wakeups Today: 0 Scheduled

Night Mode: Disabled Manual override

Realtime: 0 Disconnected

Front desk queue flow with clear call ownership and response actions.

Brightlane Systems
Voice Command Operations mobile console

License SSO, Voice Login, Host Token

<https://www.gipbx.brightlanevoice.com/api>

<https://license.brightlanevoice.com/api>

License username

License password

Mobile access keeps teams responsive beyond the front desk station.

Ready to present this to ownership, operations, or channel partners? Use this handout as your live walkthrough guide.

NEXT STEP

Request a tailored hospitality demo with your workflow priorities.