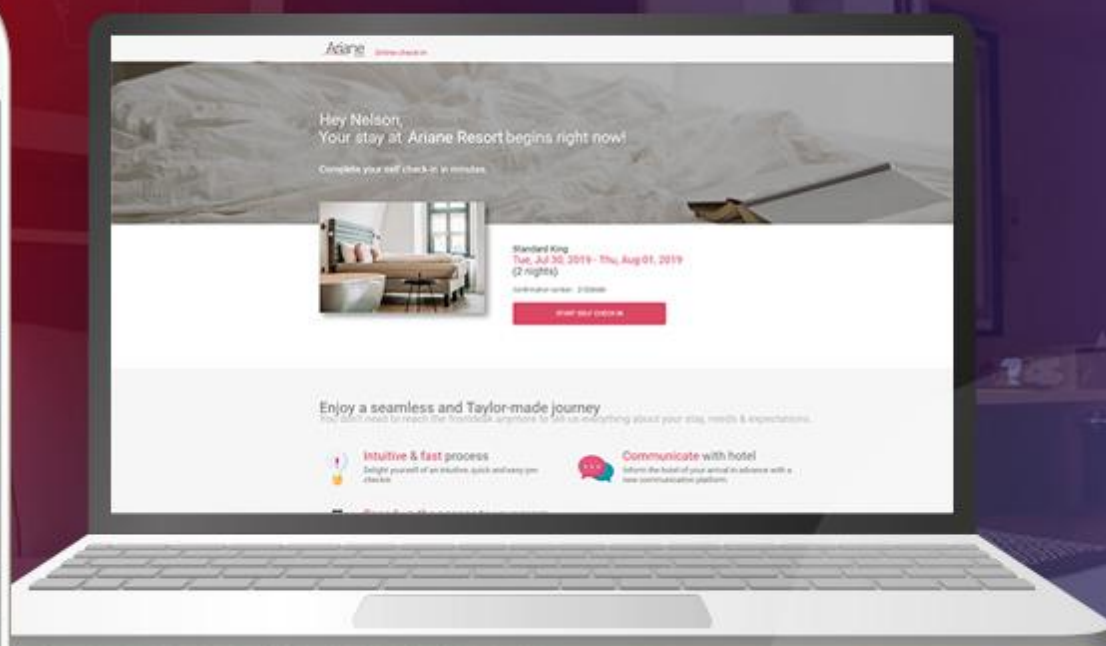




USER ROLE DOCUMENTATION

Level 3 / Hotel Manager +

ARIANE SYSTEMS
 23 rue Boudin
 93310 Le Pré-Saint-Gervais
 +331 48 10 61 00 
 +331 1 48 10 61 01 
 info@ariane.com 
 www.ariane.com 

Back-Office overview	2
Introduction	2
Configuration.....	2
Daily Management.....	2
Solution monitoring.....	2
Practical information.....	3
User roles.....	4
Introduction	4
Level 1 / the hotel user.....	4
Level 2 / the manager user	4
Level 3 / the Manager + user.....	4
Features.....	5
Queue.....	5
Staff Qr code	9
Dashboard.....	10
Statistics.....	15
Kiosk fleet.....	25
Welcomer dashboard.....	27
User Management.....	30
Staff assistance.....	33
Arrival document	34
Additional ticket.....	36
Alerts.....	37
Kiosk screensaver	39
Notification banner	41
compartments	43
Fleet scheduler.....	45
rooms configuration	48
packages upsell.....	50
Eligibility criteria.....	53
Arrival and departure time.....	55
Hotel date format.....	58
Hotel currency	60
Hotel information.....	61

BACK-OFFICE OVERVIEW

INTRODUCTION

The back office is the web portal used to manage the Allegro V7 application in a standard manner. Every hotel is accessible through the back office. This portal allows the hotel's front desk, managers, and Ariane users to monitor and manage the installed hotels.

CONFIGURATION

The back office, besides being useful for management, is the primary configuration tool used by Ariane installation teams. When a new hotel is installed, there are modules in the back office, mainly in the Allegro Setup section, that allow for configuring various options to align the use of Allegro V7 with the hotel's needs. This includes configuring the PMS, skin options, cultural preferences, and key system setup.

DAILY MANAGEMENT

The back office is also a useful tool for hotel teams to monitor and manage the use of Allegro V7 in the hotel. It can be used to manage arrivals and departures via the Dashboard, handle alerts on kiosks via the fleet manager, and update information on arrival documents sent to guests.

SOLUTION MONITORING

The back office isn't only useful for daily hotel users; it's also a monitoring platform for managers and the hotel's IT team. These users can monitor the installation quality in their hotel, have a detailed overview of statistics related to kiosk usage, and use it for internal updates at Ariane, such as tracking recently installed clients, ensuring the hotel functions correctly, and updating certain configuration aspects.

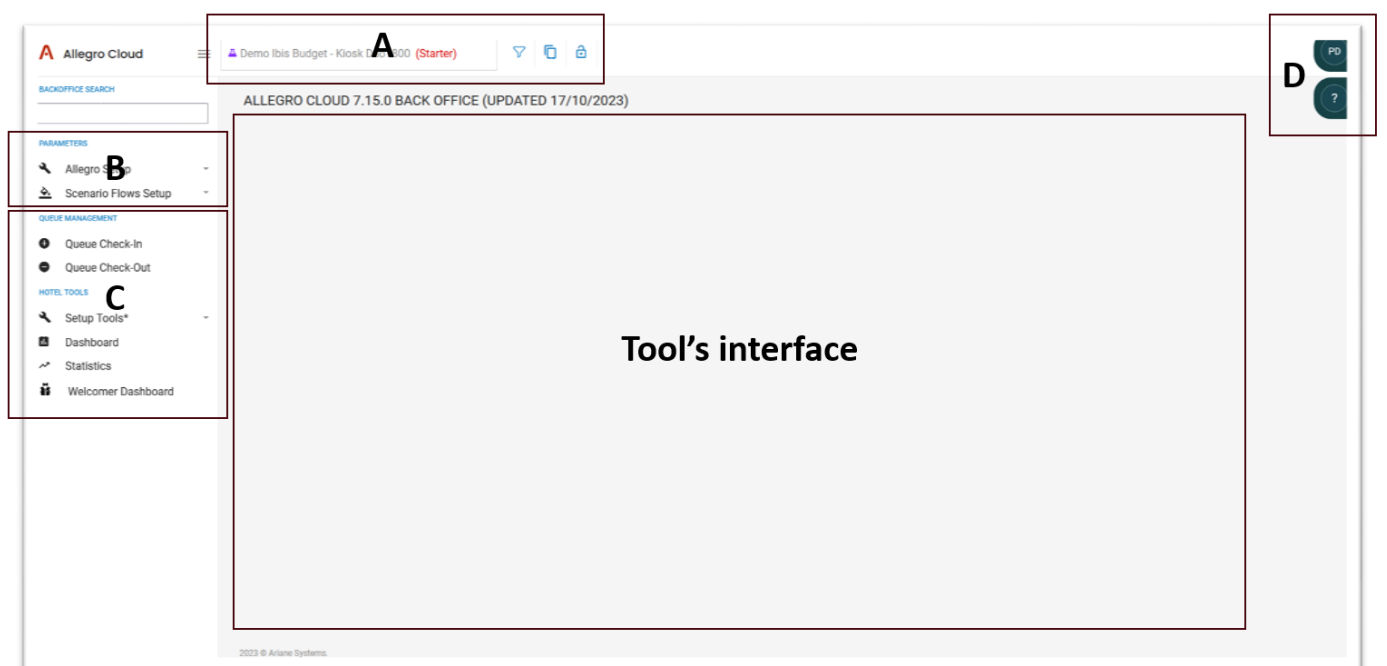
PRACTICAL INFORMATION

Link to the Allegro V7 Back office:

<https://backoffice.eariane.com> (North America back office)

<https://backoffice-europe.eariane.com> (rest of the world back office)

Back Office interface overview:



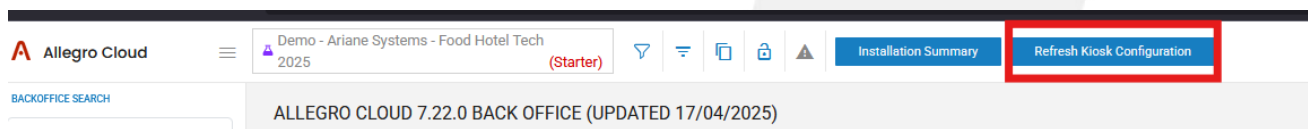
A. Hotel selection
Hotel status
Quick tools

B. Internal Configuration and setup tools

B. Hotel tools

C. User Menu

Depending on the user role there is also a Refresh Kiosk Configuration button at the top of the interface allowing the user to actively refresh or hard refresh the kiosk to apply some of the changes made on the configuration. Please be aware that the refresh button may disturb kiosk usage if used when someone is using the kiosk.



USER ROLES

INTRODUCTION

In the Back office, we created 3 different types of users for the hotel. We labelled these roles with level accesses, level 1 the hotel user as we call it, level 2 the manager user and level 3 the manager + role. Each role aims to answer certain needs for each different types of users we encounter in the operational hotel's staff. The different levels have access to different features in the Back office accordingly with their operational needs.

The following is a short description of each existing roles.

LEVEL 1 / THE HOTEL USER

The level one user, or hotel user is the simplest user role, he has access to a small part of the features of the back office only related with the day-to-day operational management of the kiosk. All the different feature accessible by the level one user are closely related to the front desk.

LEVEL 2 / THE MANAGER USER

The level two user, or manager user is a medium access level. He has access to all the different tools available in the hotel tools section of the back office. This tool includes all the level one features, mostly used for operational purposes, but this also include some light configuration features from the set-up side of the back office.

LEVEL 3 / THE MANAGER + USER

The level three user, or manager + is the most advanced user access available for a customer. He has access to all the previous features from level one and two, and some more advanced configuration and setup-oriented features.

FEATURES

Following are all the different features explained and accessible for the level 3 user role.

QUEUE

CHECK IN

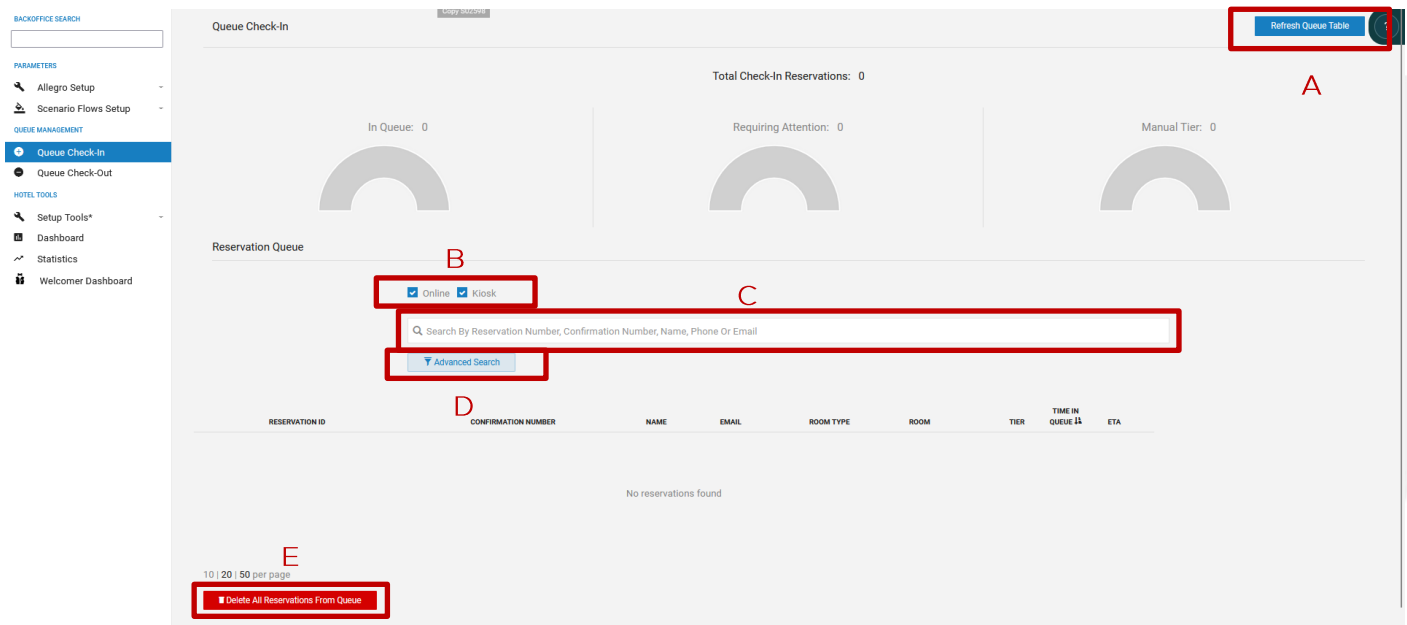
The queue for check in is a dashboard where the user can find all the different reservation that are waiting to be processed by the system.

The queue operates with a system of 4 tiers to filter the different status of each reservation regarding the room assignment process:

- **Tier 1:** Automatic, the reservation is processed instantly for room assignment.
- **Tier 2:** The reservation will be processed at the check in start time, the guest cannot check in before that time. (No room will be allocated)
- **Tier 3:** This is a manual check in at the desk. Reservations will end up in this tier list if something goes wrong with the system.
- **Tier 4:** this is a waiting tier list not visible, where reservations are waiting to be processed and moved to other tiers at the right time.

Reservations from Online pre check in are added to the **Tier 4** list, waiting for the check in start time or the estimated time of arrival to be moved into the **Tier 2**.

Reservations from Kiosk check in will be sent into **Tier 2** if a room was not ready at the time of the kiosk check in.



With this feature the user has an overview of the different reservation being processed by the system. He can:

- Refresh the queue to access the last reservations being processed (A)
- Filter the table to access only Kiosk or Online reservations (B)
- Search for a specific reservation (C)
- Use the advanced search filters to sort the list or find a reservation (D)

Advanced Search

Room type: ☐ QC2 ☐ QR2 ☐ QR4

Queuing tier: ☐ T1 ☐ T2 ☐ T3 ☐ T4

Room status: ☐ Room not assigned ☐ Room is ready

Clear All Filters Search

- Delete all the reservation from the queue (destructive process) (E)

CHECK OUT

The queue for check out is a dashboard where the user can find all the different reservation that are waiting to be processed by the system.

The check-out queue operates the same way as the check-in queue with 2 different tiers that filter the status of each reservation.

- **Tier 1:** the reservation is automatically processed by the system at the check-out start time in the setup.
- **Tier 2:** Manual check out done at the front desk.

The user can filter and search for specific reservation in the same way as for the Queue check-in feature.

Queue Check-Out

Refresh Queue Table ?

☒ Online ☒ Kiosk

Search By Reservation Number, Confirmation Number, Name, Phone Or Email

RESERVATION ID	CONFIRMATION NUMBER	NAME	EMAIL	ROOM TYPE	ROOM	TIER 1	TIME IN QUEUE
No reservations found							

10 | 20 | 50 per page

Delete All Reservations From Queue

2023 © Ariane Systems.

RESERVATION DETAILS

When on the queue pages, it is possible to access details of a reservation by expanding it. The reservation can be expanded using the right arrow on the list. The expanded view gives different details regarding the reservation and the reason it is in the queue.

It is also possible in this view, to change manually the tier of the reservation, using the blue button. And to delete a reservation from the queue using the yellow one.

Reservation Queue

☒ Online
 ☒ Kiosk

Search By Reservation Number, Confirmation Number, Name, Phone Or Email

Advanced Search

RESERVATION ID	CONFIRMATION NUMBER	NAME	EMAIL	ROOM TYPE	ROOM	TIER	TIME IN QUEUE	ETA
1091947	900402	Shaun Thomson	s.thomson@btinternet.com	SD04	336	DI	T2	02 22:50 10:00 AM
Arrival: December 20 2023 CI Attempts: 109/3000 02:55 PM Departure: December 22 2023 Reason For Queuing: Online Pre-Check-In was processed successfully Phone Number: 115/3000 03:10 PM Added By: Online-379 T2 (Current) Delete From Queue								
114988	910070	David Graham	davidg@btinternet.co.uk	SD04	502	DI	T2	02 22:37 10:00 AM
1071870	1000049	Kate Browne	k.browne@btinternet.co.uk	SD04	257	CL	T2	02 21:24 10:00 AM

By clicking on the blue reservation ID on the left, it is possible to open a detailed view of the reservation events related to the queue. It is also possible to change the tier of the reservation manually and delete the reservation from the queue from this detailed view.

Back To Queue Check-In

Reservation Summary

Back To Queue Check-In

Back To Queue Check-In

Reservation Summary

Queue Events

Delete From Queue T2 (Current)

RESERVATION SUMMARY

Reservation Number: 1091947
 Confirmation Number: 900402
 Arrival Date: December 20 2023
 Departure Date: December 22 2023
 Reason For Queuing: Online Pre-Check-In Was Processed Successfully
 CI Attempts: 115/3000 03:10 PM
 Added By: Online-379

Room Number: 336
 Time In Queue: 02 23:06
 Room Type: SD04
 Room Status: DI

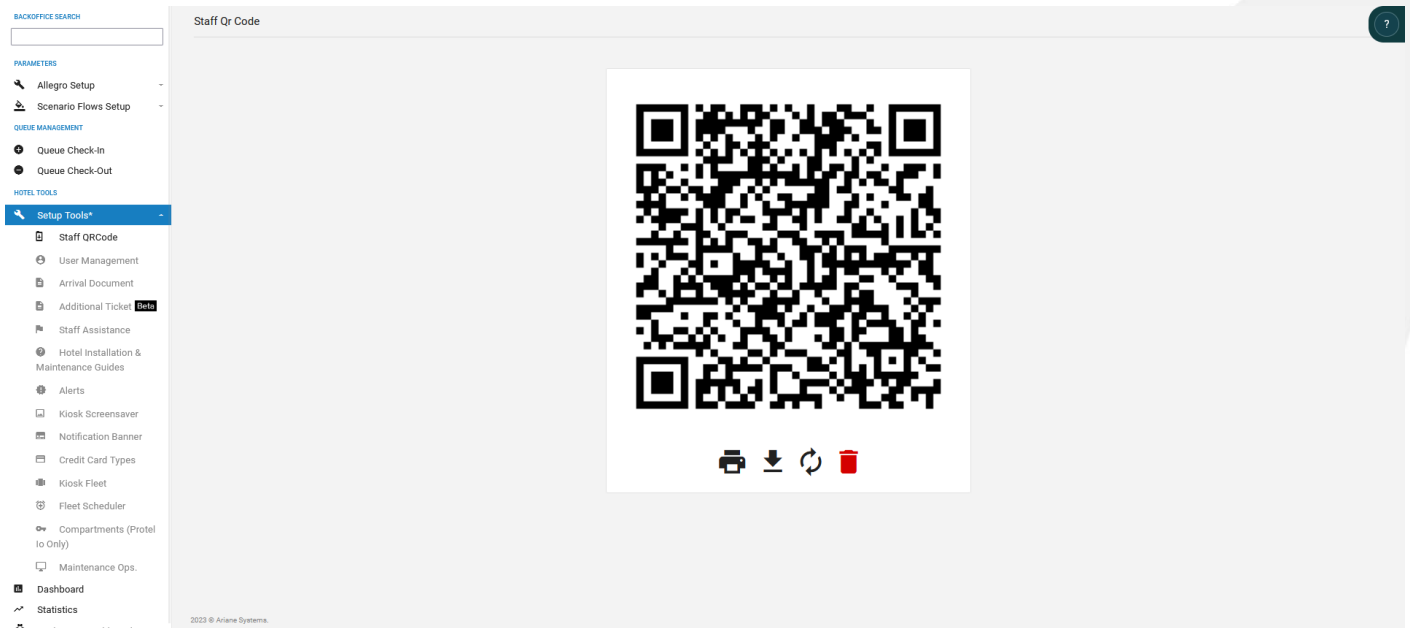
QUEUE EVENTS

Timestamp	Events	Additional Infos	Accessed By
12/20/2023 3:10:09 PM	Reservation was processed successfully	The room assigned is not clean	-
12/20/2023 3:10:08 PM	UpdateReservationWithPresignedRoom method started.	Automatic process	-

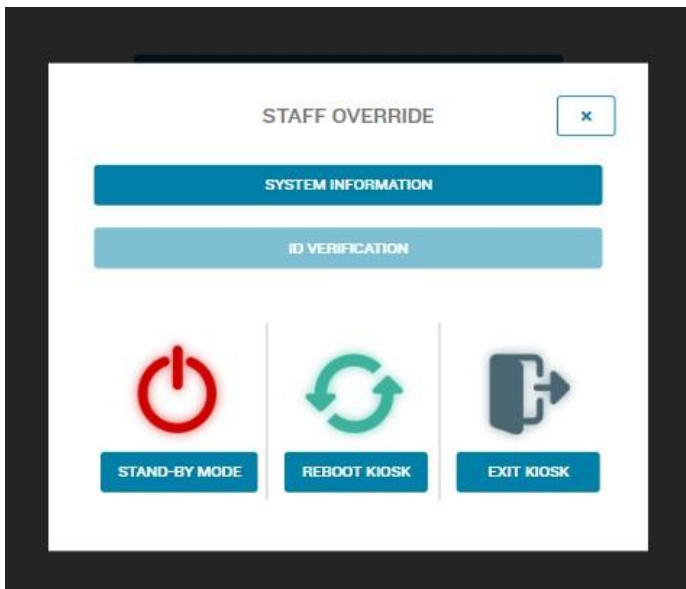
Toggle Logs

STAFF QR CODE

The staff QR code menu allows the user to generate a special QR code. This QR code can be used on the kiosk, to access the staff override menu. The user needs to click on the **help menu** on the home screen and scan the staff QR code.



- Once the QR code has been scanned, the special staff menu is displayed:

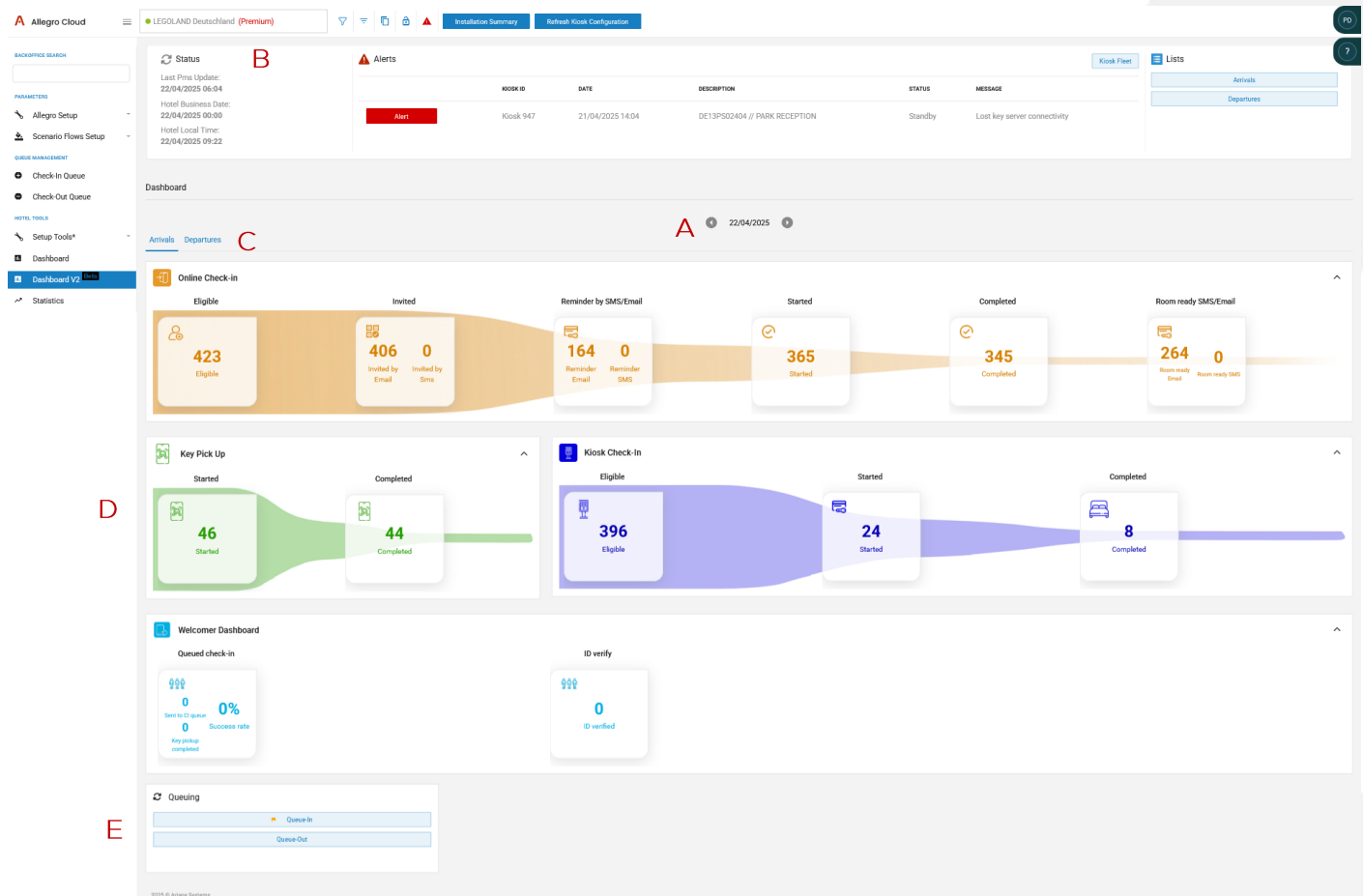


- The system information provides information to the kiosk in use.
- The Id verification option allows the staff to bypass the scan ID process for a guest, after a manual verification.
- The Stand-by mode button to manually put the kiosk in stand-by mode.
- The Reboot kiosk button to manually reboot the kiosk system.
- The exit kiosk button to exit the kiosk application and access Windows.

DASHBOARD

The dashboard module is accessible in the back office through the left menu under the setup tools menu. This module gives a day-to-day global overview of the reservations received by Ariane from the hotel's PMS.

The dashboard:



A: The date picker; it allows the user to choose the date when he wants to see the different data. Just under the PMS the "Last PMS update" date and hour indicates to the user the last time Ariane received an update from the hotel's PMS.

Please note that the dashboard is a day-to-day tool, historic data is still accessible via the date picker but may contains inaccurate data.

B: The top section of the dashboard is the tool section. This section gathers different useful information for the user:

Status

Last Pms Update:
22/04/2025 12:01

Hotel Business Date:
22/04/2025 00:00

Hotel Local Time:
22/04/2025 16:24

Alerts

	KIOSK ID	DATE	DESCRIPTION	STATUS	MESSAGE
Alert	Kiosk 1006	22/04/2025 11:04	DE13PS02406	Standby	Lost key server connectivity

Kiosk Fleet

Lists

Arrivals

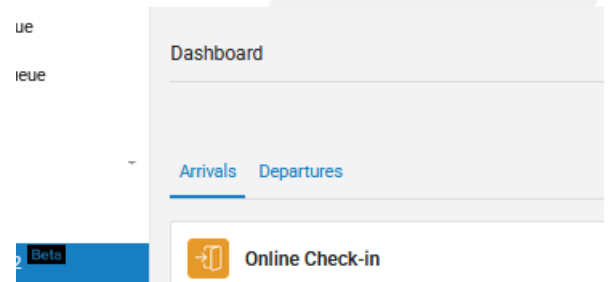
Departures

The **status of the hotel**, which combine the last PMS update, the hotel business date and the hotel local time.

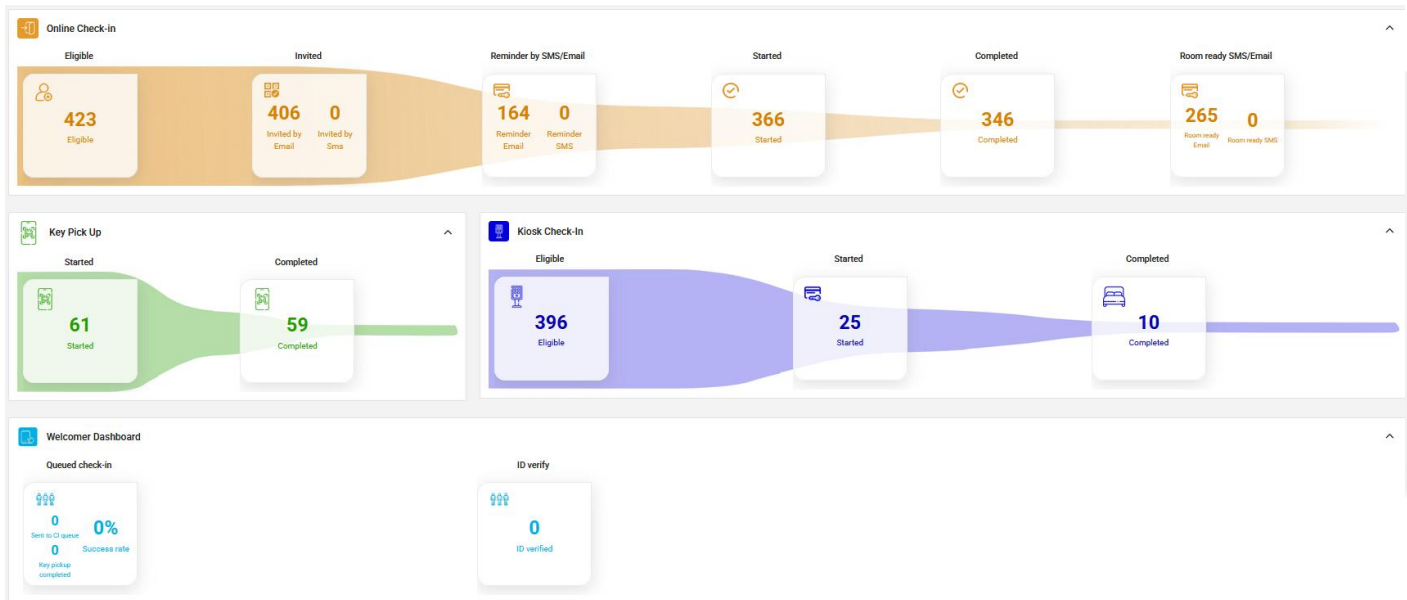
The **Alerts** subsection, if there are any active alerts on the kiosk they would be displayed here and it is also possible to access the kiosk fleet from here with the top right corner button.

And the **Lists** shortcut button. Which allows the user to access the detailed reservations lists either for Arrivals or Departures.

C: For the different data points displayed in the dashboard it is possible to either display arrivals or departure, which can be selected using the 2 different tabs.



D: Main section, data points



The main section of the dashboard displays different tiles, each tile refers to a specific aspect of the solution either regarding Arrival or Departure.

Each of the different tiles are following a chronological path regarding the different steps of the scenario the guests is following.

It is possible to click on each of the different data numbers to access the reservation list tied to that number.

E: It is also possible to access the queue directly from this page by clicking on the top right "queue check in" or queue check out button, at the bottom of the page.

Clicking on the reservations number opens the list view with all the different reservations.

Arrivals List With Statuses :

14/12/2023

Queue Check-in

Search reservations

By Number, Guest, Room, Email

Filter reservations

All reservations (not cancelled)

Internal PMS N°	Reservation N°	Guest	Room N°	Arrival date	Departure date	Email	Mobile phone	Status	Channel
460011212	00011212	Marie Rigling	002	14/12/2023	15/12/2023	marie@pms.com	+46700000007	Success	OnLine&Kiosk
460011217	00011217	Tom Rigling	001	14/12/2023	15/12/2023	tom@pms.com	+46700000008	Success	OnLine&Kiosk
460011218	00011218	Tom Rigling (Spide)	002	14/12/2023	15/12/2023	tom@pms.com	+467011218000	Success	OnLine&Kiosk
460011219	00011219	Tom Rigling	102	14/12/2023	17/12/2023	tom@pms.com	+46700000004	Success	OnLine&Kiosk
460011214	00011214	Marie Rigling	018	14/12/2023	15/12/2023	marie@pms.com	+46700000008	Success	OnLine&Kiosk
460011215	00011215	Marie Rigling	018	14/12/2023	15/12/2023	marie@pms.com	+46700000008	Success	OnLine&Kiosk
460011216	00011216	Marie Rigling	018	14/12/2023	15/12/2023	marie@pms.com	+46700000008	Success	OnLine&Kiosk
460011217	00011217	Marie Rigling	018	14/12/2023	15/12/2023	marie@pms.com	+46700000008	Success	OnLine&Kiosk
460011218	00011218	Marie Rigling	018	14/12/2023	15/12/2023	marie@pms.com	+46700000008	Success	OnLine&Kiosk
460011219	00011219	Marie Rigling	018	14/12/2023	15/12/2023	marie@pms.com	+46700000008	Success	OnLine&Kiosk
460011220	00011220	Marie Rigling	018	14/12/2023	15/12/2023	marie@pms.com	+46700000008	Success	OnLine&Kiosk

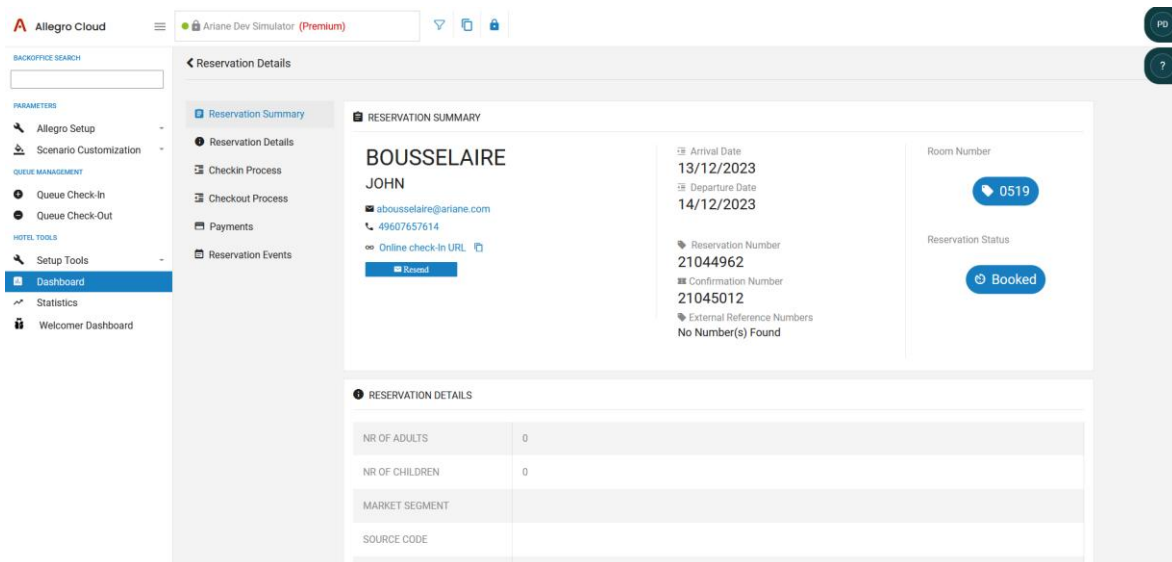
10 | 20 | 50 per page

1 - 10 from 21

1 2 3

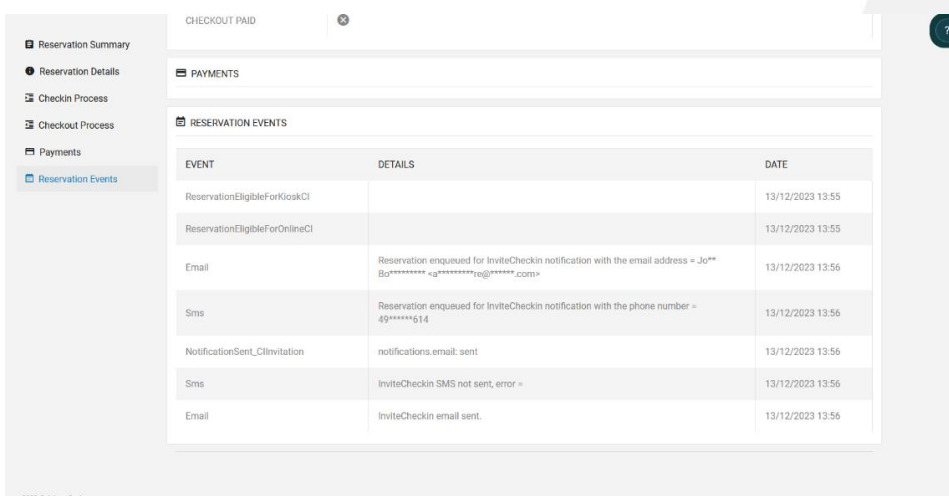
This detailed view contains various information regarding each reservation, the status of the reservation and the check-in channels.

The final level of details accessible on the Dashboard regarding a reservation is the “reservation details” page.



This page contains all the different details available regarding a specific reservation. Those details are sorted by different categories we can find on the left menu. All these categories are referring to every interaction the guest will have with Ariane during his stay, from the moment the reservation comes to Ariane until the check-out of the guest, including eligibility, payment or online flow.

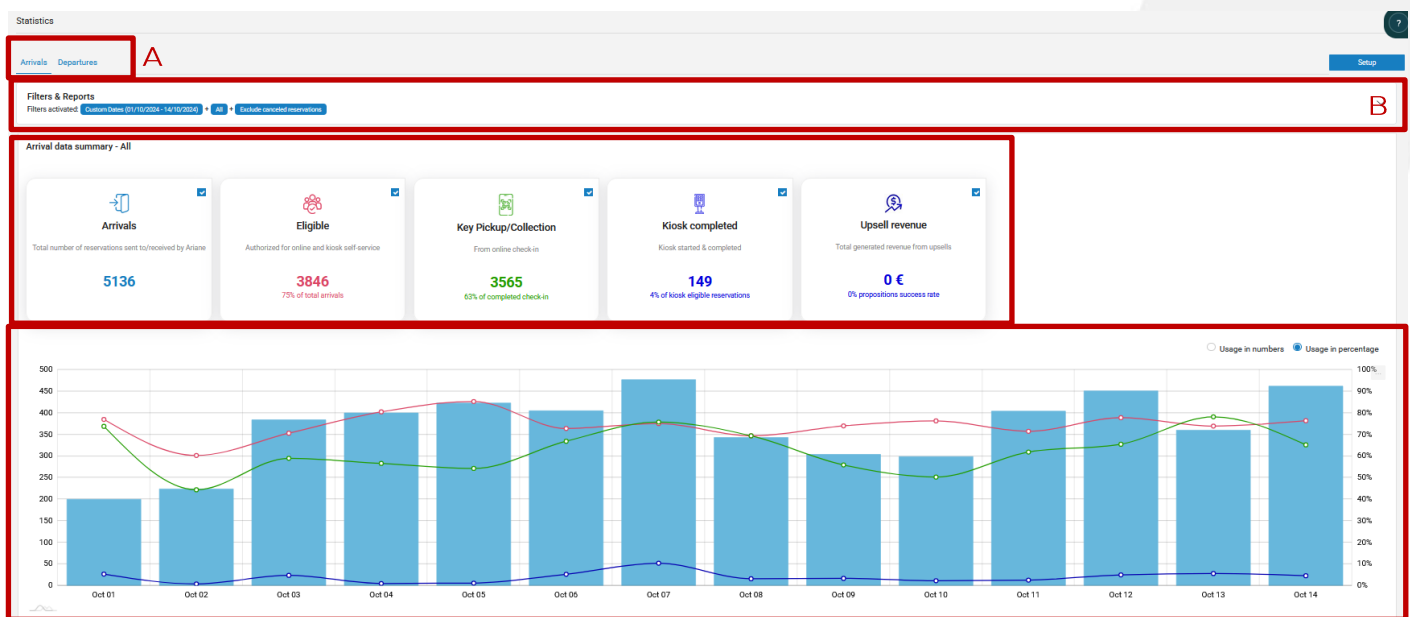
When exploring one of the different categories, the events related to that category are displayed step by step with a time stamp to be able to follow the complete guest journey.



STATISTICS

The dashboard module is accessible in the back office through the left menu under the setup tools menu. This is a very powerful tool to analyze the whole usage of the kiosk in the hotel through different channel. The page is divided into Arrival and Departure and between every different aspect of the kiosk and the check in journey of the guest, from the online pre check in to the check out.

Below is the first overview page of the statistics where the user can find a summary of all the different data channel available in the dashboard.

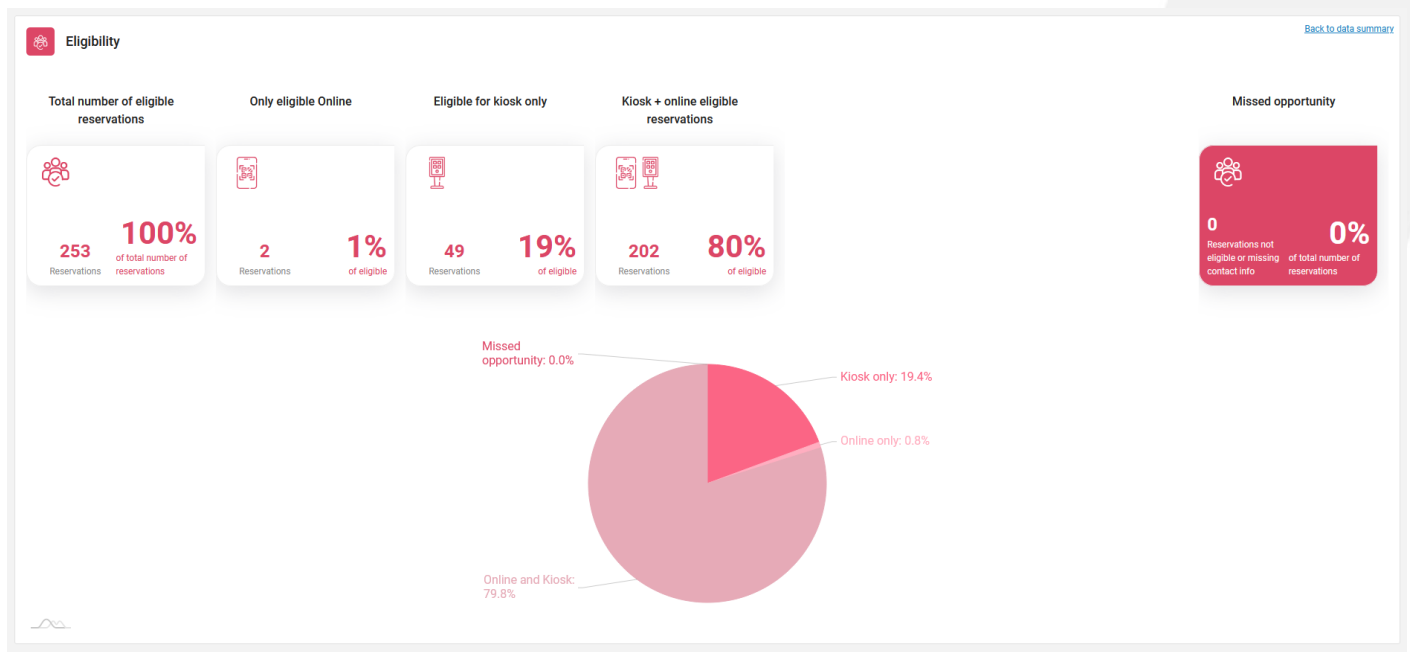


- Selector to choose between Arrival and Departure (A)
- The filter selection to choose between Kiosk only, online only or all, the date picker to view data for a specific period, and the ability to exclude cancelled reservations, display every reservation or only the cancelled ones and the report downloads section to download detailed reports excel files for arrival or departure and for kiosk or online. (regarding the selected period (B))
- Data summary, it is possible to enable or disable each data channel to look for a targeted data overview (C)
- Data graph using the data form the selected channels on (A), this is a numerical graph displaying the number of reservations over a period. (D)

SPECIFIC DATA CHANNELS (ARRIVAL)

All the different data gathered in the statistic portal are chronologically displayed between every section and in the sections as well. They follow the different steps of the guest journey regarding the check in process.

Eligibility:

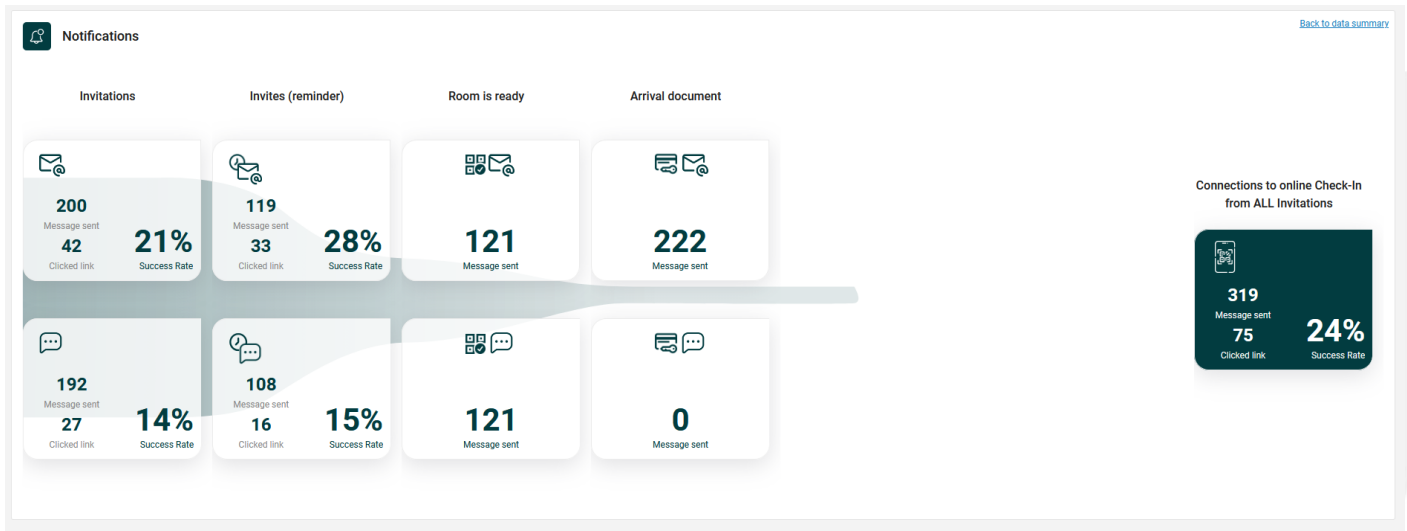


The eligibility section displays the different eligibility status reservation can have regarding the information available in the system and the eligibility criterions on the hotel.

The first tile displays the total number of reservations, and the following ones are displaying specific eligibility statuses on reservation regarding kiosk, online or both. All different percentage are calculated regarding the total number of reservations of the section.

The right darker tile on the screen displays an informative data where the hotel can see the missed opportunity on this section, meaning here the reservation missing information that Ariane couldn't contact or the ones excluded from the eligibility criterions.

Notifications:



Following the eligibility section comes the notifications where the user can see the different messages sent to the guests. The section is divided in two lines distinguished by a different logo, the top one display messages sent by mail and the bottom one by SMS.

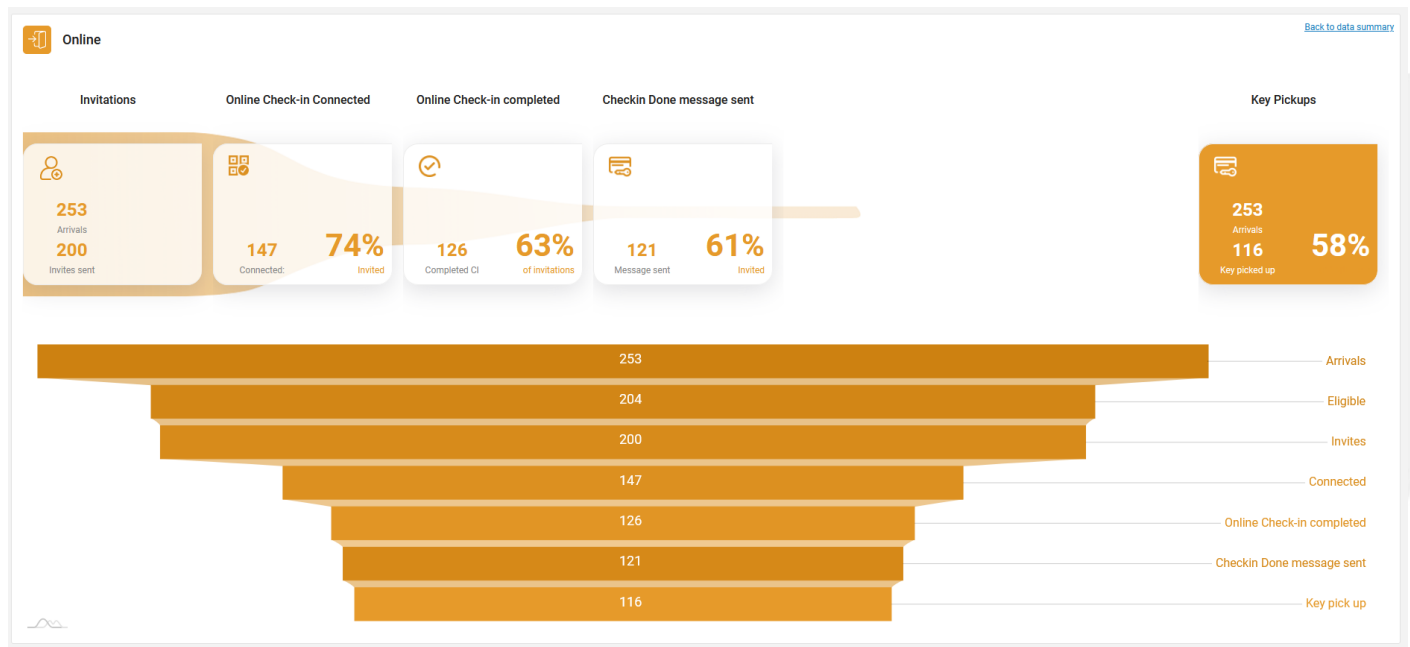
The invitations tiles are divided between the number of messages sent and the number of users which clicked the link in the message. The percentage of success represent the number of guests clicking on the link, a low rate might indicate that the message is not clear enough for the guest.

The two last set of tiles, room is ready and arrival document are related to guests already in the hotel.

The room is ready notifications is sent when a guest comes to the kiosk to get his key and the room is not ready, this reservation becomes a pre-check-in and Ariane sends a "room is ready" message when the room is available for the guest.

The Arrival document is a message configurable in the back office summarizing important information regarding the guest's stay in the hotel, it is sent once the check in is complete.

Online:



The online section breaks down in different steps the whole online journey of the guest from the invitations to the final notifications sent when the room is ready (check in done message)

This section works as a funnel and the overall objective for the hotel would be to keep as many as possible from the start to the completion of the online journey.

The tiles on the first line displays a chronological data summary from the invitation to the key pick up in the hotel with different major's steps during the journey:

How many guests connected to the online scenario?

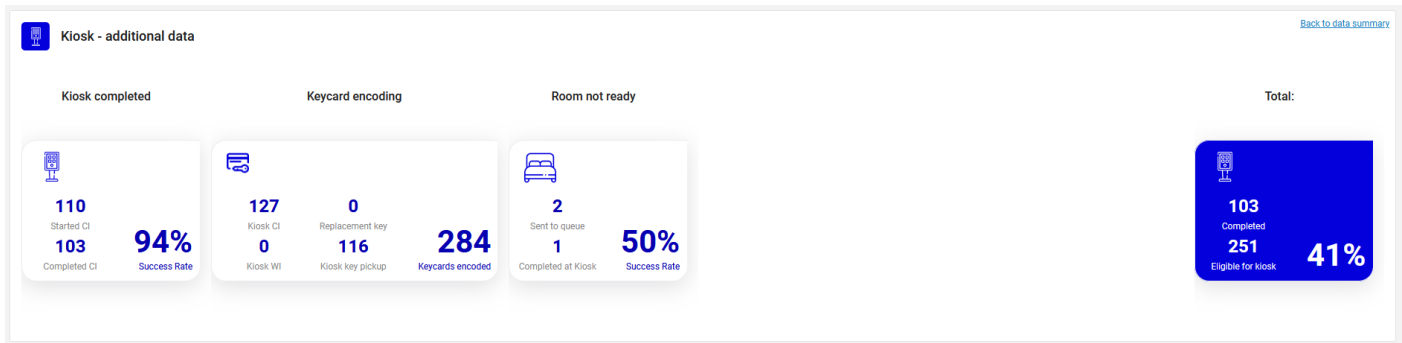
How many completed it?

How many checks in done messages were sent?

How many guests used the key pick up scenario after a successful pre check in?

The bottom top-down funnel display only numerical chronological data following a more precise step by step online journey for the guests. Calculated with the total number of arrival and the number of successful keys pick out the total of arrivals.

Kiosk – additional data:



The kiosk section focuses on the usage of the kiosk outside the scope of the online/key pick up journey.

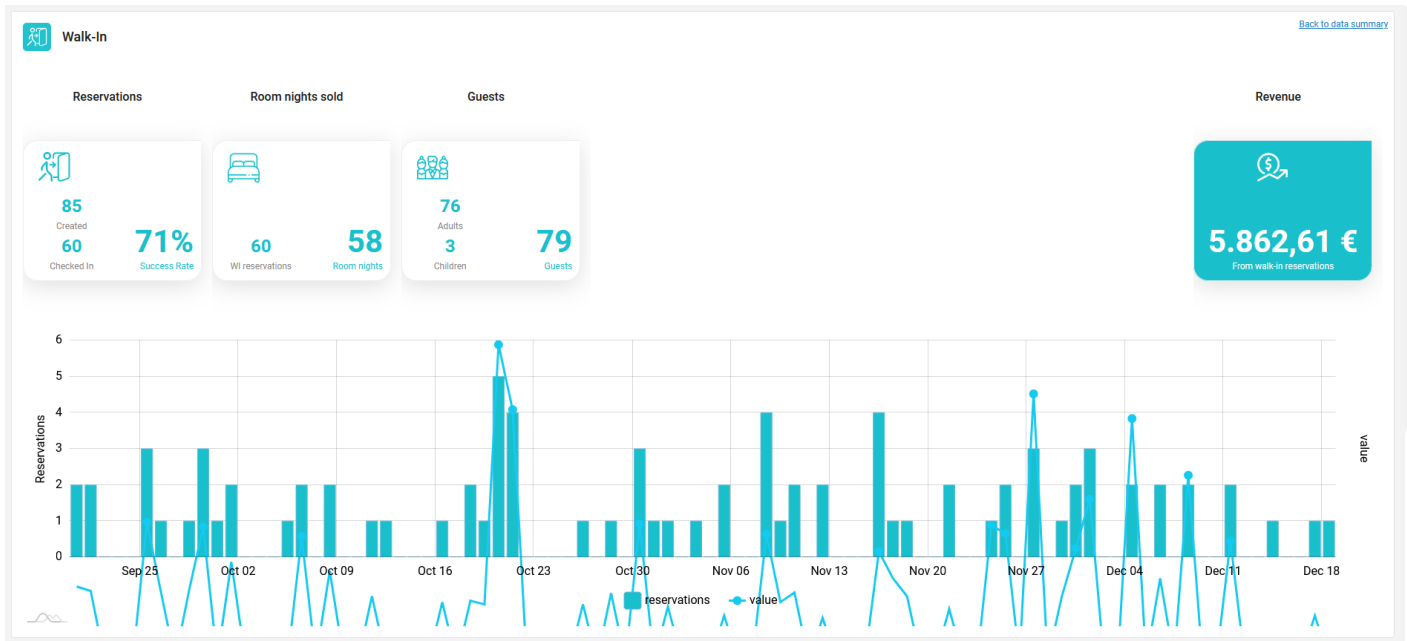
The first tile displays the total number of check-ins started at the kiosk and number of completions, with a percentage of success rate, a low number could indicate that the scenario might be too long or complicated and might need to be adjusted.

The second tile is an informative tile displaying the number of keys encoded at the kiosk through different origins.

The last tile displays the number of “room not ready” reservations at the kiosk, it happens when the guest arrives at the kiosk and no room is available regarding his reservation. (cf: *notification section and queue for more information*)

The last tile displays the total number of reservation eligible to kiosk check in and the number of completed check-ins.

Walk-in:



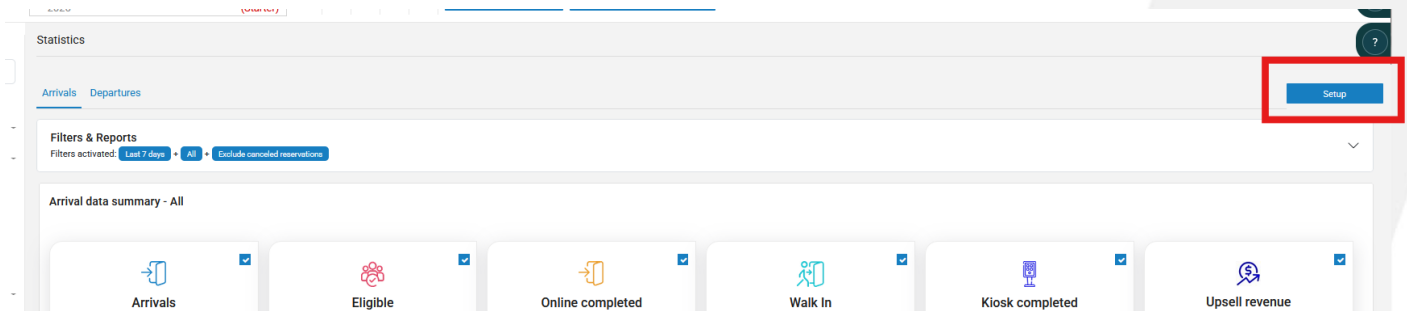
The Walk-in is a special section at the end of the statistics portal, it is only available when the hotel has enabled walk-ins' scenarios at the kiosk. The walk-in scenario refers to guests coming to the hotel and creating a reservation on the kiosk.

The different tiles show the number of reservations created at the kiosk, the number of nights per room sold, the number of guests and most importantly the total revenue earned via Walk-ins on the selected period.

The graph at the bottom displays the revenue and the number of reservations.

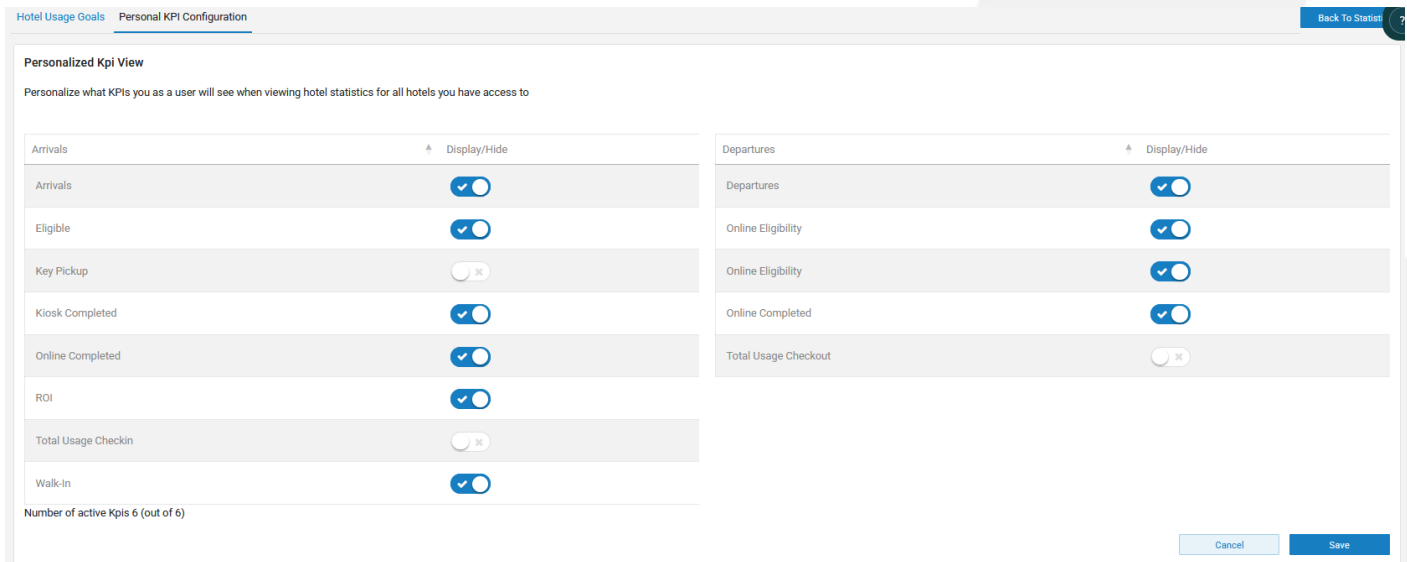
How to setup the goals and KPI visibility:

1. Locate the "Setup" Button in the top-right corner of the statistics portal.
2. Click on "Setup" to open the configuration page.
3. If you do not see this button, you may not have the necessary permissions. Ensure you have the required role.



KPI visibility

1. Navigate to the "Personal KPI Configuration" Section
 - a. The configuration page displays a list of all available KPIs.
2. Enable or Disable KPIs
 - a. Use the toggle switch next to each KPI to activate or deactivate it.
 - b. Greyed-out KPIs indicate they are unavailable for your hotel setup.
3. Select Up to 6 KPIs
 - a. You can select a maximum of 6 KPIs.
 - b. If 6 are already selected, deselect one before enabling another.
 - c. A counter below the selection panel shows the number of active KPIs.
4. Save Your Preferences
 - a. Click "Save" to apply the changes.
 - b. Your KPI selection will remain the same across all hotel accounts you access.



The screenshot shows the "Personal KPI Configuration" page. It has a header with "Hotel Usage Goals" and "Personal KPI Configuration" tabs, and a "Back To Statistics" button. The main content is titled "Personalized Kpi View" and includes a subtitle: "Personalize what KPIs you as a user will see when viewing hotel statistics for all hotels you have access to".

There are two panels of KPIs, each with a "Display/Hide" header and a toggle switch. The left panel is titled "Arrivals" and the right panel is titled "Departures".

Arrivals	Display/Hide	Departures	Display/Hide
Arrivals	☒	Departures	☒
Eligible	☒	Online Eligibility	☒
Key Pickup	☐	Online Eligibility	☒
Kiosk Completed	☒	Online Completed	☒
Online Completed	☒	Total Usage Checkout	☐
ROI	☒		
Total Usage Checkin	☐		
Walk-In	☒		

At the bottom left, it says "Number of active Kpis 6 (out of 6)". At the bottom right, there are "Cancel" and "Save" buttons.

Hotel usage goals

1. Navigate to the "Hotel Usage Goals" Section
 - a. This section allows you to define performance targets for KPIs.
2. Select KPIs for Goal Tracking
 - a. Use the toggle switch to enable KPI goal tracking.
 - b. Available categories include Arrivals, Departures, and Revenue-related KPIs.
3. Define Performance Targets
 - a. Set the **Minimum Threshold** (yellow zone) to indicate the lower acceptable range.
 - b. Set the **Target Goal** (green zone) to mark the success level.
 - c. Input values in percentages (%) for performance-based KPIs
4. Save Your Settings
 - a. Click "Save" to finalize your configurations.
 - b. The statistics portal will now reflect these goals in reports and dashboards.

Statistics ?

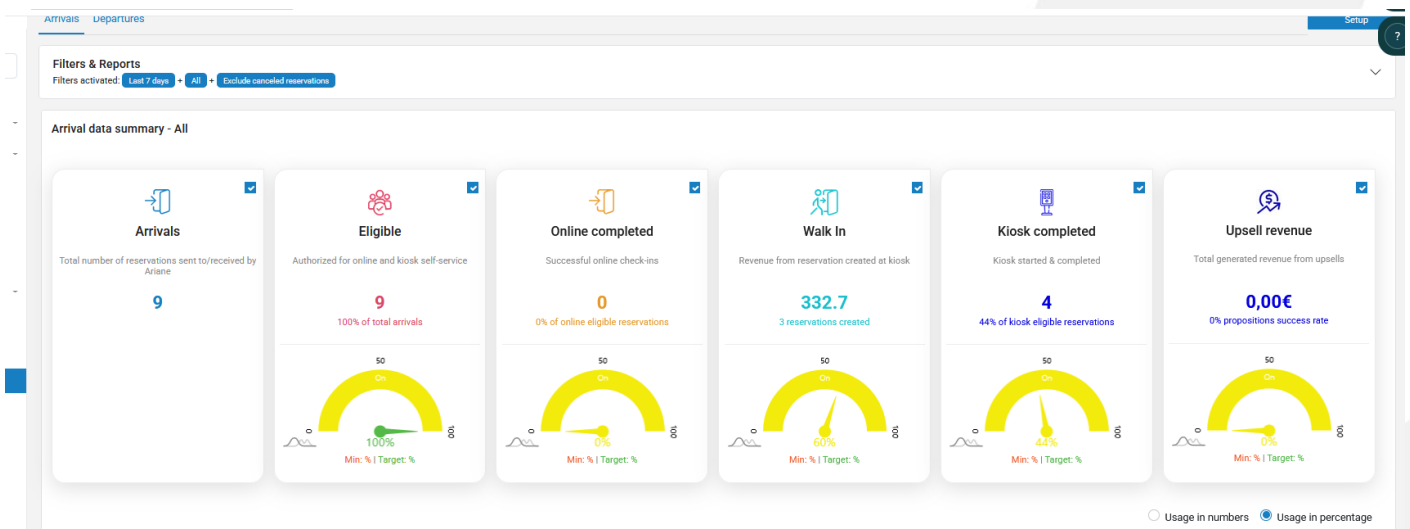
[Hotel Usage Goals](#) [Personal KPI Configuration](#) Back To Statistics

Arrivals	Display/Hide	Maximum usage goal (yellow zone)	Target usage goal (yellow zone)
Eligibility	☒	Minimum eligibility (%)	Target eligibility (%)
Online completion	☒	Minimum usage (%)	Target usage (%)
Keypickup completion	☒	Minimum usage (%)	Target usage (%)
Kiosk completion	☒	Minimum usage (%)	Target usage (%)
Walk in revenue	☒	Minimum revenue (%)	Target revenue (%)
Upsell revenue	☒	Minimum revenue (%)	Target revenue (%)
Total usage	☒	Minimum usage (%)	Target usage (%)

Departures	Display/Hide	Maximum usage goal (yellow zone)	Target usage goal (yellow zone)
Eligibility	☒	Minimum eligibility (%)	Target eligibility (%)

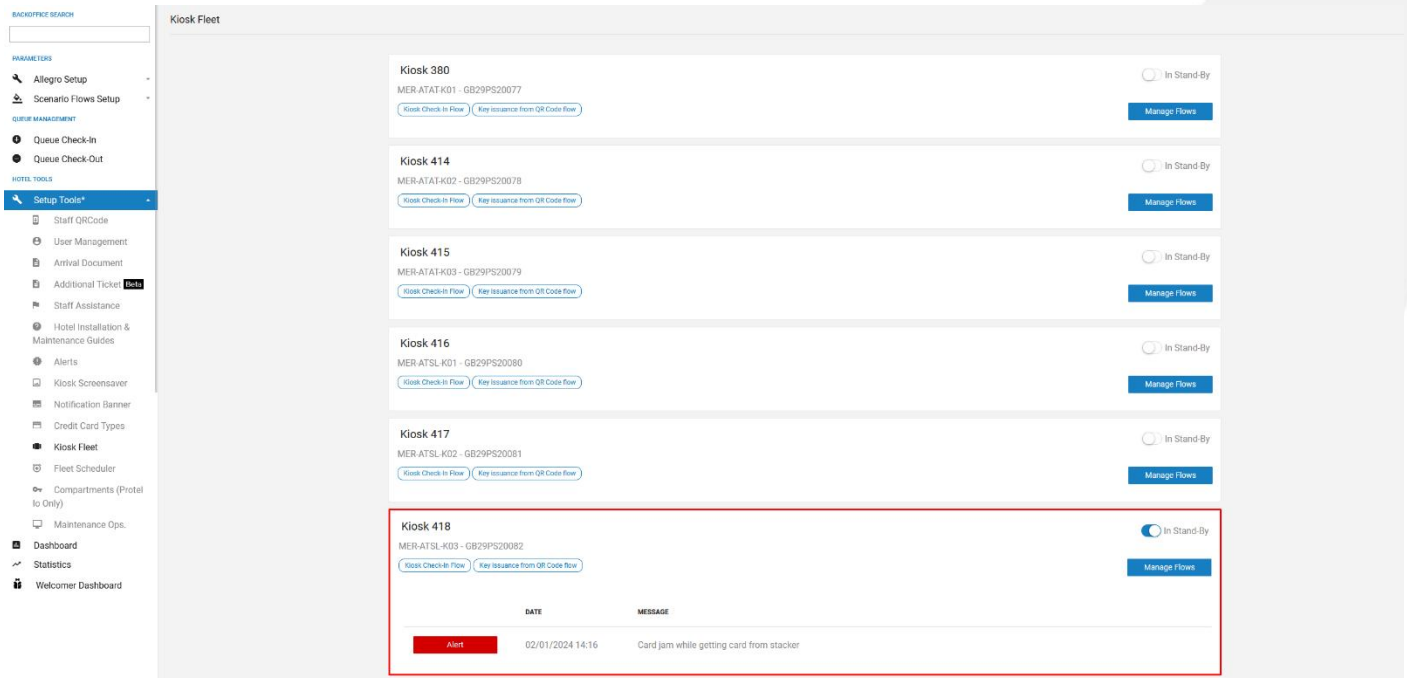
Viewing Performance with Speedometer KPI Gauges:

1. Check the Main KPI Section
 - a. Speedometer-style KPI gauges will appear if the KPI is enabled in the "Hotel Usage Goals" setup.
2. Understanding the Speedometer Zones
 - a. Orange Zone: KPI is below the minimum goal.
 - b. Yellow Zone: KPI is between the minimum and target goal.
 - c. Green Zone: KPI has met or exceeded the target goal.
3. Real-Time Updates
 - a. KPI values will update dynamically based on actual performance data.

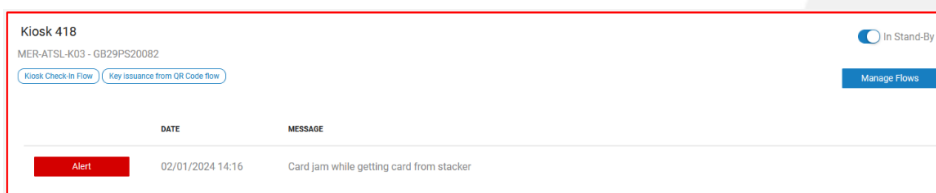


KIOSK FLEET

The kiosk fleet module is accessible under the setup tools section in the left side menu of the back office. This module displays all the different kiosk installed in the hotel, shows if an alert is occurring at the kiosk and allows the user to quickly put a kiosk in or outside of standby mode. It is also possible to manage the different flows enabled on a kiosk.

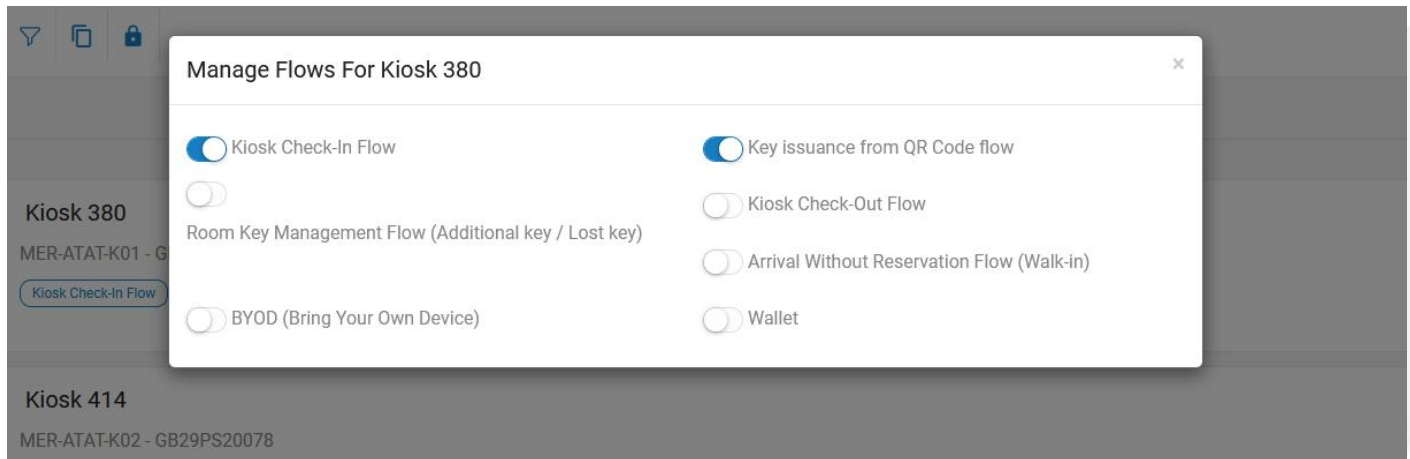


- The number of the kiosk (A)
- The name of the kiosk (B)
- The different flows enabled on the kiosk (C)
- The button to put the kiosk in standby mode (D)
- The button to manage the different flows on the kiosk (E)



When an alert occurred on the kiosk the impacted kiosk is framed in red, and the time of the alert is display as well as the type of alert under message.

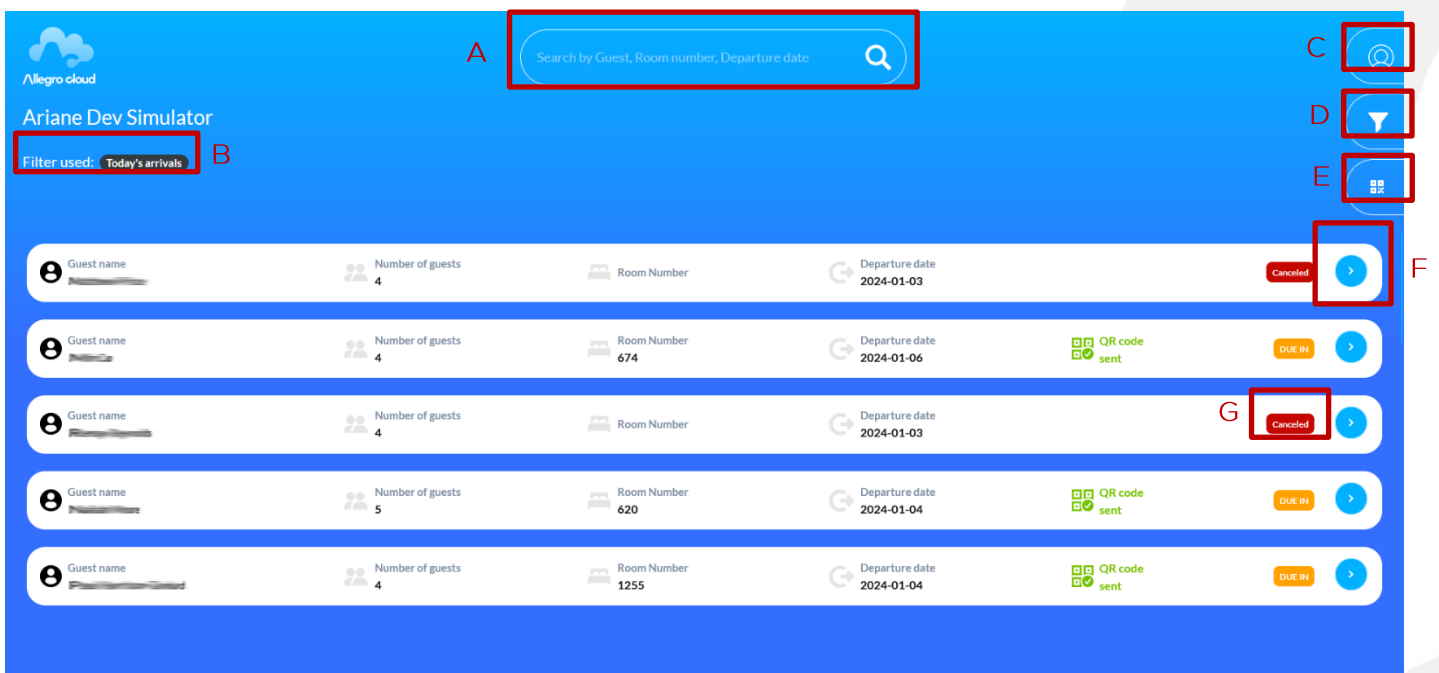
When clicking on the “manage flow” button it opens the pop-up below. Using the different toggle button, it is possible enable or disable the different flow on the kiosk.



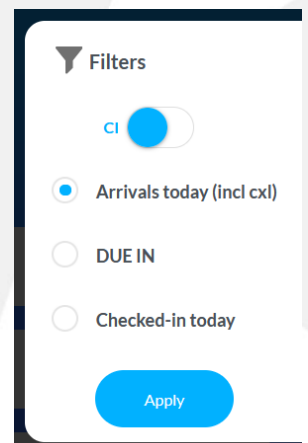
WELCOMER DASHBOARD

The welcomer dashboard is a special tool in the back office, it is accessible under the setup tools section on the left-hand side menu of the back office; clicking on the Welcomer Dashboard button opens a new tab for the tool itself.

The Welcomer Dashboard is a tool designed to be used on a tablet, the purpose of the tool is to ease the check-in process in the hotel by having a welcomer in the lobby, tasked to help the arriving guest. The welcomer can look up arriving guest on the Welcomer Dashboard, verify their ID document and display a QR code on the tablet to bypass the “search reservation” process on the kiosk.



- The search bar to look for reservations (A)
- The filter in place on the list (B)
- The user menu (C)
- The filter menu (D)
- The QR code button (E)
- The expand button to open the details of a reservation (F)
- The status of the reservation (G)



Guest name [REDACTED]	Number of guests 1	Room Number 506	Departure date 2024-01-04	QR code sent	DUE IN
Email [REDACTED]	Reservation number [REDACTED]	Room Status Ready	Kiosk eligibility ✓	Country of residence SE	
Phone [REDACTED]	Confirmation number [REDACTED]	Room Type QR2	Online eligibility ✓	Preferred language en-GB	
Balance 0,00 SEK	External ref. number [REDACTED]	Guest ETA No ETA	Last res. update 1/3/2024 1:30:10 PM		

ID verification Display QR Code

When clicking on the expand button on the list of reservation it opens the reservations detail's view like above.

On this detailed view, the user can access different information related to the reservation.

- The **display QR code** button opens the reservation's QR code to bypass the search reservation process on the kiosk. (the kiosk needs to be equipped with a QR code reader)
- If the ID verify option is enable on the hotel, a guest cannot access his reservation before verifying his identity with a welcomer. The **ID verification** button grants access to the kiosk for this reservation.

If the **send to queue** feature is enable for the hotel, a button is added to bottom right of the reservation details: “send to queue”

This button will allow the user to send a reservation automatically to the check in queue. This is a useful feature if a guest comes to the reception prior to the check in start time and wants to be notified as soon as the room was allocated and available. This feature also allows the user to modify the guest’s contact information.

Grand Staging Simulator

Filter used: **Today's arrivals**

Guest name	Number of guests	Room Number	Departure date	QR code	[#Manually Queued#]	[#Send to Queue#]
Medeea-maria Constantinescu	0	0717	2024-10-04	QR code sent		[#Send to Queue#]
Email: mconstantinescu@ariane.com Phone: +40740235549 Balance: Processing... Internal PMS N°: 21046462 Reservation N°: 21046512 External ref. number: Room Status: Not ready Room Type: SP Guest ETA: No ETA Kiosk eligibility: ✓ Online eligibility: ✓ Last res. update: 10/3/2024 10:33:01 AM Preferred language: EN Country of residence: 						

Guest name	Number of guests	Room Number	Departure date	QR code	[#Manually Queued#]	[#Send to Queue#]
Medeea-maria Constantinescu	0		2024-10-04			[#Send to Queue#]
Email: mconstantinescu@ariane.com Phone: +40740235549 Balance: Processing... Internal PMS N°: 21046471 Reservation N°: 21046521 External ref. number: Room Status: ✗ Room Type: ✗ Guest ETA: No ETA Kiosk eligibility: ✗ Online eligibility: ✗ Last res. update: 10/3/2024 2:11:10 PM Preferred language: EN Country of residence: 						

[#Send to Queue#]

[#Select how to send pre-checkin invites#]

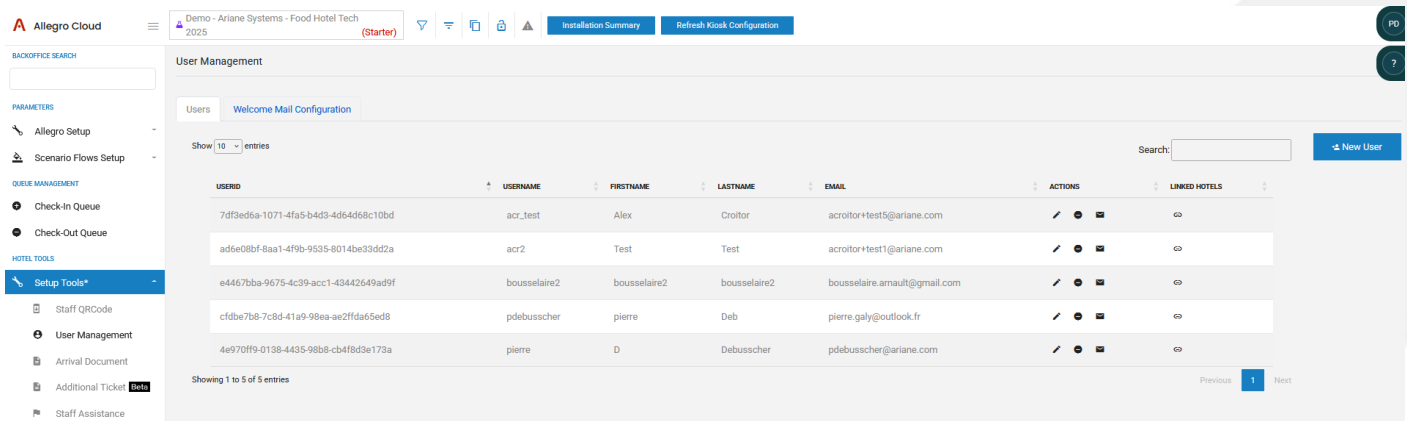
[#Email Address#]
mconstantinescu@ariane.com

[#Phone Number#]
+40744432232

[#Send to Queue#]

USER MANAGEMENT

The user management module is accessible through the back office on the left-hand side menu under the set-up tools section. This is where all the different allowed users on the hotel are registered and managed.



On this page it is possible to:

- Create a new user.

New User

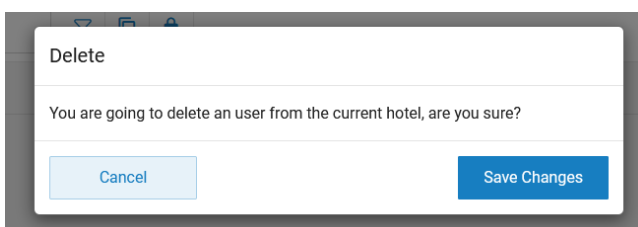
- Re send the welcome email



- Edit existing users.



- Delete existing users.



USER CREATION

Below is a list of the different information required to create a new user.

Once a user has been created in the back office, an email is sent to the registered email address. A link in this email allows the user to activate his account, after that he can connect on the back office using the back-office link where his hotel is located (US / rest of the world).

For more information about the user creation you can follow this video guide:

<https://www.loom.com/share/36d4b4c4c70a4766a5cbd24703ae0080?sid=dee4041e-7b76-45cd-9ade-c21cb98e908c>

The screenshot shows the 'Create User' form within the 'User Management' section. The form includes the following fields and sections:

- Assigned Brand:** Ariane Test Brand
- Email:** Text input field
- UserName:** Text input field
- FirstName:** Text input field
- LastName:** Text input field
- Permitted Hotels:** Dropdown menu showing 'Nothing Selected'
- UserRoles:** Dropdown menu showing 'Nothing Selected'
- Buttons:** 'Cancel' and 'Save' buttons at the bottom right.

Below is the list of different access levels available for a user in the back office. This list is conditioned by the current access level the connected user has, meaning a user cannot create another user with a higher access level than himself.

The screenshot shows a dropdown menu for selecting access levels. The available options are:

- AllegroV7Backoffice.HotelAdmin
- AllegroV7Backoffice.ProfService
- AllegroV7Backoffice.HotelUser
- StandardInstaller
- AllegroV7Backoffice.Level2Manager
- AllegroV7Backoffice.HotelPowerUser
- Nothing Selected (highlighted)

The user management module also allows to edit existing user, to update information for instance. The editing module is the same as the creation one, prefilled with the current information of the user.

The screenshot shows the 'Edit User' form within the 'User Management' module. The form is titled 'Edit User' with a help icon. It contains the following fields and information:

- Email:** test@test.com
- Assigned Brand:** Ariane Test Brand
- CreatedBy:** abousseilaire@ariane.com
- UserName:** Test
- FirstName:** Test
- LastName:** Test
- Permitted Hotels:** Ariane Dev Simulator, CERTIFICATION VEGA V7 IPKV3
- UserRoles:** AllegroV7Backoffice.HotelUser, StandardInstaller
- User Email was not confirmed** (with a 'Resend Email' button)
- Buttons:** Delete User (red), Cancel (light blue), Save (blue)

It is also available for the user to modify the image that will be sent in the welcome email. The option is in the Welcome Mail Configuration tab.

The screenshot shows the 'Welcome Mail Configuration' tab within the 'User Management' module. The tab is titled 'Welcome Email Image' and includes the following information:

- Weight max:** 5mo.
- Min width:** 240px
- Min height:** 320px
- Allowed file types:** jpg, jpeg, png.
- Image Upload Area:** A large box with a cloud upload icon and the text 'Drag and drop a file here or click'.
- Buttons:** Save (blue)

STAFF ASSISTANCE

The staff assistance module is accessible through the back office on the left-hand side menu under the set-up tools section.

This module allows the user to enable or not the staff assistance option, if enable with the right switch button, this option will display a phone number when a guest is clicking on the help button on the kiosk. This feature is used when kiosks are left with no staff supervision for some time and guests might encounter a problem, so they need someone to contact.

Kiosk Type
Status: Attended Kiosk

☐

Cancel

Save

By default, the feature is disable, and need activation regarding the operational needs of the hotel.

When enabled the user needs to register a valid phone number that will be displayed when a guest

Kiosk Type
Status: Unattended Kiosk

☒

Emergency Phone Number

Cancel

Save

needs assistance.

ARRIVAL DOCUMENT

The arrival document module is accessible through the back office on the left-hand side menu under the set-up tools section.

This tool allows the user to configure and display different information on the document the guest is receiving after a successful check-in, two options are available for the hotel regarding their installation: the guest can receive the document as an email, a printed document at the kiosk or both.

Channel	Field	Status
Print	Room Type	Enabled
	Arrival And Departure	Enabled
Email	Confirmation Number	Disabled
	Reservation Number	Disabled
	Free Text Section 1	Disabled
	WiFi	Disabled
	Parking	Disabled
	Free Text Section 2	Disabled
	Included Products & Extras	Disabled
	Guest Greetings	Enabled
	Hotel Name	Enabled
	Hotel Address	Enabled
	Hotel Phone	Enabled
	[#Hotel Email#]	Enabled
	Is Custom Template	Disabled
	Use Translated Template	Enabled

Above is the configuration section of the print document, to enable a section of the document the user needs to use the switch button on the right. Most of the data displayed on this document are dynamic and extracted from different sources and doesn't need any configuration (example: the hotel address is extracted from the hotel information module of the back office, any specific information regarding the guest is extracted directly from the reservation)

The screenshot shows the Ariane configuration interface with three main sections:

- Free Text Section 1:** Status: Enabled. Contains a text area with the message "This is the christmas special promotion of the hotel !".
- WiFi:** Status: Enabled. Contains input fields for "WIFI NAME" and "PASSWORD".
- Parking:** Status: Enabled. Contains an input field for "CODE PARKING".

Some of the information displayed in the document requires configuration:

- The 2 free text section where the user can write any message he wants, available for every guests.
- The Wi-Fi section to register the Wi-Fi name and the password
- The parking section to register the parking access code if needed.

Below is the email configuration page, requiring a little bit less option to configure than the printed one.

The screenshot shows the Allegro Cloud configuration interface for the "Arrival Document". The left sidebar lists various configuration options, including "Setup Tools" which is currently selected. The main configuration area includes the following sections:

- Confirmation Number:** Status: Enabled
- Reservation Number:** Status: Enabled
- Free Text Section 1:** Status: Disabled
- WiFi Code Setup:** Status: Disabled
- Parking Code Setup:** Status: Enabled. Includes a "Code" input field with the value "123123".
- Free Text Section 2:** Status: Disabled
- Included Products & Extras:** Status: Enabled

At the bottom right, there are "Cancel" and "Save" buttons.

Step by step guide available following this link:

https://scribehow.com/shared/How_to_Set_Up_and_Customize_Arrival_Document_Emails_and_print_Dz_d0-JnnRk-vmFkpBrTMgw

ADDITIONAL TICKET

The additional ticket module is accessible through the back office on the left-hand side menu under the set-up tools section.

The additional tickets serves as complementary tickets that can be printed (Be sure to have a printer installed on the kiosk to use this feature) and used by guests for several purposes, coupons, parking tickets... etc.

The tool is built the same way as the arrival document configuration module and allows the user to enable or disable different sections of the document. Most of the sections are dynamic content, and there are 2 free text sections that can be filled by the user.

The screenshot displays the 'Additional Ticket' configuration interface within the Allegro Cloud system. The left-hand navigation menu is expanded, showing 'HOTEL TOOLS' with 'Additional Ticket' selected. The main content area is titled 'Additional Ticket' and contains a list of configuration items, each with a 'Status: Disabled' toggle switch:

- Additional Welcome Ticket
- Hotel Logo
- Free Text Zone
- Arrival And Departure
- Confirmation Number
- Reservation Number
- Room Number
- Free Text Zone
- Logo / Icon

At the bottom right of the configuration area, there are 'Cancel' and 'Save' buttons. The footer of the interface shows '2025 © Ariane Systems'.

ALERTS

The alert module is accessible through the back office on the left-hand side menu under the set-up tools section.

This module allows the user to manage the different user receiving the different alerts that can occur on a kiosk, and the channel of communication for each user, phone, email or both. When an issue is detected on the kiosk, an alert is triggered, and the registered users receive a message describing the alert type and some advice to solve it as fast as possible.

Allegro Cloud Ariane Dev Simulator (Premium)

Alerts

Show 10 entries

Search:

FIRST NAME	LAST NAME	EMAIL	PHONE	ACTIONS
Amault	Bousseilaire2	abousseilaire@ariane.com	0607657614	Edit Delete
John	Doe	Johndoe@ariane.com	06458674255	Edit Delete
pierre	Debusscher	pdebusscher@ariane.com	+33644844117	Edit Delete

Showing 1 to 3 of 3 entries

First Previous Next Last

2024 © Ariane Systems

On the module, it is possible to:

- Add a user.
- Edit an existing one.
- Delete an existing one.

Create New User

Email

Email

Name

First Name

Last Name

Phone

Phone Number With Country Code (+44 123456789)

Alerts Types

☐ Select/Unselect all email
 ☐ Select/Unselect all sms

Webkiosk Connection lost	☐ Email	☐ Sms
Device Unavailable	☐ Email	☐ Sms
Encoder Communication error	☐ Email	☐ Sms
Encoder Card still inside	☐ Email	☐ Sms
Encoder Stacker error	☐ Email	☐ Sms
Encoder Card jam	☐ Email	☐ Sms
Encoder No more cards	☐ Email	☐ Sms
Connection timed out	☐ Email	☐ Sms
Scanner error	☐ Email	☐ Sms
WebService error	☐ Email	☐ Sms
General error	☐ Email	☐ Sms
Printer connection lost	☐ Email	☐ Sms
Printer out of paper	☐ Email	☐ Sms
Printer paper jam	☐ Email	☐ Sms
Printer server issue	☐ Email	☐ Sms
PMS Connection lost	☐ Email	☐ Sms
Staff Request On	☐ Email	☐ Sms
Low level of keycards	☐ Email	☐ Sms
[#No new Reservations#]	☐ Email	☐ Sms

Send Test Message

Add User

The user creation for the alerts requires to register basic information about the user: email, name, and phone.

After that, the user needs to select the different alerts he wants to receive by ticking each box, and decide the channel of communication, either by email, phone, or both.

It is possible to trigger a test message at the bottom of the tool.

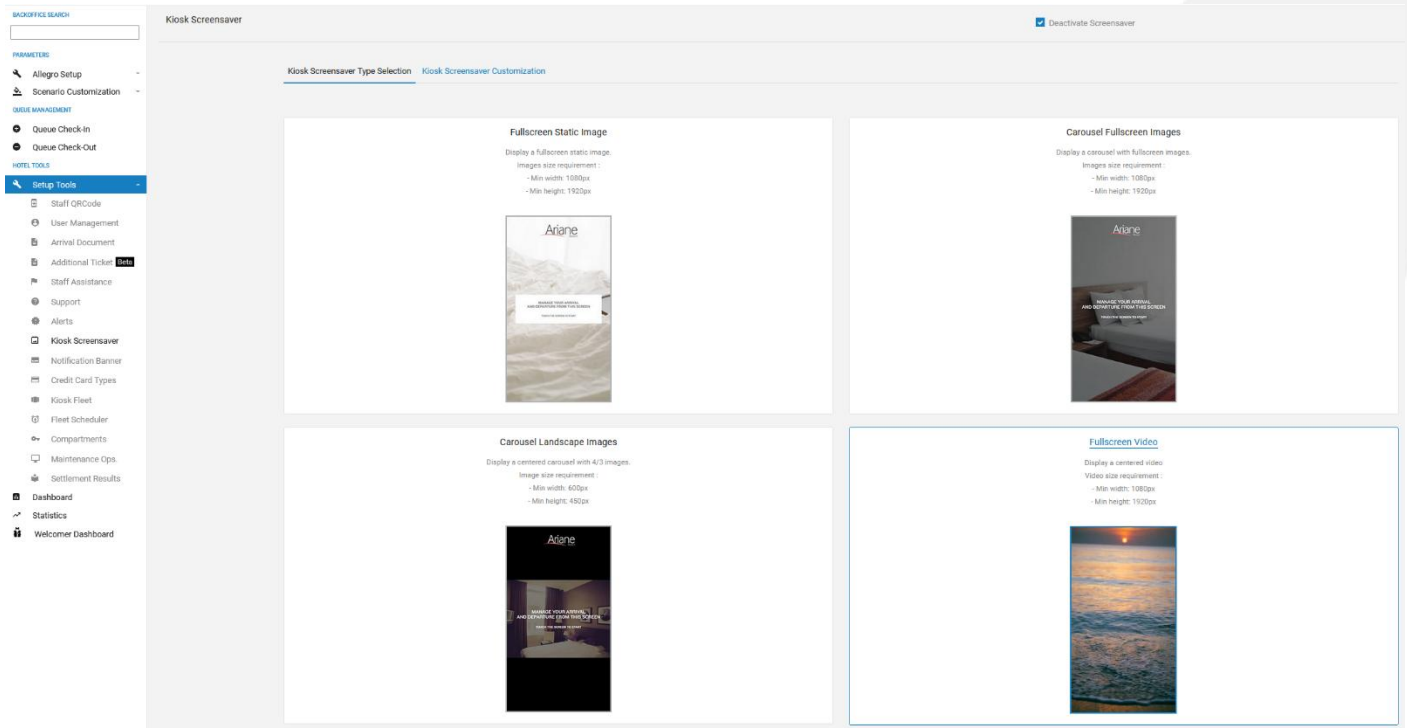
When the user selected all the alerts, he can save the user. The newly created user will be displayed on the list on the alert's page.

The editing user tool is the same as the creation one prefilled with the alerts registered for the user.

KIOSK SCREENSAVER

The kiosk screensaver module is accessible through the back office on the left-hand side menu under the set-up tools section.

The kiosk screensaver module allows the user to manage the screensaver displayed on the kiosk. The screensaver is displayed when the kiosk is unused for a period.

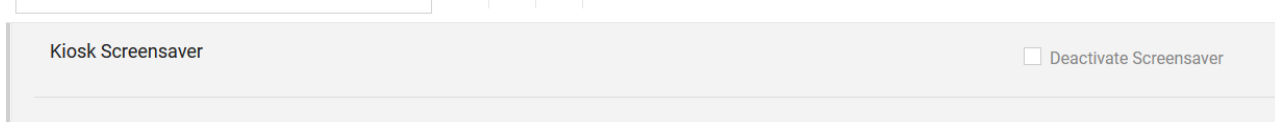


The tool is separated in 2 different tabs, the first one is the kiosk screensaver type selection and the second one is the kiosk screensaver customization.

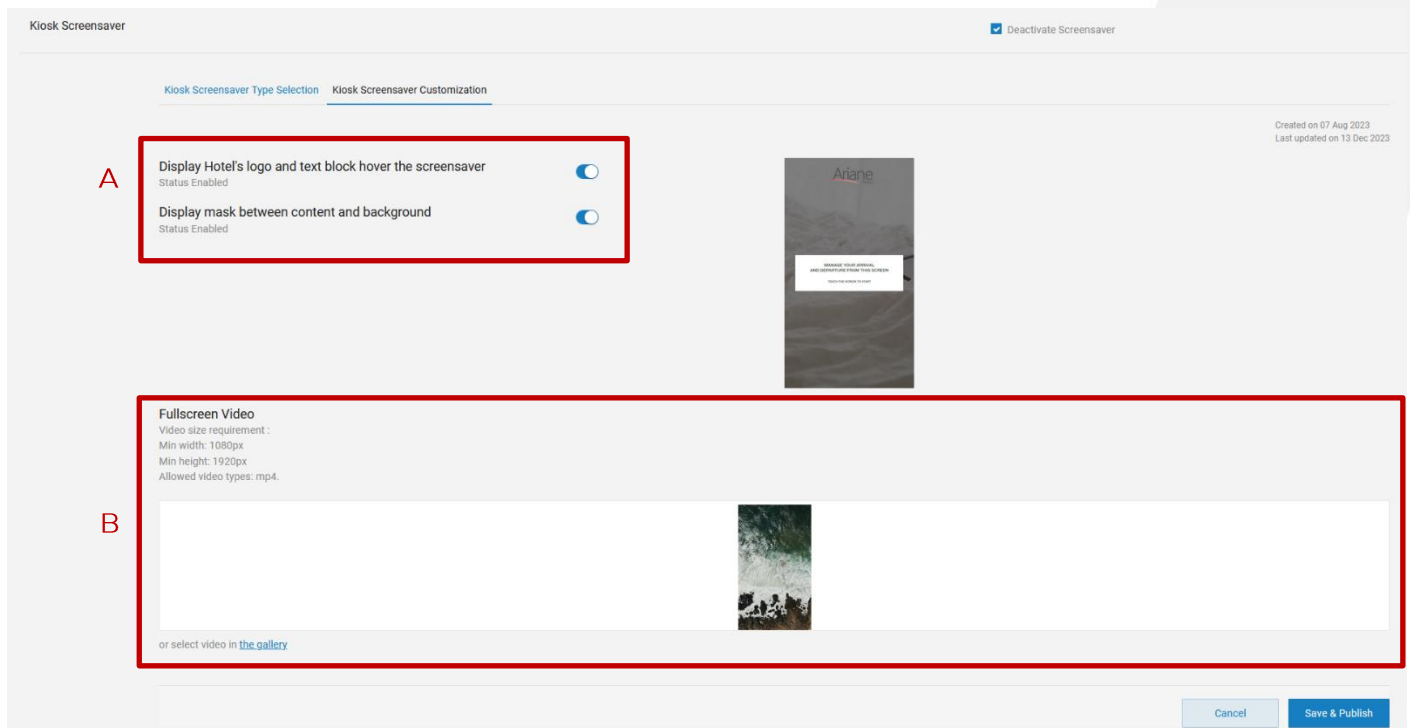
The user needs to start by selection the type of screensaver he wants on the kiosk:

- Full screen static image
- Carousell full screen images
- Carrousel landscape images
- Full screen video

It is also possible on the top of the page to deactivate the screen saver feature. In that case no screensaver is displayed, and the kiosk stays on the home screen.

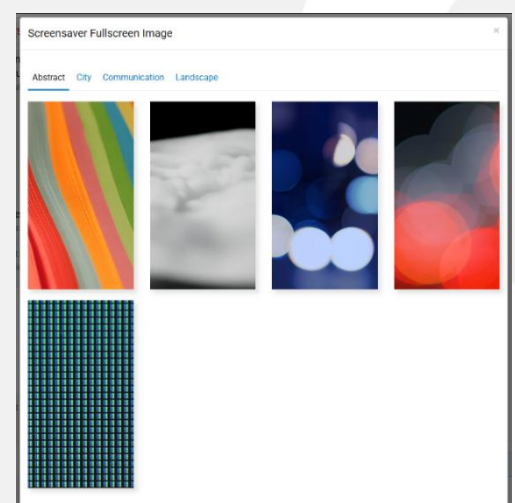


Once the type of screen saver is selected, the user can customize the selected type of screen saver on the customization tab. (See below)



The customization module is divided in 2 sections:

- The first section displays 2 options for the screensaver, to display the hotel logo and a text block over the screensaver image. The user can previsualize the result of each option with the screen saver example on the right. (A)
- The second section is specific to each different type of screensavers and allows to either personalize the images or video used as screensaver. For each different type of screensaver, it is possible for the user to either upload its own images or videos (following the



right with and height requirements) or use the available images and videos on the gallery. the gallery is divided in different style tabs. (B)

or select image in [the gallery](#)

NOTIFICATION BANNER

The notification banner module is accessible through the back office on the left-hand side menu under the set-up tools section.

The notification banner is an optional feature to display a banner at the bottom of the Online check in done email (the email received when the room is ready after a successful online check in) and the kiosk check in done email or arrival document (the email sent after a successful check in).

The banner can be used for various purposes regarding the need of the hotel and offer various configuration options.

Allegro Cloud | Exhibition- Kiosk Duo1800 (Starter)

Notification Banner Setup

Visibility
Display the banner in CheckinDone and KioskCheckinDone notifications
Status: Disabled (A)

Translations
Setup For Language:
Deutsch (B)

Title
Titel (C)

Description
Beschreibung (D)

Button Text
Klicken Sie hier! (E)

- The switch button to enable or not the banner (A)
- The language of the banner (B)
- The title of the banner (C)
- The description text for the banner (D)

- If a button is enabled, the text on the button (E)

Allegro Cloud Exhibition- Kiosk Duo1800 (Starter)

BACKOFFICE SEARCH

PARAMETERS

- Allegro Setup
- Scenario Flows Setup

QUEUE MANAGEMENT

- Queue Check-In
- Queue Check-Out

HOTEL TOOLS

- Setup Tools***
 - Staff QRCode
 - User Management
 - Arrival Document
 - Additional Ticket **Beta**
 - Staff Assistance
 - Hotel Installation & Maintenance Guides
 - Alerts
 - Kiosk Screensaver
 - Notification Banner
 - Credit Card Types
 - Kiosk Fleet
 - Fleet Scheduler
 - Compartments (Protel Io Only)
 - Maintenance Ops.
- Dashboard
- Statistics
- Welcomer Dashboard

Image
Weight max: 5mo.
Min width: 240px
Min height: 320px
Allowed file types: jpg, jpeg, png.

Drag and drop a file here or click

Button
Display the button in the banner
☐ Status: Disabled
URL

Appearance

Background Color
Applied to the background color of the banner
#FFFFFF

Text Color
Applied to the text color of the banner
#333333

Button Background Color
Applied to the background color of the button
#007FA8

Button Text Color
Applied to the text color of the button
#FFFFFF

Cancel Save

- The image upload tool to put an image on the banner. (F)
- The switch button to enable the button in the banner or not (G)
- The color customization panel (H)

The user needs to save the different customization configurations done before exiting the module.

COMPARTMENTS

The compartments module is accessible through the back office on the left-hand side menu under the set-up tools section.

This is a specific feature only available with Protel IO PMS system and within a hotel using compartment with physical keys in the kiosk.

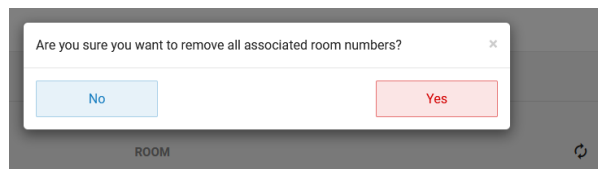
The compartment module displays all the compartment available in the kiosk and which room they are connected to, to give the key when the guest checks-in at the kiosk.

COMPARTMENT	ROOM	
A 1	B	C
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		

- The right column displays all the compartment on the kiosk. (A)
- On the left column the user needs to enter the proper room number for the compartment. (B)

- The refresh button allows to remove all mapping on the module. (C)

Once the configuration is done the user needs to save with the save button at the bottom of the page.



FLEET SCHEDULER

The fleet scheduler is accessible through the back office on the left-hand side menu under the set-up tools section.

The “fleet scheduler” is an extension of the “kiosk fleet” tool. It allows the user to control the different flows from the kiosk regarding the hotel’s schedule. They can enable or disable these flows on a time basis.

The upper part of the screen displays two list sections. The right one named “Select Endpoint to preview schedule” refers to the source endpoint from which the user wants to base the left list selection named “Select Endpoint(s) to schedule”, this is the target of the scheduler.

From there the user can select which kiosk he wants to schedule based on another kiosk already scheduled.

The “select all/Unselect all” button, allows the user to select or unselect every kiosk from the right target list. (Select Endpoint(s) to schedule)

When the user selected from where he wants to base his schedule and on which kiosk. He can start working with the different tools.

The user will select which one of the kiosk's flows he wants to schedule by selecting it.

Select Flow to schedule:

Check-In Check-Out Key Pickup Duplicate Key Walk-In

The tool displays every day of the week, a vertical slide bar indicates the hours during each day. By default, the slide bar is green indicating that the selected flow is enable during all day.

If the user wants to disable the flow for a certain amount of time. He must click on the right green plus, next to the day he wants to schedule a disabled time.

A red bar will appear on the vertical hours bar. You can schedule the disabled time by dragging each dot of the red bar from where you want the disabled time to start and end.

It is possible to cover all day if the user wants to disable a certain flow for a certain day of the week.

Monday

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24

Tuesday

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24

Disabled 9:30 - 14:00

Wednesday

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24

Thursday

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24

Friday

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24

Saturday

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24

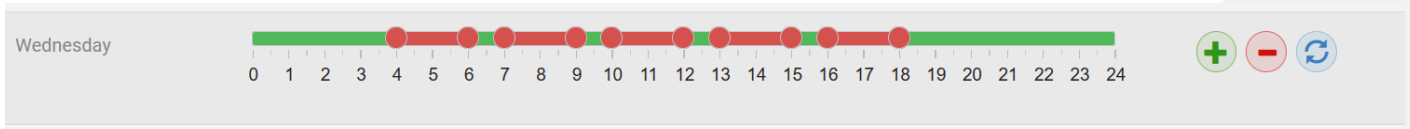
Sunday

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24

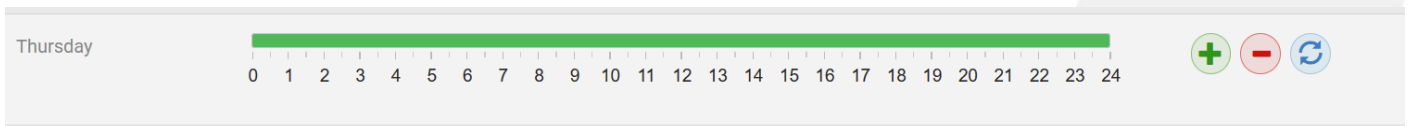
Save

If the user clicks multiple times on the green plus, he can add up to five disabled time on the green bar, he must specify on each one the starting time and the ending time by dragging the dots.

If the user wants to remove the last disabled time you created, you can click on the red minus on the right.



And if the user wants to reset every disabled time you added to the day, he can click on the blue circling arrows on the right. This will reset the day as default, meaning a full green bar.



Finally, when the user scheduled every flow he wanted regarding each day of the week, he can click on the right bottom button "save" to save the configuration.

ROOMS CONFIGURATION

The room configuration module is accessible through the back office on the left-hand side menu in the upper section under “Allegro setup.”

The room configuration module is mainly used by an Ariane user during the installation of the hotel to configure the different room types available in the hotel.

Most of the configure isn’t supposed to be changed on a regular basis, however it is likely that a user might update pictures of the rooms or the description.

The screenshot displays the Allegro Cloud interface for room configuration. On the left, a sidebar menu under 'Allegro Setup' includes options like 'Hotel Information*', 'Copy Hotel', 'Hotel Currency*', 'Translations', 'Hotel Date Format*', 'Queuing Services', 'Notifications Server', 'Arrival & Departure Time*', 'Footer Settings', 'T&C And House Rules Contents', 'PMS Integration & Configuration*', 'Configurable Settings', 'Endpoints Configuration', 'Payment Integration', 'Reservations Storage', 'Reports Settings', 'Rooms Configuration*', 'Eligibility Criteria', 'Keys Encoding*', and 'Packages Upsell'. The main content area, titled 'Rooms Repository', features a table with the following data:

	CODE	NAME	MAX GUESTS	BED TYPE	BEDS COUNT	ACTIONS
Rooms Number						
Default Room Image	34687	Doppelzimmer	2	Doppelbett	1	Edit Delete

Buttons for 'New Room Type' and 'Import Room Types From PMS' are located at the top right of the repository section. The footer indicates '2024 © Ariane Systems'.

the room configuration module is divided into 3 different tabs:

- **The room repository:** the main section of the tool displaying all the created rooms and the edit or delete button.
- **The rooms number:** the subsection to enable and configure if needed the mapping of room number regarding the requirement of the key encoding system. (only used by an Ariane user)
- **Default room image:** the section to define the default room images in case no personalized images are uploaded.

← Edit Room Type

Room Type Code *
34687

Name *
Doppelzimmer

Display Accommodation Details
Status Enabled

Description
<p>Doppelzimmer</p>

Beds Count
1

Bed Type
Doppelbett

Max capacity
2

Image
or select image in [the gallery](#)

Cancel Save

2024 © Ariane Systems.

When clicking on the “edit” button for a room type on the repository section, it is possible for the user to:

- Modify the description of the room (A)
- Upload a new image for the room (B)

Once the changes are done on the configuration the user can save the configuration by clicking on the bottom right button “save”.

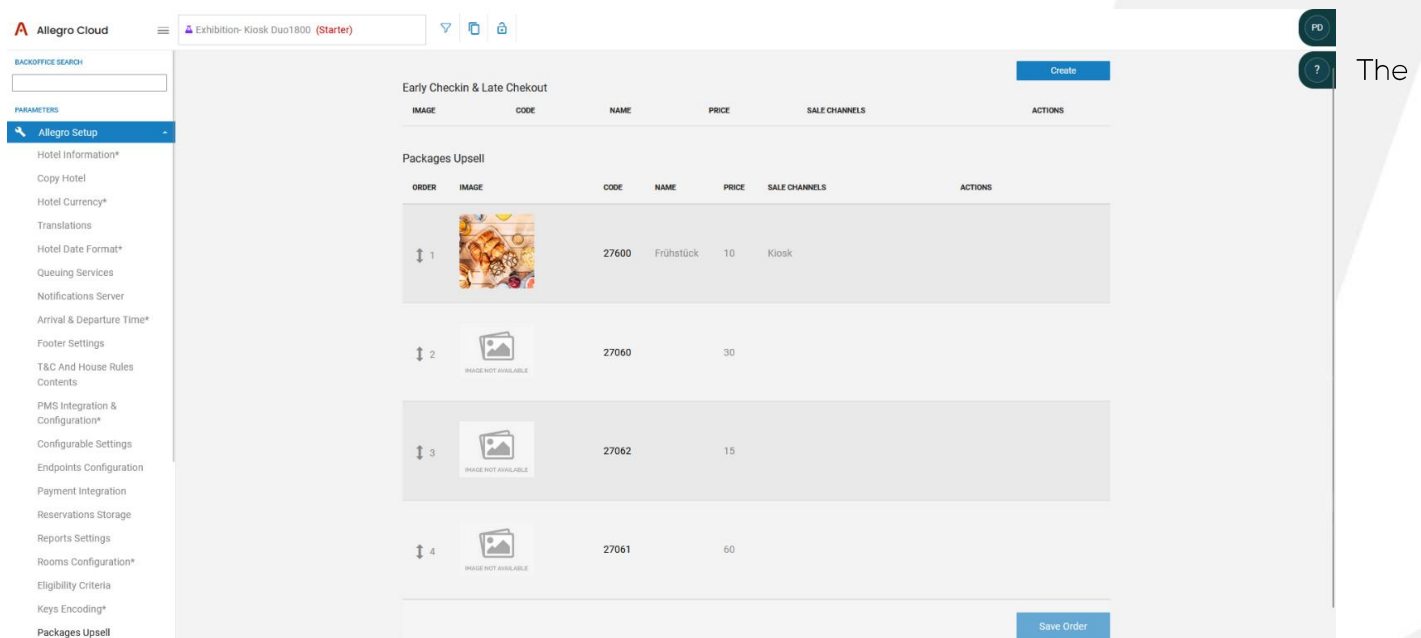
PACKAGES UPSELL

The packages upsell module is accessible through the back office on the left-hand side menu in the upper section under “Allegro setup.”

The packages upsell module allows the user to manage the different packages available during the upsell scene at check in.

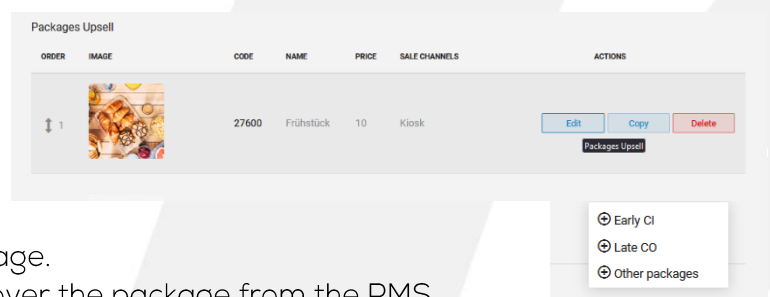
The module is divided into early check in and late check out packages and packages upsell.

Most of the configuration of this module is done during the installation of the hotel, but it's possible for the user to create new packages afterwards or edit the existing ones.



main page displays:

- All the different already created packages.
- The order of display, the user can drag and drop each package to modify the order.
- The name, price, images of each package.
- The code is the PMS code used to recover the package from the PMS. (every package sold during the check-in process must be registered as packages in the PMS)
- The sale channel, the package can be sold either during online check-in or on the kiosk, or both.
- And the action bar allowing the user to edit, copy or delete a package.



- It is also possible to create a new package with the top right corner. (the user needs to specify at the creation which kind of package he wants to create)

The screenshot shows the 'Add Package' form with the following labeled sections:

- A**: Image upload area with a text box and a button to select from the gallery.
- B**: Sale Channels section with checkboxes for 'Kiosk' and 'Online/Web Date Format display'.
- C**: Code input field.
- D**: Name (De-DE-Default) input field with a dropdown arrow.
- E**: Index input field with the value '0'.
- F**: Short Name (De-DE-Default) input field with a dropdown arrow.
- G**: Description text area with a rich text editor toolbar.

The package creation module requires information as seen above:

- An image to illustrate the package, it is possible to upload an image or use the gallery. (A)
- Decide on which sale channel the package will be sold, kiosk, online or both (B)
- The code retrieved from the existing package in the PMS (C)
- The name of the package, that needs to be translated (D)
- The index (Represents the order in the list of packages) (E)
- The shorter version of the name, also needing to be translated (F)
- A textual description for the package (G)

Display Condition Only guests who meet the defined and enabled condition will see this package upsell offer

H

If: Number of nights Type: Logic: Value: THEN DISPLAY UPSELL

I

Price: Posting Rhythm: Calculation Rule:

J

Custom Quantity Enabled: ☐ Status Disabled: ☐

K

Use Pms Price For This Package: ☐ Status Disabled: ☐

L

Modify Number Of Packages: ☐ Status Disabled: ☐

M

Maximum Quantity: No limitation

N

Hide Quantity: ☐ Status Disabled: ☐ Hide Posting Rhythm: ☐ Status Disabled: ☐

O

Package Codes Exceptions:

RateExceptions:

Cancel Save

- It is also possible when creating a package to condition the display of the package during the upsell scene. **(H)**
- The price of the package, the posting rhythm, and the calculation rule. **(I)**
- The custom quantity is only accessible for the hotel installed with IPKV3. **(J)**
- Use PMS price for this package instead of the defined price in the module. **(K)**
- Modify the number of packages, allowing the guest to add or remove packages with plus or minus. **(L)**
- Set up the maximum quantity of packages per reservation. **(M)**
- The possibility to hide the quantity of the packages or the posting rhythm. **(N)**
- Packages and rate code exceptions can be defined to remove the display of upsells regarding certain reservations. **(O)**

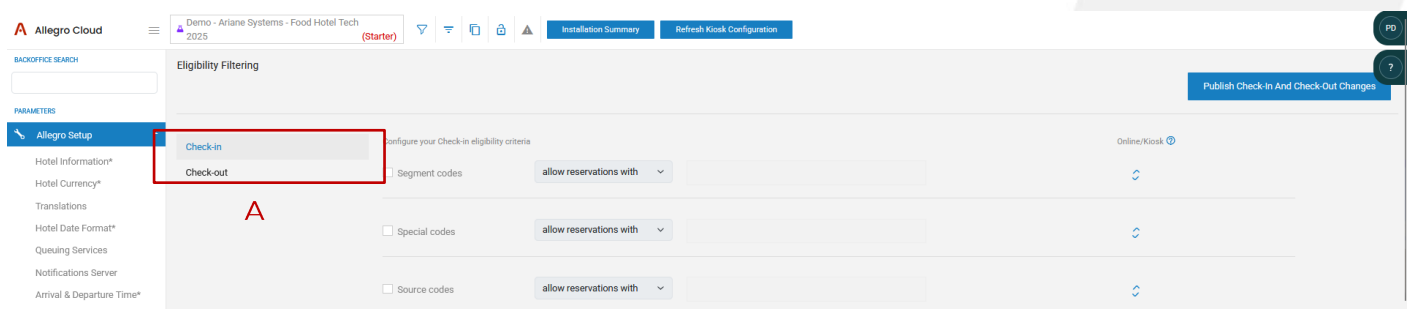
ELIGIBILITY CRITERIA

The eligibility criteria module is accessible through the back office on the left-hand side menu in the upper section under “Allegro setup.”

The eligibility criteria module allows the user to manage the eligibility criteria on each reservation regarding specific filters and conditions, these filters will exclude some reservations from the online scenario, the kiosk, or both. The filters are based on multiple data specific to each reservation.

Please note that it is advised to aim at the lowest eligibility restrictions possible to allow the maximum number of guests to use Ariane’s services.

When using the module, the user needs to select if he wants to configure the criteria on check-in usage or check out usage.



After deciding which section, the user wants to configure he needs to select between Check-in and Check-out reservations. (A)

All different eligibility criterion can be linked between kiosks and online, if they are the same, using the symbol at the left of the interface.

When ungrouped, the user can work separately on online criterions or kiosk criterions.

When grouped, the criterions will be the same applied for both online and kiosk.

It is possible to work between check in and check out criterions without saving the page. When to work is done on the page, the user can publish all the changes by clicking the top right corner button.

☐ Confirmation number

A ☒ Allowed email domains ?

☐ Room numbers

☐ Room assigned

B allow reservations with

allow reservations with

exclude reservations with

exclude all reservations

ariane.com x

☐ Assigned room ☐ No assigned room

To configure a new eligibility criterion, the user needs to select one from the left list and tick the button (A), once the criterion is selected, the user needs to select a behaviour when this criterion is encountered (B), and finally add the specifics code or info related to the selected criterion (C).

Some criteria are specific and doesn't need the same setup (see below).

☐ Balance

exclude reservations with

☐ Negative ☐ Zero ☐ Positive

☐ Room assigned

exclude reservations with

☐ Assigned room ☐ No assigned room

☐ Departure date between

Min date 15/01/2024 Max date 15/01/2024

Reservations with the following criteria are restricted from Online Check-in

☐ Groups

☐ Shared reservations

☐ All reservations (override all other criteria if activated)

Once the configuration work is done on one section, the user needs to save it with the button at the bottom of the page and can exit the page.

Please note that every different section and subsection needs to be configure separately even if they are suing the same criteria.

ARRIVAL AND DEPARTURE TIME

The arrival and departure time module is accessible through the back office on the left-hand side menu in the upper section under “Allegro setup.”

This module allows the user to configure different options related to the time of check in and check out.

The whole module is divided into several subsections:

ESTIMATED ARRIVAL TIME

Estimated Arrival Time

The ETA Displayed In The Online Check-In Scenario Is From

08:00

The ETA Intervals Displayed In The Online Check-In Scenario

1 Hour(s)

The ETA Displayed In The Online Check-In Scenario Is Until

09:00

Estimate arrival time

Select your estimated arrival time 16:00

I don't know my arrival time

These settings will update the ETA select input of the online scenario

Use ETA And Buffer For Room Assignment

Status Enabled

☒

Buffers In Minutes (Check-In Will Start To Process Xx Minutes Before Guest ETA)

Add Buffers

Disabled - room assignments will be done at the default time (Room allocation from Online CI Queueu Starting Time)

Enabled - room assignments will be done at the ETA minus the configured buffer

If enable the ETA feature will update the online registration card of each reservation, allowing the guest to select his estimated time of arrival in the hotel on a drop-down menu. the user needs to configure the starting allowed time to the last allowed time and the time interval.

In addition, it is possible to enable the buffer for room assignment with the bottom switch, allowing the queue system to manage reservation differently regarding their estimated time of arrival.

NOTIFICATIONS

Notifications

Check-In Start To Be Displayed In Notifications

08:00

Check-Out END Time To Display In Notifications

04:00

These settings will update the Check-in start time and Check-Out start time displayed in notifications

Silent Hours

Status Enabled

Notifications (SMS and e-mail) will not be sent during the following times if enabled

Starting Hour	Ending Hour
23:00	06:00

The notifications subsection allows to configure the “check-in start...” and “check-out until...” time that is displayed on the notifications for the guest.

The silent hours subsection allows, if enable, to configure a time window where no notifications will be sent to the guest.

KIOSK

Kiosk

This setting will update the default Check-In start time on Kiosk

Kiosk Allows Guests To Check-In Starting From

08:00

The kiosk subsection allows the user to setup the time when guests are allowed to use the kiosk to check-in.

QUEUING

Queuing

These settings will update the start time for the room allocation from online Check-In and the Check-Out processing

Room Allocation From Online Ci Queue Starting Time

08:00



Check-Out Processing Start Time

10:00



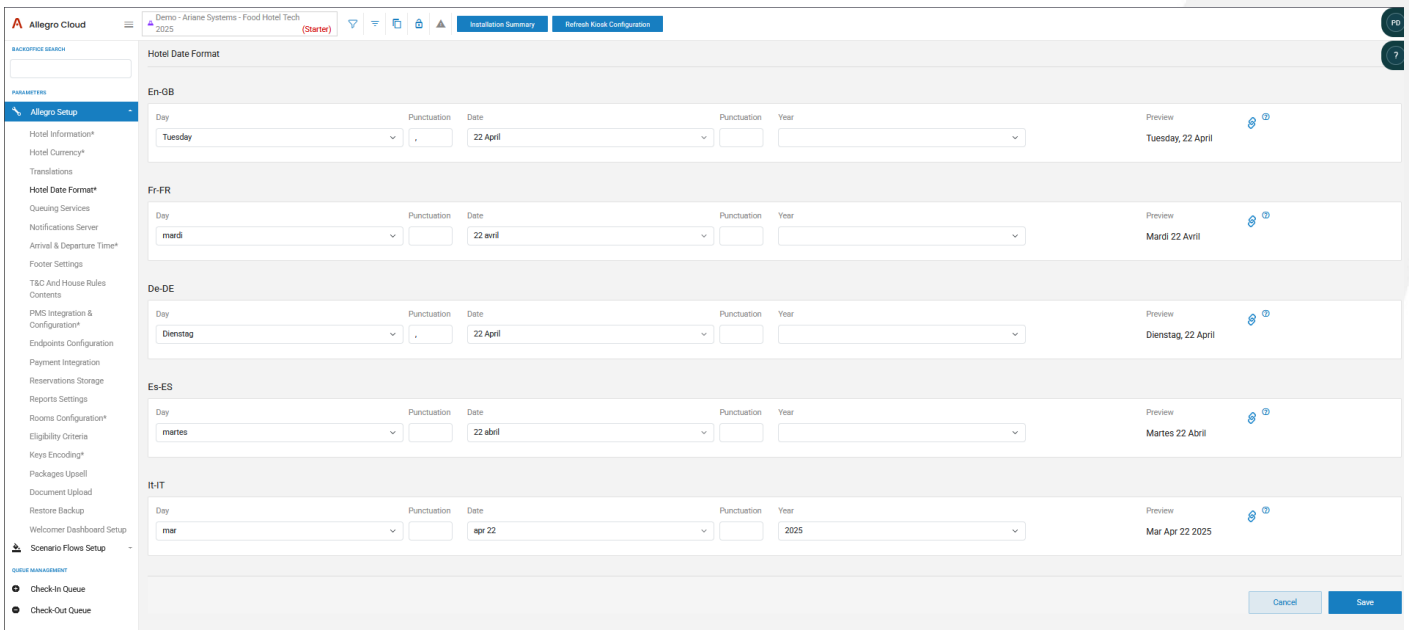
This subsection allows the user to configure the time of room allocation and check out process of the queue system.

To get more information about the queue please refer to the queue chapter of the document.

HOTEL DATE FORMAT

The hotel date format module is accessible through the back office on the left-hand side menu in the upper section under “Allegro setup.”

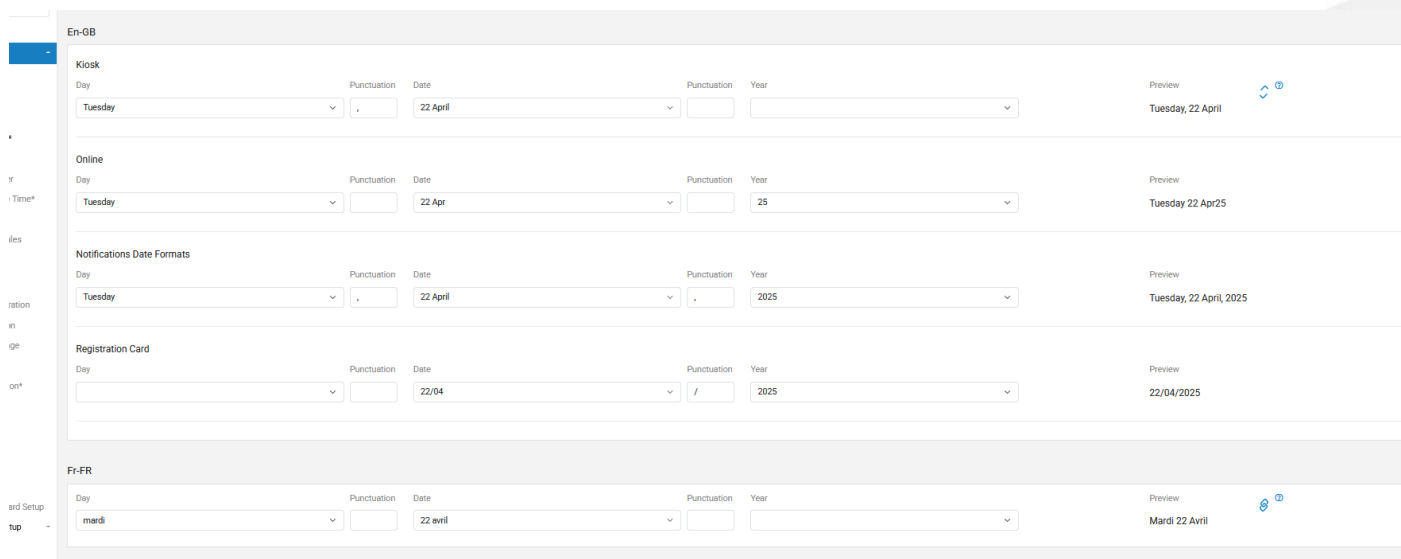
This module allows the user, based on the available language in the hotel, to configure the date format regarding each language to follow cultural preferences.



The screenshot shows the 'Hotel Date Format' configuration page in the Allegro Cloud back office. The page is titled 'Demo - Ariane Systems - Food Hotel Tech 2025' and includes a '(Star)' button. The left-hand side menu is expanded, showing 'Allegro Setup' as the active section. The main content area displays configuration options for five languages: En-GB, Fr-FR, De-DE, Es-ES, and It-IT. Each language section contains fields for 'Day', 'Punctuation', 'Date', 'Punctuation', and 'Year', along with a 'Preview' button and a help icon. The 'Day' field is a dropdown menu, and the 'Date' field is a text input. The 'Punctuation' field is a text input. The 'Year' field is a text input. The 'Preview' button shows the resulting date format. The 'It-IT' section is currently selected, showing 'mar' for the day, 'apr 22' for the date, and '2025' for the year, resulting in 'Mar Apr 22 2025'. At the bottom right, there are 'Cancel' and 'Save' buttons.

Language	Day	Punctuation	Date	Punctuation	Year	Preview
En-GB	Tuesday	.	22 April	.		Tuesday, 22 April
Fr-FR	mardi	.	22 avril	.		Mardi 22 Avril
De-DE	Dienstag	.	22 April	.		Dienstag, 22 April
Es-ES	martes	.	22 abril	.		Martes 22 Abril
It-IT	mar	.	apr 22	.	2025	Mar Apr 22 2025

By default the date format is merged between all communication channels. But, if necessary, the user can “unlink” them to create a separate date format for a specific channel.



The screenshot displays the 'Date Formats' configuration section in the Ariane interface. It is organized into two main language sections: 'En-GB' and 'Fr-FR'. Each section contains four sub-sections: 'Kiosk', 'Online', 'Notifications Date Formats', and 'Registration Card'. Each sub-section has a 'Day' dropdown, a 'Punctuation' dropdown, a 'Date' dropdown, a 'Punctuation' dropdown, and a 'Year' dropdown. A 'Preview' button is located to the right of each sub-section. In the 'En-GB' section, the 'Kiosk' and 'Online' sub-sections have a 'Punctuation' dropdown set to '.' and a 'Date' dropdown set to '22 April'. The 'Notifications Date Formats' sub-section has a 'Punctuation' dropdown set to '.' and a 'Date' dropdown set to '22 April'. The 'Registration Card' sub-section has a 'Punctuation' dropdown set to '/' and a 'Date' dropdown set to '22/04'. In the 'Fr-FR' section, the 'Kiosk' sub-section has a 'Punctuation' dropdown set to '' and a 'Date' dropdown set to '22 avril'. The 'Preview' button for the 'Fr-FR' section is disabled.

Language	Channel	Day	Punctuation	Date	Punctuation	Year	Preview
En-GB	Kiosk	Tuesday	.	22 April	.		Tuesday, 22 April
	Online	Tuesday	.	22 Apr	.	25	Tuesday 22 Apr25
	Notifications Date Formats	Tuesday	.	22 April	.	2025	Tuesday 22 April, 2025
	Registration Card		.	22/04	/	2025	22/04/2025
Fr-FR	Kiosk	mardi		22 avril			Mardi 22 Avril

HOTEL CURRENCY

The hotel currency module is accessible through the back office on the left-hand side menu in the upper section under “Allegro setup.”

This module allows the user to configure the format of display for currencies when needed during the different scenarios.

The screenshot shows the Allegro Cloud interface for configuring hotel currency. The left sidebar contains a menu with options like Hotel Information, Copy Hotel, Hotel Currency (selected), Translations, Hotel Date Format, Queuing Services, Notifications Server, Arrival & Departure Time, Footer Settings, T&C And House Rules, Contents, PMS Integration & Configuration, Configurable Settings, Endpoints Configuration, Payment Integration, and Reservations Storage. The main content area is titled 'Hotel Currency' and displays a preview of currency formatting: 'The amounts and currency will be displayed to the guest as shown' followed by '12.345,67€' and '-12.345,67€'. Below the preview, there are configuration fields: 'PMS Currency' (empty), 'Display Format' (radio buttons for 'Use alpha currency' and 'Use symbol currency', with 'Use symbol currency' selected), 'Positive formats' (dropdown showing '1.10\$'), 'Negative formats' (dropdown showing '-1.10\$'), 'Decimal symbol' (dropdown showing ', (comma)'), and 'Thousand symbol' (dropdown showing '.'). At the bottom right, there are 'Cancel' and 'Save' buttons.

The module allows the user to select between different configuration options at the bottom of the page in the display format.

The module contains a preview of the current configuration at the top.

The user needs to save the configuration before leaving the module.

HOTEL INFORMATION

The hotel information module is accessible through the back office on the left-hand side menu in the upper section under “Allegro setup.”

This module contains a variety of generic information regarding the hotel. It is divided into 7 different subsections accessible by a left-hand side menu.

LOCK CONFIGURATION

Hotel Information*

Is Hotel Configuration Blocked ? ☒

The lock configuration switch button is at the top of the page, this button is a protective measure to avoid any accidental change on the configuration of the hotel. When enabled the configuration of the hotel cannot be changed and saved. To modify the configuration of the hotel, the user needs to disable the switch button, then start working on the configuration.

THE HOTEL IDENTITY

Hotel Status	Hotel Identity
Hotel Identity*	Hotel Name *
Geographic Information*	Exhibition- Kiosk Duo1800
Language Settings*	Hotel URL
Country ISO Format*	
Preferred Countries for registration card*	Hotel Description
Hotel Address & Contact Information*	

This subsection allows to modify the **name of the hotel**, for wherever it used during the different scenario, configure the link of the **website of the hotel**, and write a **short description** for the hotel.

GEOGRAPHIC INFORMATION

Hotel Status	Geographic Information*
Hotel Identity*	Country
Geographic Information*	Germany
Language Settings*	Timezone
Country ISO Format*	(UTC+01:00) Brussels, Copenhagen, Madrid, Paris

This subsection allows to select the country of the hotel and define the proper time zone for the hotel.

LANGUAGE SETTINGS

Hotel Status	Language Settings*
Hotel Identity*	Main Language
Geographic Information*	Other Supported Language N°1
Language Settings*	Other Supported Language N°2
Country ISO Format*	Other Supported Language N°3
Preferred Countries for registration card*	Other Supported Language N°4
Hotel Address & Contact Information*	Other Supported Language N°5
Social Media*	Other Supported Language N°6
Admin Information	Other Supported Language N°7
Comments	

This subsection allows the user to define the main language of the hotel, and up to 7 additional languages available for the guest to use in the different scenarios.

COUNTRY ISO FORMAT

Country ISO Format*	Country ISO Format*
Preferred Countries for registration card*	Use ISO3 Format For Countries ☐
Hotel Address & Contact Information*	

This subsection allows the user to select the ISO3 format for country code instead of the ISO2 format.

PREFERRED COUNTRIES

Hotel Status	Preferred Countries For Registration Card*
Hotel Identity*	
Geographic Information*	
Language Settings*	
Country ISO Format*	
Preferred Countries for registration card*	
Hotel Address & Contact Information*	Country 1
Social Media*	Austria
Admin Information	Country 2
Comments	Germany
	Country 3
	Switzerland
	Country 4
	Italy
	Country 5
	Undefined
	Country 6
	Undefined

This subsection allows the user to define a list of preferred countries to be displayed in the first part of the list when the guest needs to select a country. The first countries will be displayed as order of preferences configured in the section.

HOTEL ADDRESS & CONTACT INFORMATION

Hotel Status	Hotel Address & Contact Information*
Hotel Identity*	Address 1 * Monreposstrasse 57
Geographic Information*	Address 2
Language Settings*	
Country ISO Format*	Address 3
Preferred Countries for registration card*	
Hotel Address & Contact Information*	Postal Code
Social Media*	
Admin Information	City Ludwigsburg
Comments	Phone +49 7141 79 71 79 0
	Fax
	Email vertrieb@ariane.com

This subsection allows the user to configure the complete address of the hotel, the phone number, and the email address of the hotel.

SOCIAL MEDIA

Preferred Countries for registration card*	Social Media*
Hotel Address & Contact Information*	 Facebook https://www.facebook.com/Ariane-Systems-402319099854301/?eid=ARC11luroteZVeRTnqYw1W9FLSym4I3BwSZz52M4RtCKQ5rS4LxWQQ9oxBu
Social Media*	 Youtube https://www.youtube.com/channel/UCAqWZ94qzKwdGJ8qtcDTI3w
Admin Information	 Twitter https://twitter.com/Ariane_Systems
Comments	
Add A Social Media	

This subsection allows the user to register the different URL of the hotel's social medias, it is possible to add a social media URL by clicking on the "add social media" button or remove one by clicking on the cross.