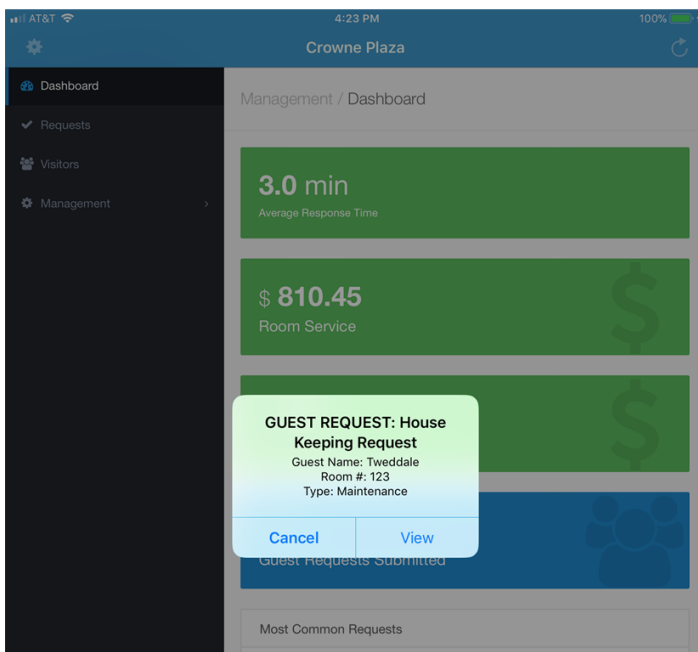


MyGuest | Handling Requests, Notifications, and 'Escalated Requests'

When a new Request is captured in your MyGuest system, an automatic notification for YOUR department is displayed on the Dashboard. To handle a Guest Request, follow the steps below.

Step 1 – Open and View the Guest Request

When a new Request is captured in your MyGuest system, an automatic notification is displayed on the Dashboard and, **if** a User is using the notification via the mobile phone system..



Click image to enlarge

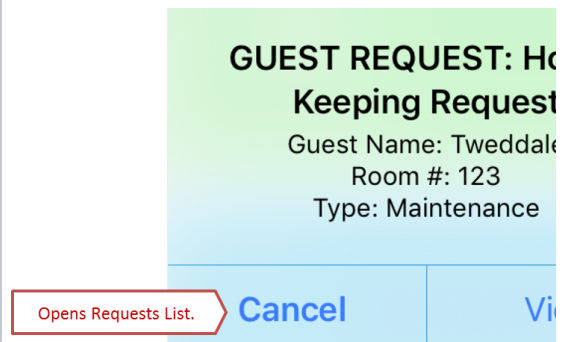
New Request Notification - iOS and Android 'BookingCenter'

The Request Notification displays the department, guest Name and type of request. Users will receive these notifications when on

1. When a Request is **created** in a Category that they are 'assigned' to.
 2. When a Request is **assigned** to them from another User.
- The notification, only the assignee receives it.

If a User also has 'Escalated Requests' turned on in the iOS app, then when that Request remains in status: NEW for more than 24 hours and that User is 'assigned' to, a Notification will go out. To turn the notification off, place the Request in another status besides NEW, or to a specific status. The Notification based on the 'Escalated Requests' will cease.

The Alert Notification has two options: Press "View" to open the details screen. Press "Cancel" to go to the Request List.



Opens Requests List.

Click image to enlarge

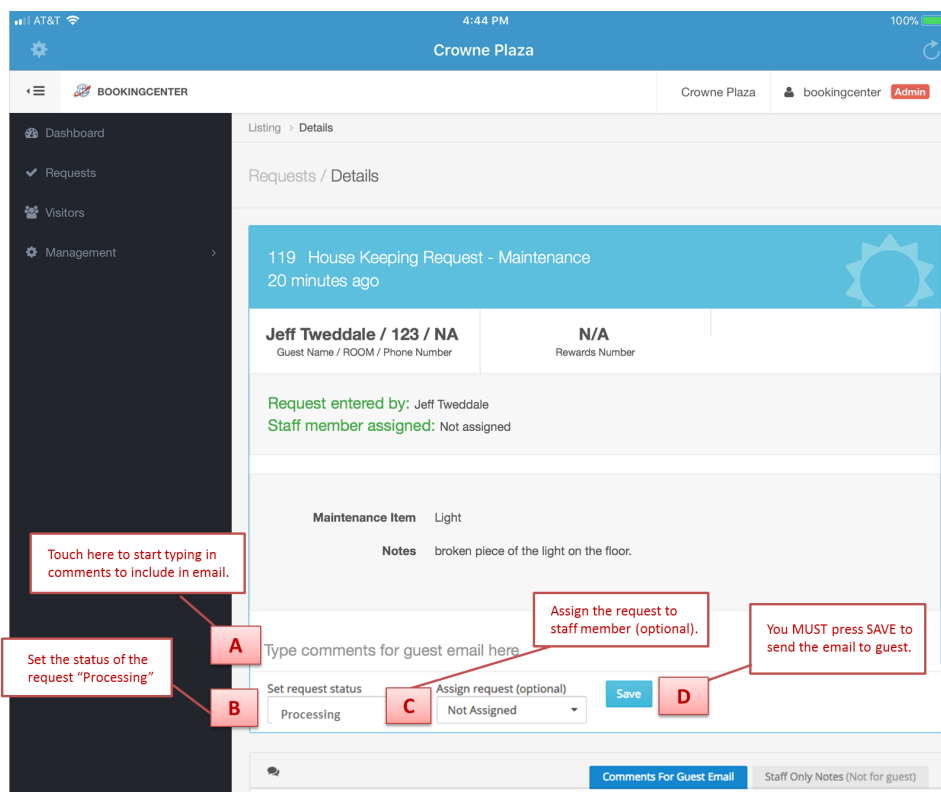
The Requests List displays all OPEN Requests. Each Guest Request is color coded by Status. All NEW Guest Requests are displayed in BLUE. To open the details screen, click on the 'View' button. The **Priority** attribute is available to help organize Requests, it has two values: Urgent and Normal. The list can be sorted by priority assigned.

The screenshot shows the 'Requests' list in the mobile app. The table has the following columns: ID, Guest, Room, Category, Status, Priority, Assigned, Time, and Booking. The first row is highlighted in blue, indicating it is a new request. A callout box points to this row with the text 'BLUE = New Request Click to open Request Details'. The table contains the following data:

ID	Guest	Room	Category	Status	Priority	Assigned	Time	Booking
67800	Mehmet Yılmaz	313	Interfaces - Housekeeping	New	Normal	Housekeeping Demo	5 hours 33 minutes ago	1670531
67790	bagel Bagel	101	House Keeping Request - Maintenance	Assigned	Urgent	Not assigned	6 hours 53 minutes ago	1683031
67719	Johb Smith	203	House Keeping Request - Maintenance	New	Normal	Not assigned	23 hours 34 minutes ago	1682531
67697	NoGuest	200	Interfaces - Housekeeping	Assigned	Normal	Housekeeping Demo	1 day 3 hours ago	

Step 2 – Handling Guest Request

- A. If you wish to type comments for the guest, do that first.- Touch position A below and start typing.
- B. Then set the 'request status' to PROCESSING. Touch position B and select PROCESSING
- C. You can assign the request to a staff member if you wish.Touch position C and select Staff Member
- D. You MUST then press SAVE button. **This will send email to the guest to let them know their request is processing**



Once the Guest Request has been changed to **Status= Processing**, the status color changes to **WHITE**. It will stay here in **OPEN** requests until

The screenshot shows a table of requests with columns: ID, Guest, Room, Category, Status, Assigned, Time, In-Room Dining Discount, and Rewards. The 'Processing' status is highlighted in white. A callout box points to the 'Processing' status in the first row.

ID	Guest	Room	Category	Status	Assigned	Time	In-Room Dining Discount	Rewards
119	Jeff Tweddale	123	House Keeping Request - Maintenance	Processing	John Duffield	27 minutes ago	<input type="checkbox"/>	<input type="checkbox"/>
117	Jesse	123	House Keeping Request - Maintenance	New	Not assigned	2 days ago	<input type="checkbox"/>	<input type="checkbox"/>
116	Simone Test	200	Front Desk Request - Wake Up Call	New	Not assigned	2 days ago	<input type="checkbox"/>	<input type="checkbox"/>
115	Simone Test	100	House Keeping Request - Turndown	New	Not assigned	2 days ago	<input type="checkbox"/>	<input type="checkbox"/>
114	Jeff Tweddale	123	Front Desk Request - Wake Up Call	New	Not assigned	2 days ago	<input type="checkbox"/>	<input type="checkbox"/>
113	Jesse	333	House Keeping Request - Turndown	Processing	Jeff Tweddale	2 days ago	<input type="checkbox"/>	<input type="checkbox"/>
111	Jesse	68	Dining Request - Restaurant Reservations	New	Not assigned	1 week ago	<input type="checkbox"/>	<input type="checkbox"/>

Step 3 – Handling Guest Responses

If you use the communication feature "Comments For Guest Email" to email the Guest, then your email will go the email address on file for the Guest. If they reply to the email, however, the reply email goes to your **Property email** setup as part of your MyGuest profile. The email reply will NOT update the request in MyGuest. So, if your staff receives a notice back from a Guest via email, and it's appropriate, have them update the request using the **"Staff Only Notes"** field so it persists with the ticket.

Thanks for your request John.

- Name: John
- Room: 123
- Request Name: Pool Side Menu

ITEM	RESPONSE
Notes	please write me an email

ITEM	PRICE	QTY	SUBTOTAL
Buffalo Wings	\$15	1	\$15
Pepperoni Pizza	\$12	2	\$24
Deep Fried Prawns	\$15	1	\$15

While you have a short wait for your request, please let us know how we can improve your stay. We'd love to hear from you.

Thank you,

Step 4 – Attaching Images, Videos, and PDFs to requests

If you wish to have specific Form(s) enabled to allow image uploads, especially valuable for Housekeeping and Maintenance issues that need to preserve an image for later disputes, then enable the "**Allow Uploads?**" on the specific Form. This requires a **Manager** level access and can be done in the Management | Forms area for any specific Form. When the Image upload ice ablbeld for a Form, one can place up to 5 images, each one up to 5 megs in size, and save them to the Request.



Simply clicking on the thumbnail of the image will open it in a new window. Clicking the trash can icon below an image will delete the Image from the Request.

