

USER ROLE DOCUMENTATION

Level 3 / Hotel Manager +

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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.

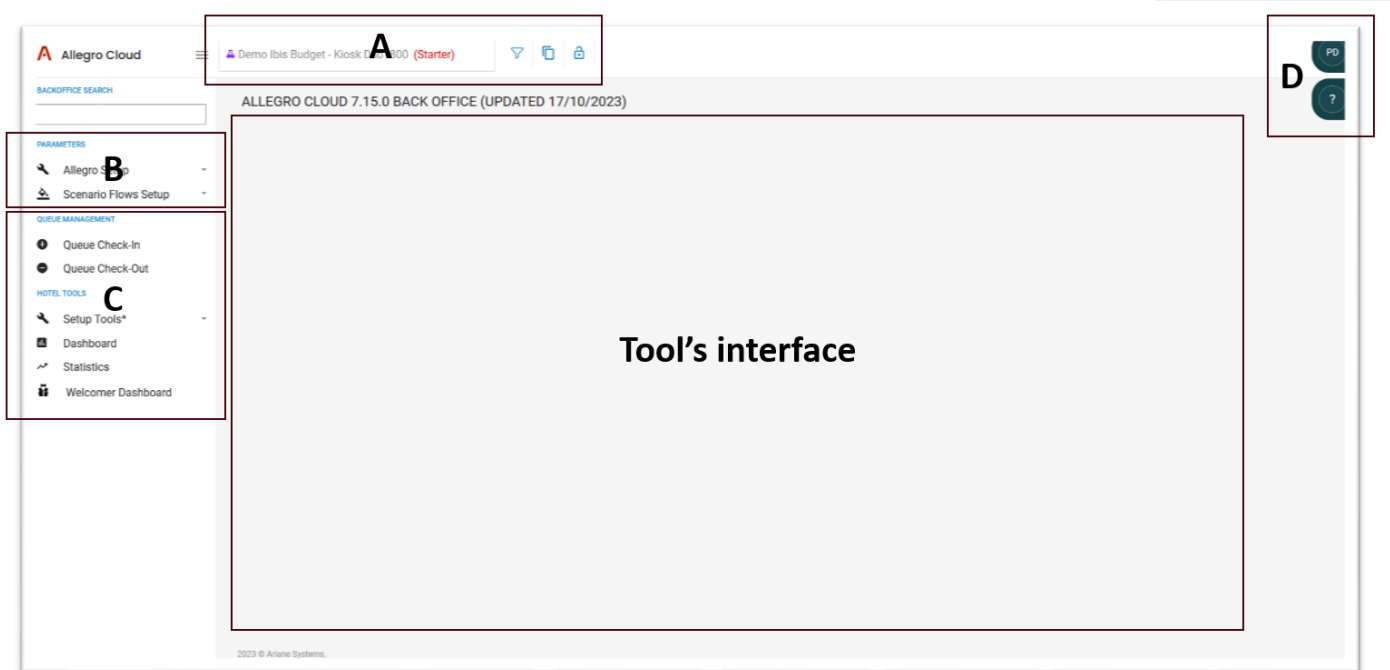
PRACTICAL INFORMATION

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
- C. Hotel tools
- D. User menu

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

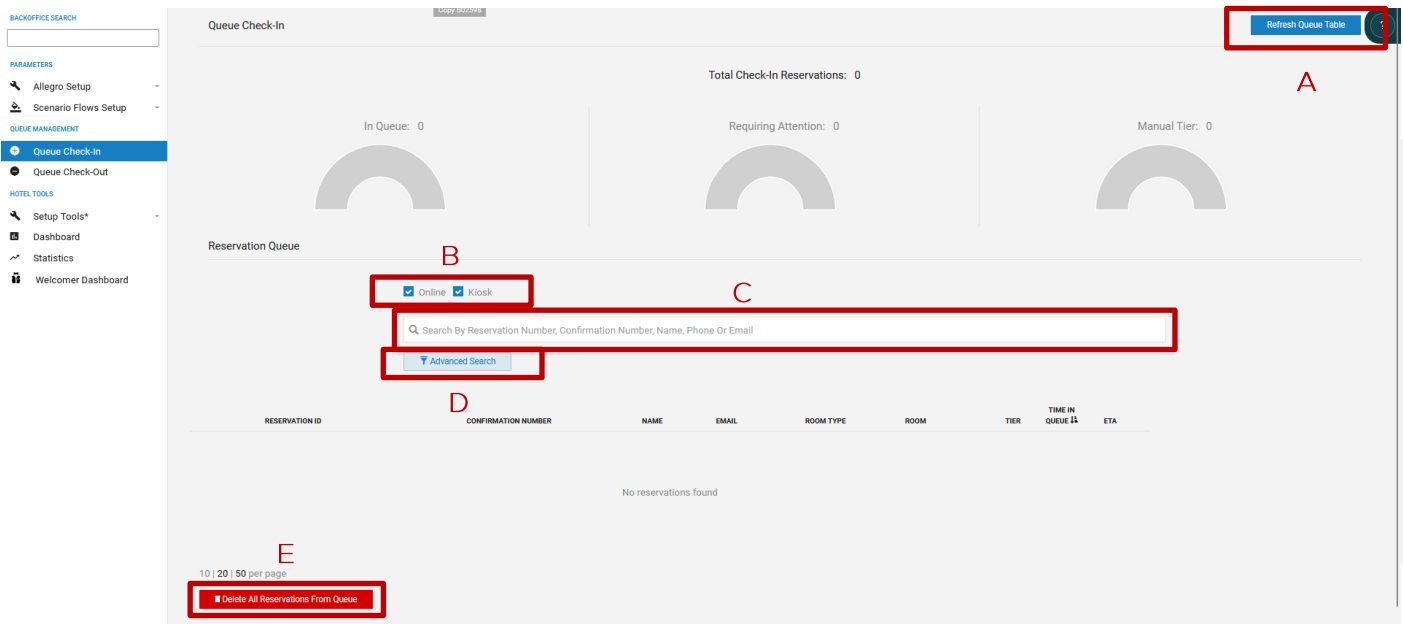
The queue for check in is a dashboard where the user can find all the different reservation that are waiting to be processed by the system.

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.

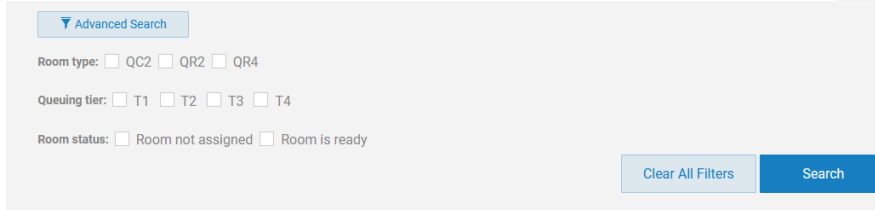
Reservations from Online pre check in are added to the **Tier 4** list, waiting for the check in start time or the estimated time of arrival to be moved into the **Tier 2**.

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)



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

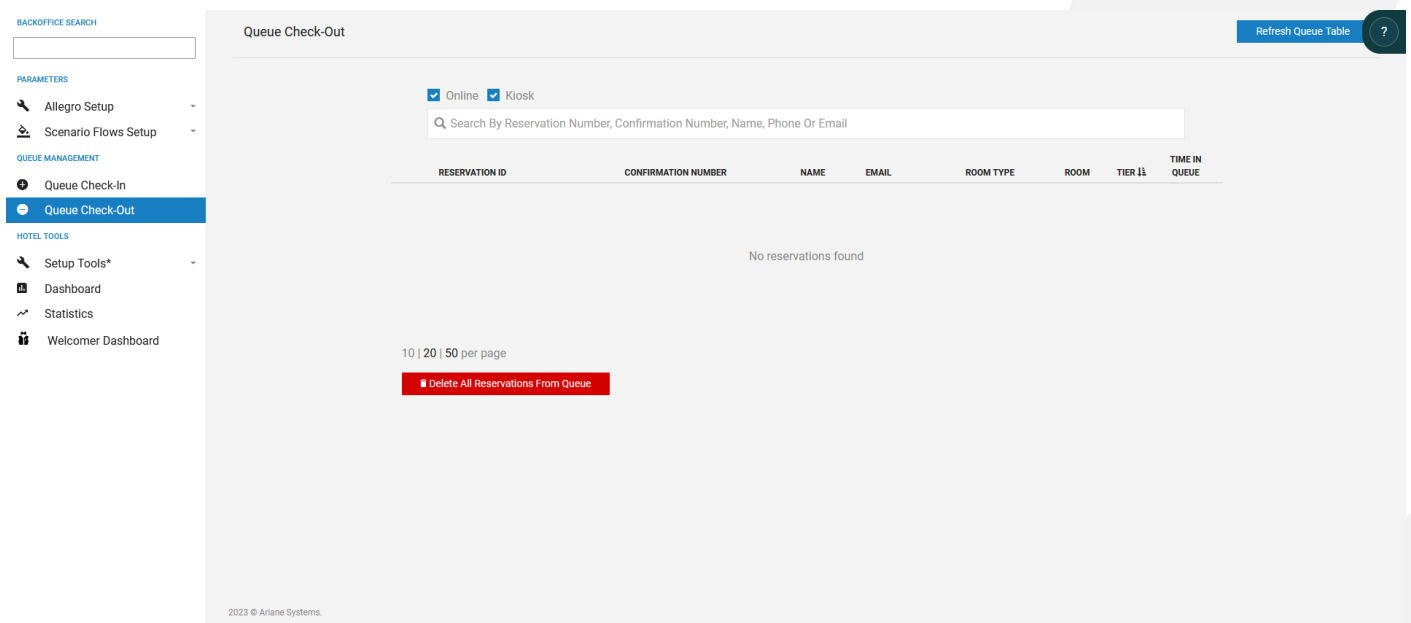
CHECK OUT

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.



The screenshot shows the 'Queue Check-Out' interface. On the left is a navigation sidebar with categories: BACKOFFICE SEARCH, PARAMETERS (Allegro Setup, Scenario Flows Setup), QUEUE MANAGEMENT (Queue Check-In, Queue Check-Out), and HOTEL TOOLS (Setup Tools*, Dashboard, Statistics, Welcomer Dashboard). The main content area has a title 'Queue Check-Out', a 'Refresh Queue Table' button, and a search bar with filters for 'Online' and 'Kiosk'. Below the search bar is a table with columns: RESERVATION ID, CONFIRMATION NUMBER, NAME, EMAIL, ROOM TYPE, ROOM, TIER 1, and TIME IN QUEUE. The table is currently empty, displaying 'No reservations found'. At the bottom of the table area, there is a pagination indicator '10 | 20 | 50 per page' and a red button labeled 'Delete All Reservations From Queue'. A copyright notice '2023 © Ariane Systems.' is visible at the bottom left of the interface.

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
1001047	100402	Shawn Thomas	s.thomas@mgmresort.com	SEGA	336	DI	T2 02:22:50	10:00 AM
114888	117076	Sarah Williams	sarahw@mgmresort.co.uk	SEGA	502	DI	T2 02:22:37	10:00 AM
121126	122448	Kate Brewer	kateb@mgmresort.co.uk	SEGA	257	CL	T2 02:21:24	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:
 Added By: Online-379

T2 (Current) -
Delete From Queue

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

Reservation Summary

Back To Queue Check-In

Reservation Summary

Queue Events

RESERVATION SUMMARY

Arrival Date: December 20 2023
 Departure Date: December 22 2023
 Room Number: 336
 Time In Queue: 02:23:06
 Reservation Number: 1001047
 Confirmation Number: 100402
 Check-in Start: 10:00 AM
 Room Type: SEGA
 Room Status: DI

Reason For Queuing: Online Pre-Check-In Was Processed Successfully
 CI Attempts: 115/3000 03:10 PM
 Added By: Online-379

Delete From Queue
T2 (Current) -

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	UpdateReservationWithPreassignedRoom method started.	Automatic process	

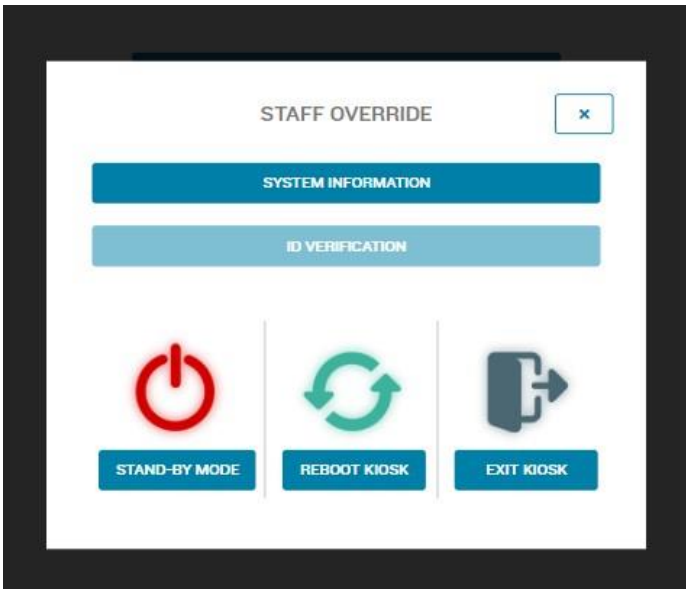
[Toggle Logs](#)

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:

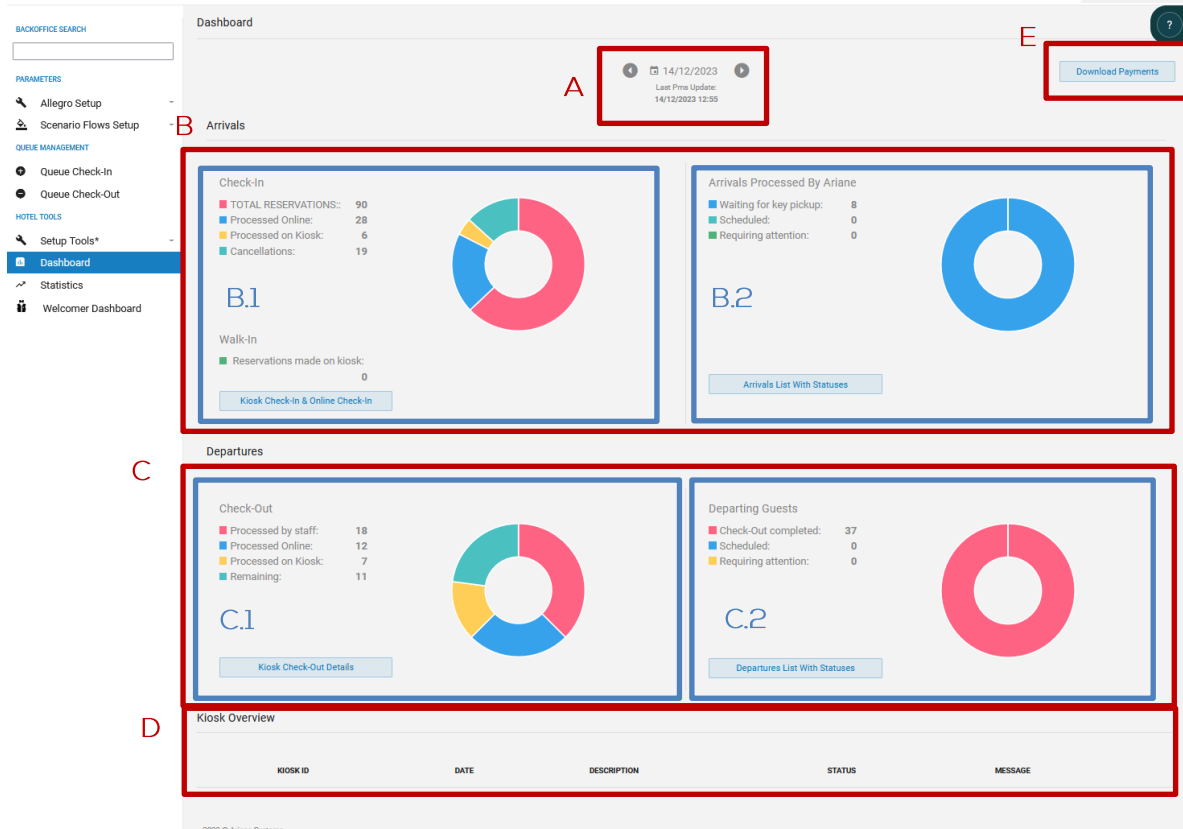


- The system information provides information to the kiosk in use.
- The Id verification option allows the staff to bypass the scan ID process for a guest, after a manual verification.
- The Stand-by mode button to manually put the kiosk in stand-by mode.
- The Reboot kiosk button to manually reboot 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 first tool of the page is 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.

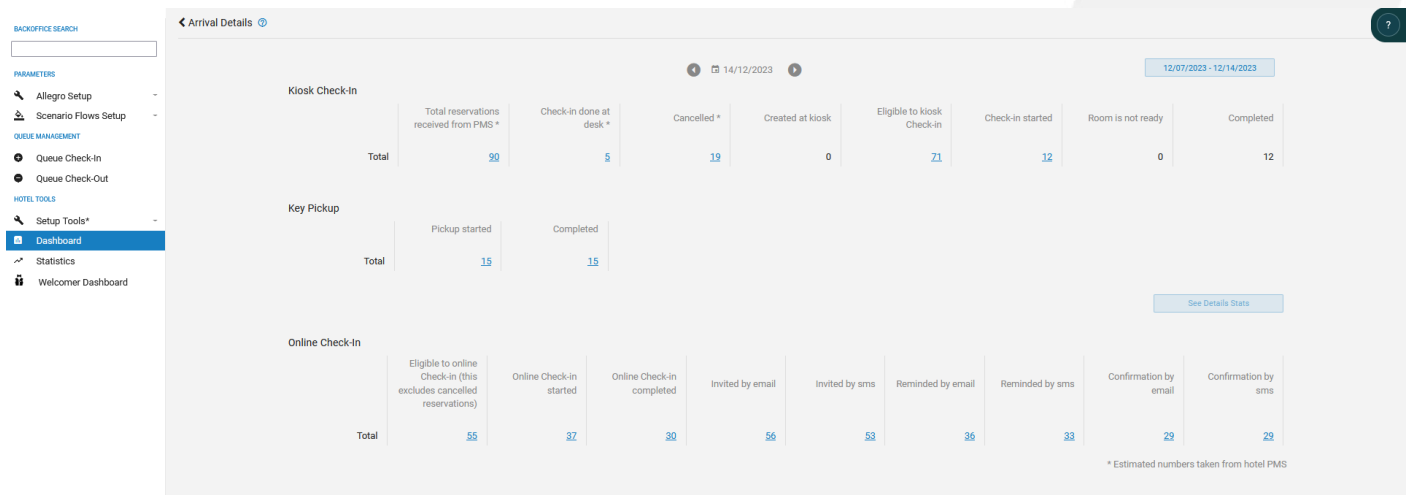
Please note that the dashboard is a day-to-day tool, historic data is still accessible via the date picker but may contains inaccurate data.

B: the first section of the Dashboard is the arrival section; this covers details regarding all the arriving guest for the selected date. The arrivals section is divided in 2 subsections: Check in and Arriving guests.

B.1: The Check-in subsection of the Dashboard gather all different reservation of the day and sort them through different categories. The visual chart gives a quick overview to the user regarding the total number of reservations, the reservations processed on Kiosk and Online and the cancelled one, it also covers the number Walk-in if this feature is available in the selected hotel.

By clicking on the *“kiosk check in and online check in button”* at the bottom of the section, the user can access a detailed view of the check in section.

Check in details:



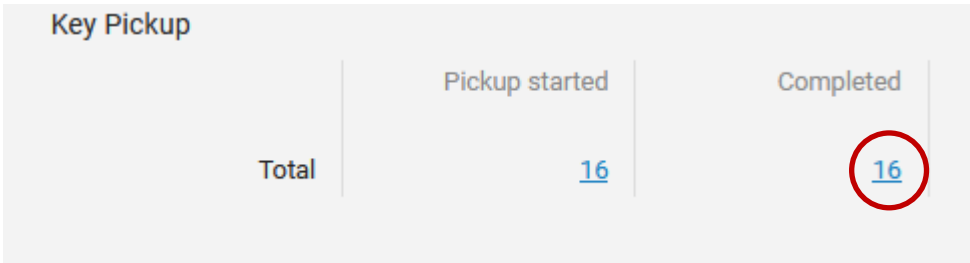
The detailed view of check-in data covers 3 main channels of check in done with Ariane:

- The kiosk check-in contains global data related to the kiosk usage and the overall reservations of the hotel.
- The key pick-up covers the reservation that started and completed a key pick up at the kiosk.
- The Online check in section covers every different step of the online flow of the guest.

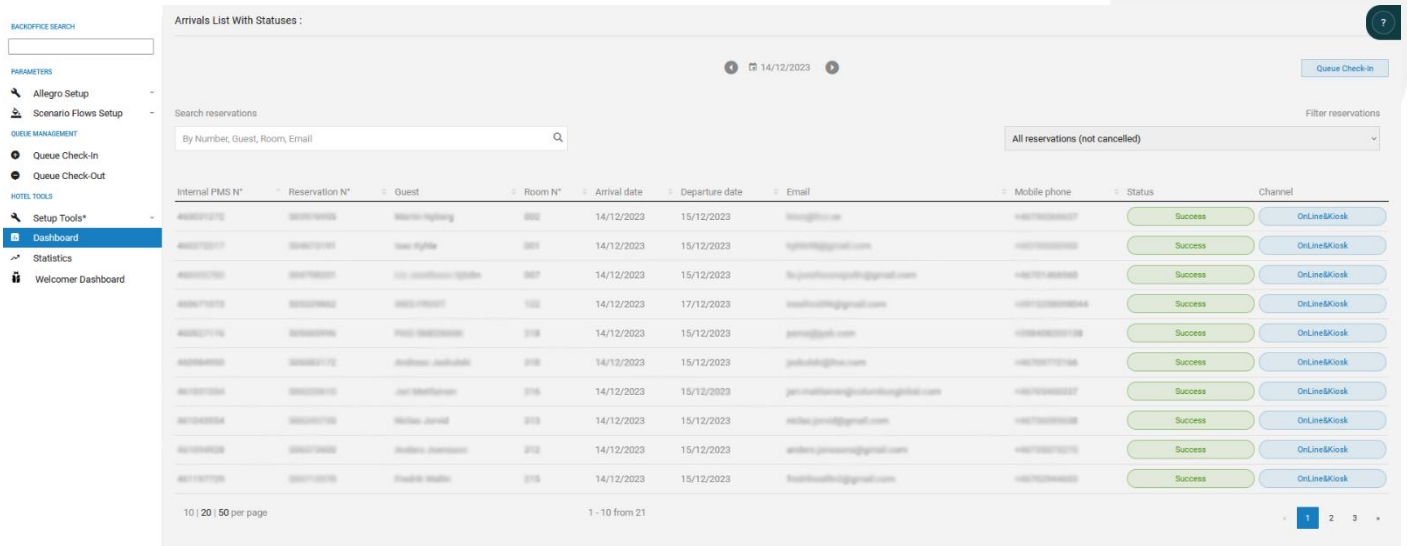
The *“see details stats”* button on the right of each section allows the user to select a period and download an Excel file containing all reservations from each section on that period.

[See Details Stats](#)

On each of the 3 different lane in the detailed view, it is possible to click on the blue number of reservations to access a list of the reservation regarding the specific status you clicked on.



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
440011212	440011212	Walter Hingray	802	14/12/2023	15/12/2023	Walter@house	+33782888887	Success	OnLine&Kiosk
440011211	440011211	Yves Hingray	801	14/12/2023	15/12/2023	Yves@house@gmail.com	+33782888888	Success	OnLine&Kiosk
440011210	440011210	Clara Hingray (2024)	801	14/12/2023	15/12/2023	Clara.hingray@gmail.com	+33782888888	Success	OnLine&Kiosk
440011209	440011209	Walter Hingray	102	14/12/2023	17/12/2023	Walter@house@gmail.com	+33688888884	Success	OnLine&Kiosk
440011214	440011214	Yves Hingray	318	14/12/2023	15/12/2023	yves@house.com	+33688888888	Success	OnLine&Kiosk
440011213	440011213	Walter Hingray	318	14/12/2023	15/12/2023	walter@house.com	+33782888887	Success	OnLine&Kiosk
440011214	440011214	Yves Hingray	316	14/12/2023	15/12/2023	yves@house.com	+33782888887	Success	OnLine&Kiosk
440011214	440011214	Walter Hingray	315	14/12/2023	15/12/2023	walter@house.com	+33782888887	Success	OnLine&Kiosk
440011214	440011214	Walter Hingray	312	14/12/2023	15/12/2023	walter@house.com	+33782888887	Success	OnLine&Kiosk
440011214	440011214	Walter Hingray	315	14/12/2023	15/12/2023	walter@house.com	+33782888887	Success	OnLine&Kiosk

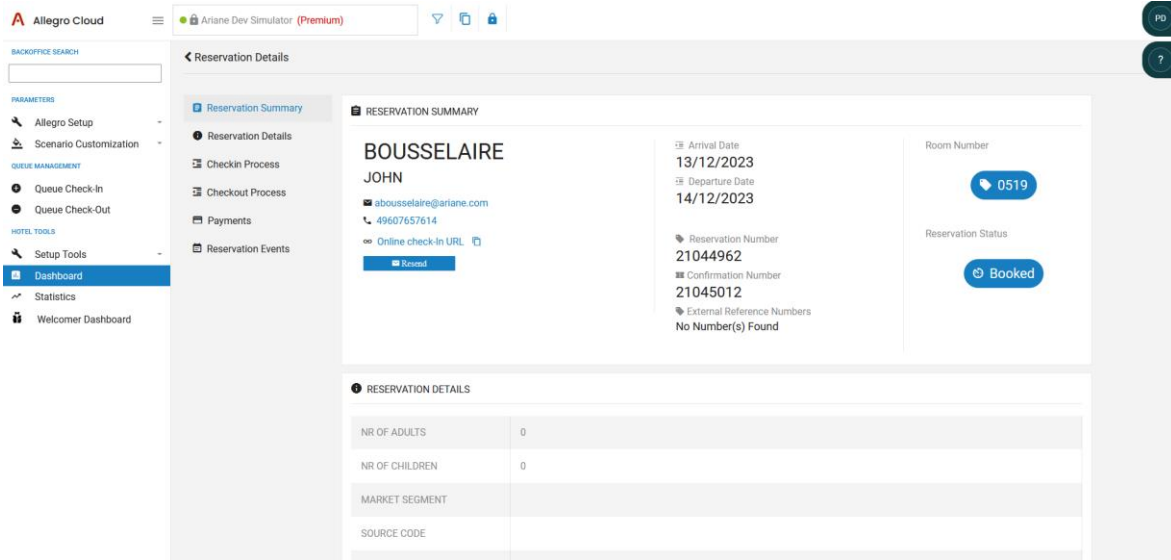
10 | 20 | 50 per page

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. It is also possible to access the queue directly from this page by clicking on the top right "queue check in" button.

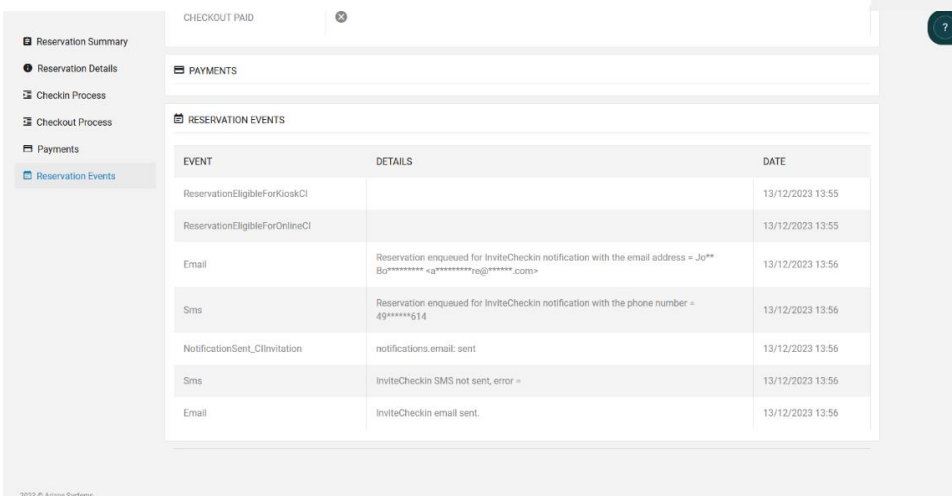
The final level of details accessible on the Dashboard regarding a reservation is the “reservation details” page.



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.

- Reservation Summary
- Reservation Details**
- Checkin Process
- Checkout Process
- Payments
- Reservation Events

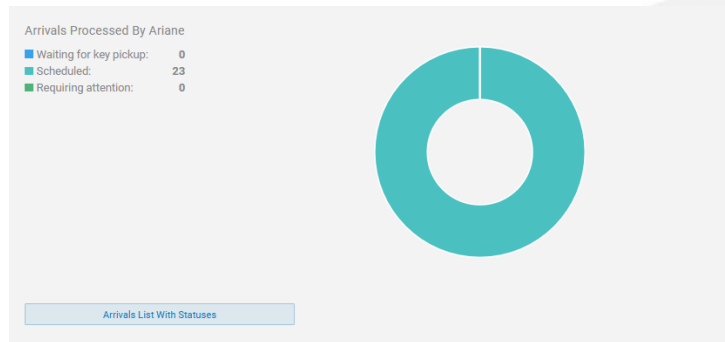


B.2: The “arrivals processed by Ariane” section covers the different reservations that are waiting to be checked in, it is a section directly related to the queue system. The reservations are sorted in 3 statuses on the global overview:

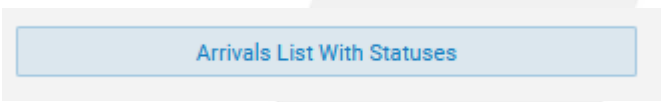
- **Waiting for key pick up:** a guest that has done an Online check in and is expected to go get his key at the kiosk upon arrival.

- **Scheduled:** an online reservation waiting to be processed by the system and sent to the queue for room assignment.

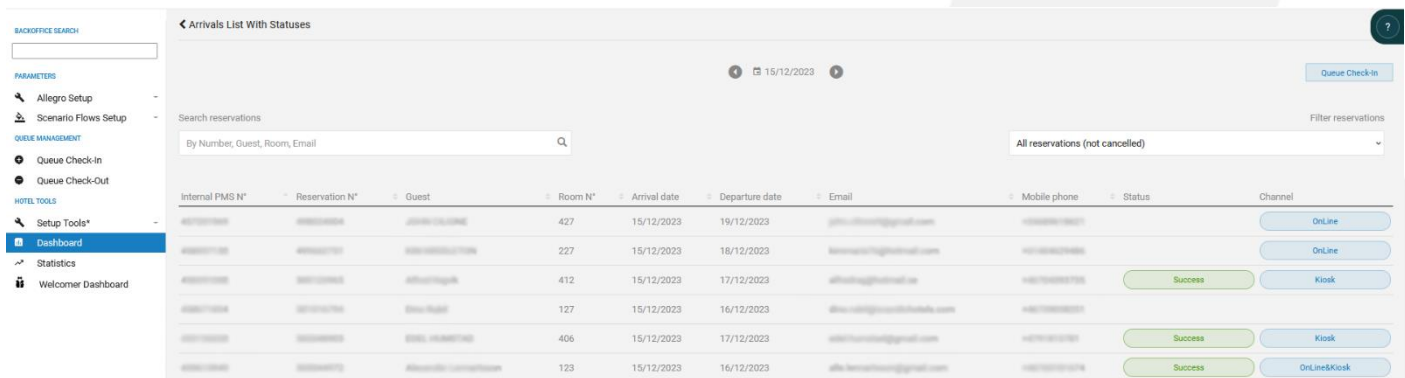
- **Requiring attention:** Any reservation flagged with a requiring status from the queue, reservation will be processed manually.



By clicking on the “arrival list with statuses” button, it opens the detailed list of reservation working the same way as the check in section. (see above)



Example of a list with statuses and different channel on the rights columns.

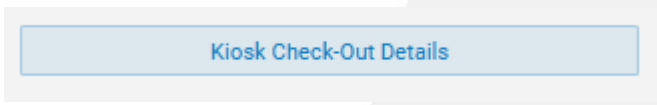


Internal PMS N°	Reservation N°	Guest	Room N°	Arrival date	Departure date	Email	Mobile phone	Status	Channel
400000001	400000001	JOHAN DE WILDE	427	15/12/2023	19/12/2023	john.de.wilde@gmail.com	+324782000000		OnLine
400000002	400000002	JOHN DE WILDE	227	15/12/2023	18/12/2023	john.de.wilde@gmail.com	+324782000000		OnLine
400000003	400000003	JOHN DE WILDE	412	15/12/2023	17/12/2023	john.de.wilde@gmail.com	+324782000000	Success	Kiosk
400000004	400000004	JOHN DE WILDE	127	15/12/2023	16/12/2023	john.de.wilde@gmail.com	+324782000000		
400000005	400000005	JOHN DE WILDE	406	15/12/2023	17/12/2023	john.de.wilde@gmail.com	+324782000000	Success	Kiosk
400000006	400000006	JOHN DE WILDE	123	15/12/2023	16/12/2023	john.de.wilde@gmail.com	+324782000000	Success	OnLine&Kiosk

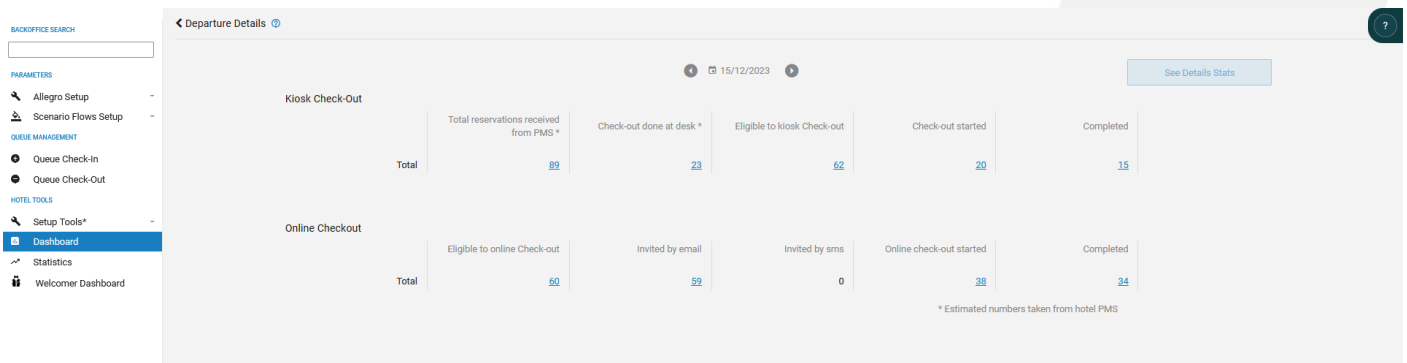
C: The second major section of the Dashboard is the departures; this covers all departing guests from the hotel on the selected date. The departures section is divided in two subsections: check out and departing guests.

C.1: The Check-out subsection of the Dashboard gather all different reservation checking out the selecting day and sort them through different categories. The visual chart gives a quick overview to the user regarding the check-outs processed by staff, online or on the kiosk, and the remaining reservations to be checked-out.

Working the same way as for the check in section, it is possible to access a detailed page of the different status available for each reservation, by clicking on the “kiosk check-out details” button.



The Departures details page:



The detailed view of check-out data covers the 2 main channels of check-out done with Ariane:

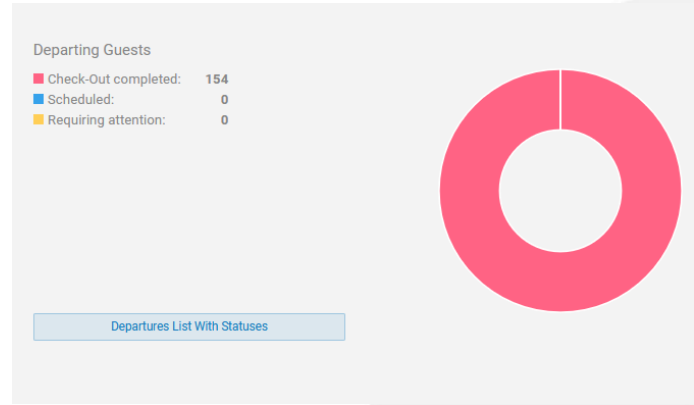
- The kiosk check-out contains global data related to the kiosk usage regarding check-out.
- The Online check-out section covers every different step of the online flow of the guest.

It is also possible, the same way as for the check-in detailed page to download an Excel report on a specific period by clicking on the “see details stats” button.

All the different numbers of reservations are clickable to access the detailed list of reservation and each reservation can be opened to access the reservations details and event, refer at the check-in section above for more information.

C.2: The departing guest subsection covers all the checking out reservations which have been processed by the queue. It is a section directly related to the queue system. The reservations are sorted in 3 statuses on the global overview:

- **Check-out completed:** the number of reservations that are already processed and checked out.
- **Scheduled:** the number of reservations that are waiting in the queue to be processed by the system for check out.
- **Requiring attention:** Any reservation flagged with a requiring status from the queue, reservation will be processed manually.



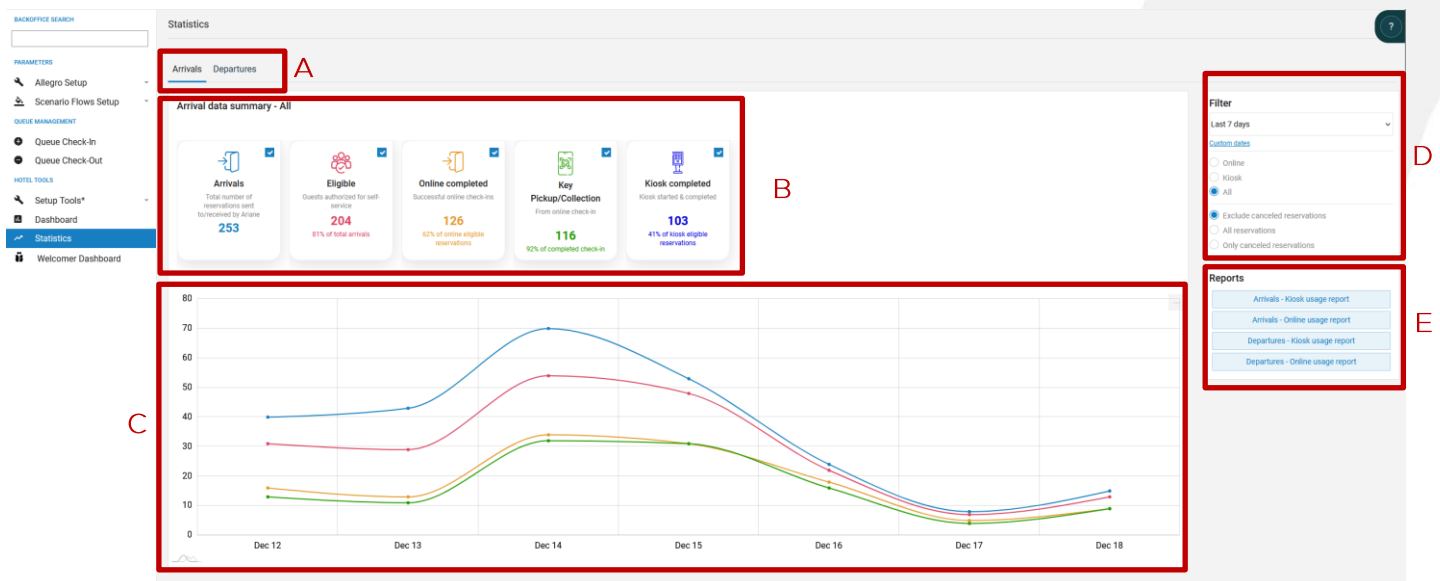
D: the kiosk overview section at the bottom of the page records the different alerts that could occur on the kiosk. The alert stays until it is resolved, the impacted kiosk can be found by the kiosk ID, the date and hour of the issue are recorded.

Kiosk Overview					
	KIOSK ID	DATE	DESCRIPTION	STATUS	MESSAGE
Alert		20/12/2023 11:20	Reservations storage		null
Alert	Kiosk 346	19/12/2023 14:04	kiosk Standard - ibtisam	Standby	Lost Printer connectivity

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.

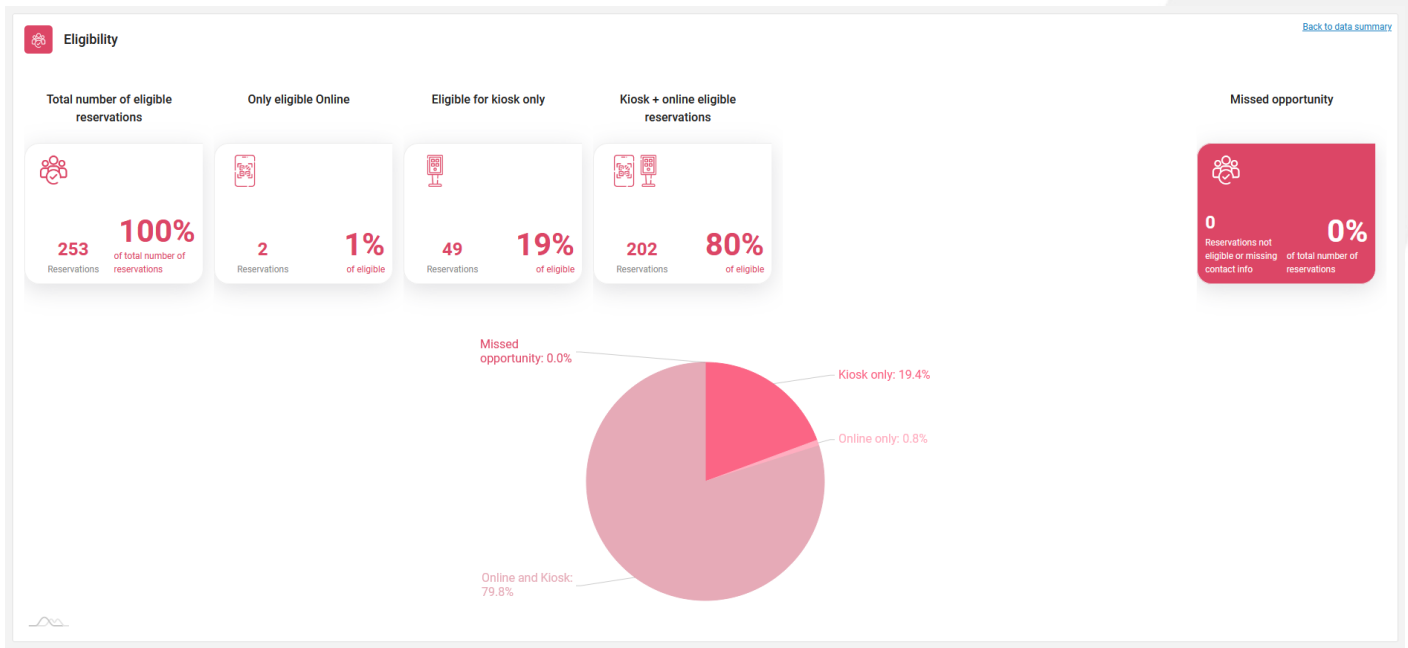


- Selector to choose between Arrival and Departure (A)
- Data summary, it is possible to enable or disable each data channel to look for a targeted data overview (B)
- Data graph using the data from the selected channels on (B), this is a numerical graph displaying the number of reservations over a period. (C)
- 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. (D)
- The report downloads section to download detailed reports excel files for arrival or departure and for kiosk or online. (regarding the selected period) (E)

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:

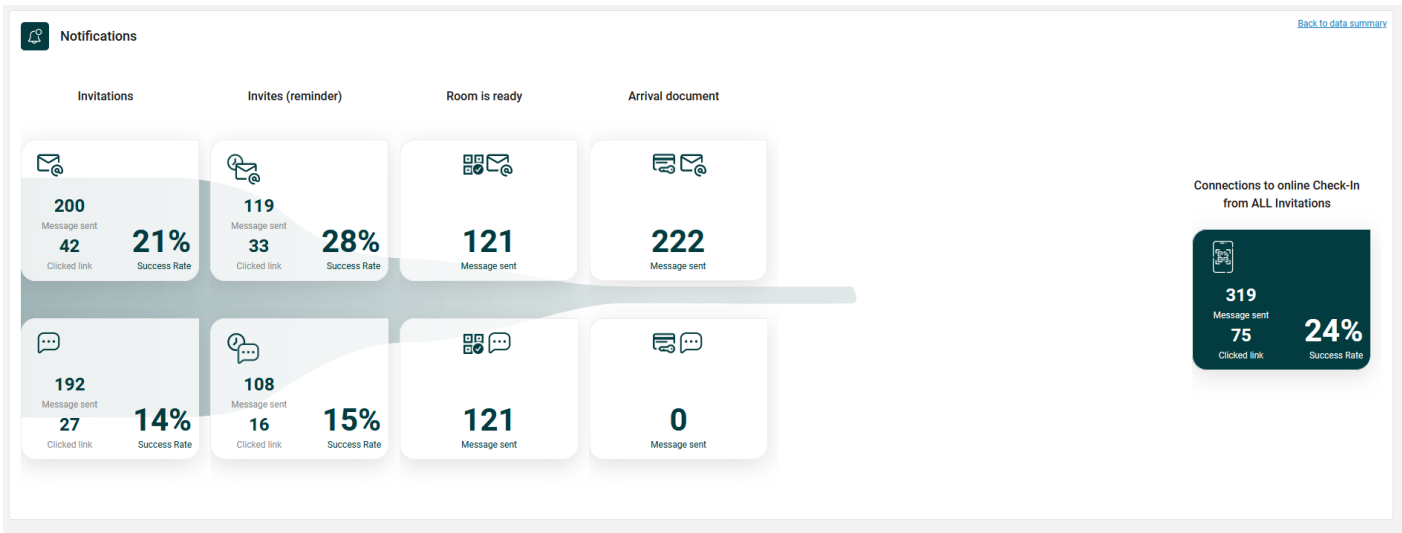


The eligibility section displays the different eligibility status reservation can have regarding the information available in the system and the eligibility criterions on the hotel.

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.

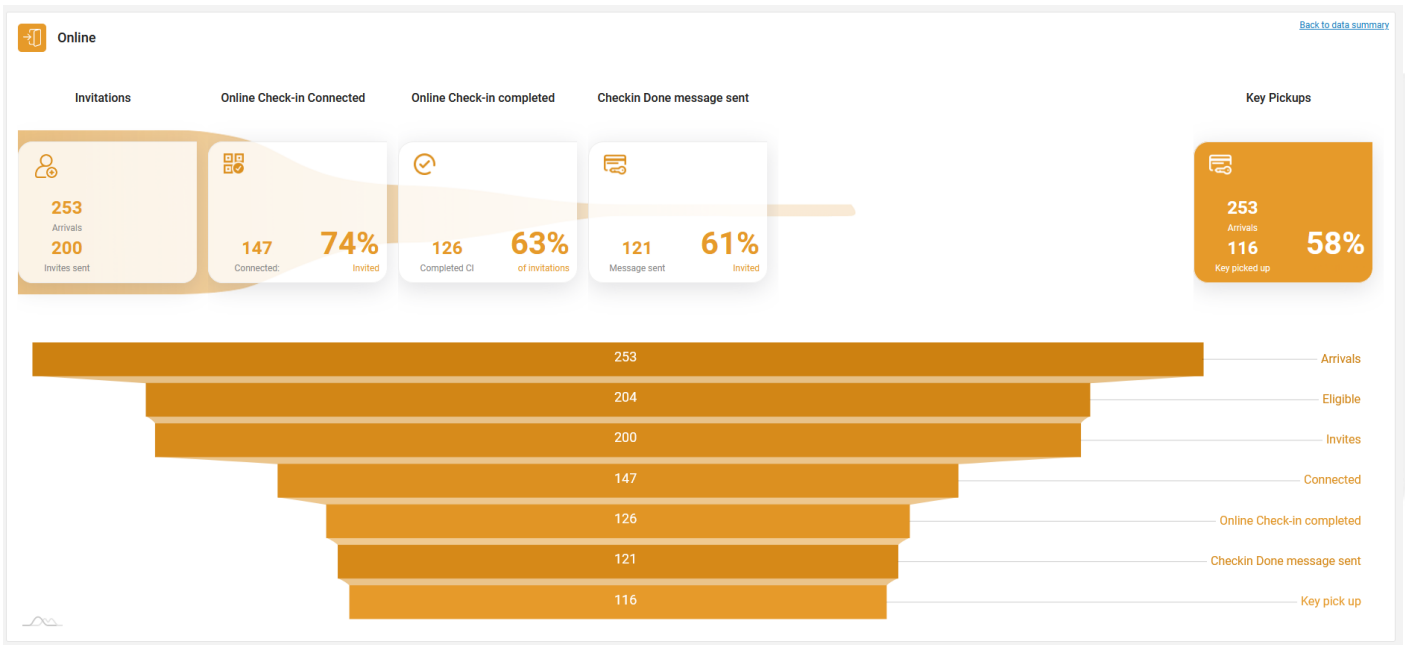
The invitations tiles are divided between the number of messages sent and the number of users which clicked the link in the message. The percentage of success represent the number of guests clicking on the link, a low rate might indicate that the message is not clear enough for the guest.

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 form 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?

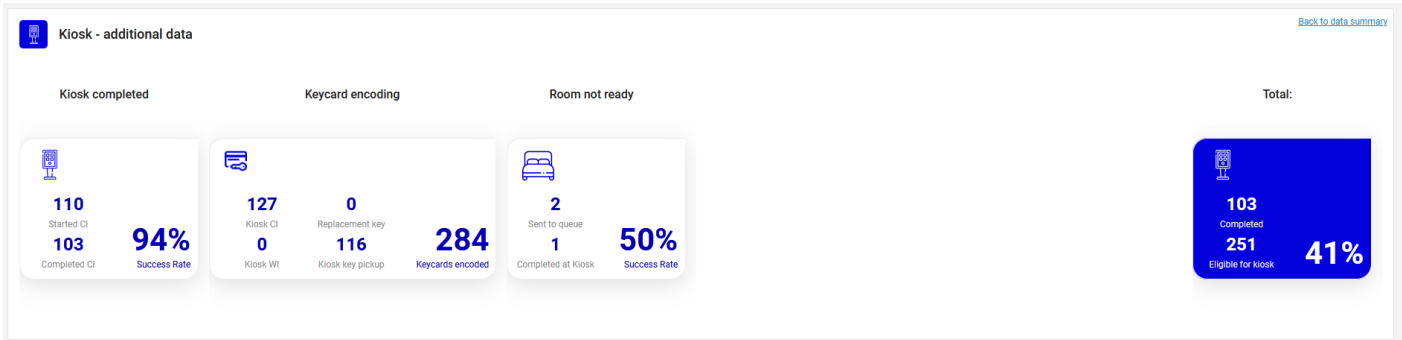
How many completed it?

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.

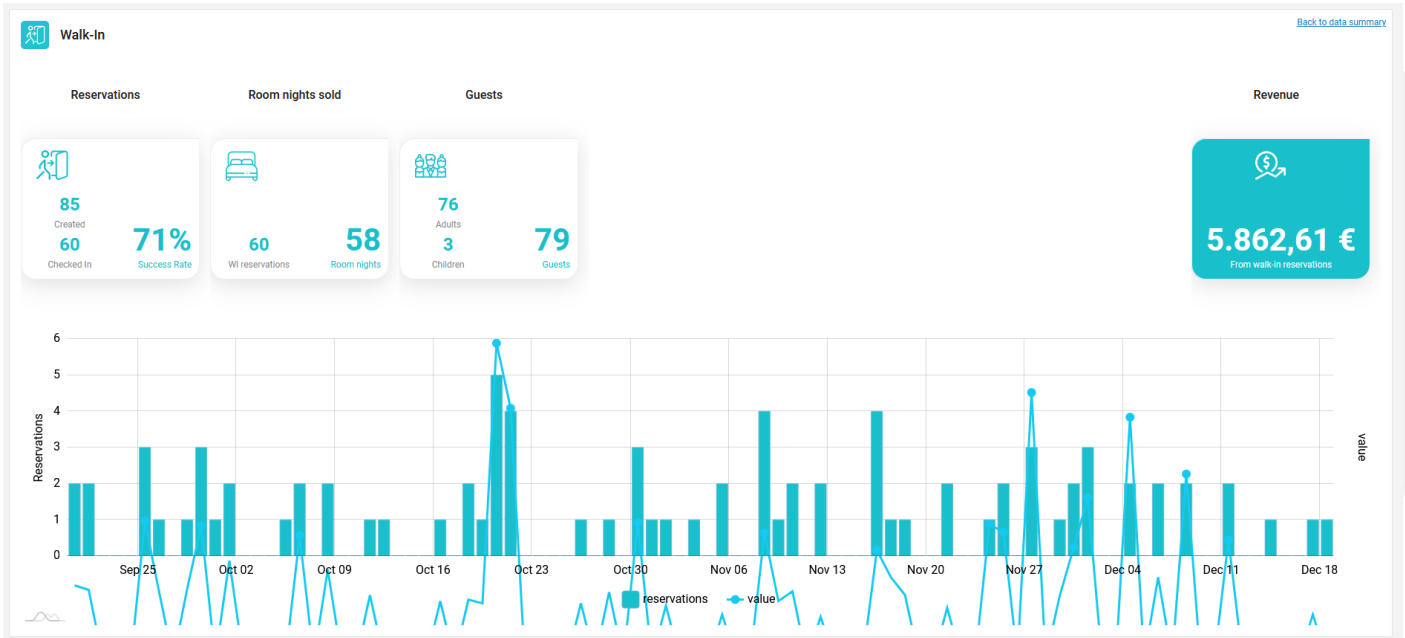
The first tile displays the total number of check-ins started at the kiosk and number of completions, with a percentage of success rate, a low number could indicate that the scenario might be too long or complicated and might need to be adjusted.

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:



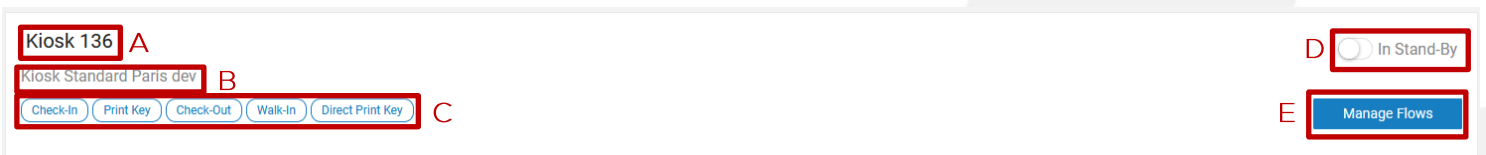
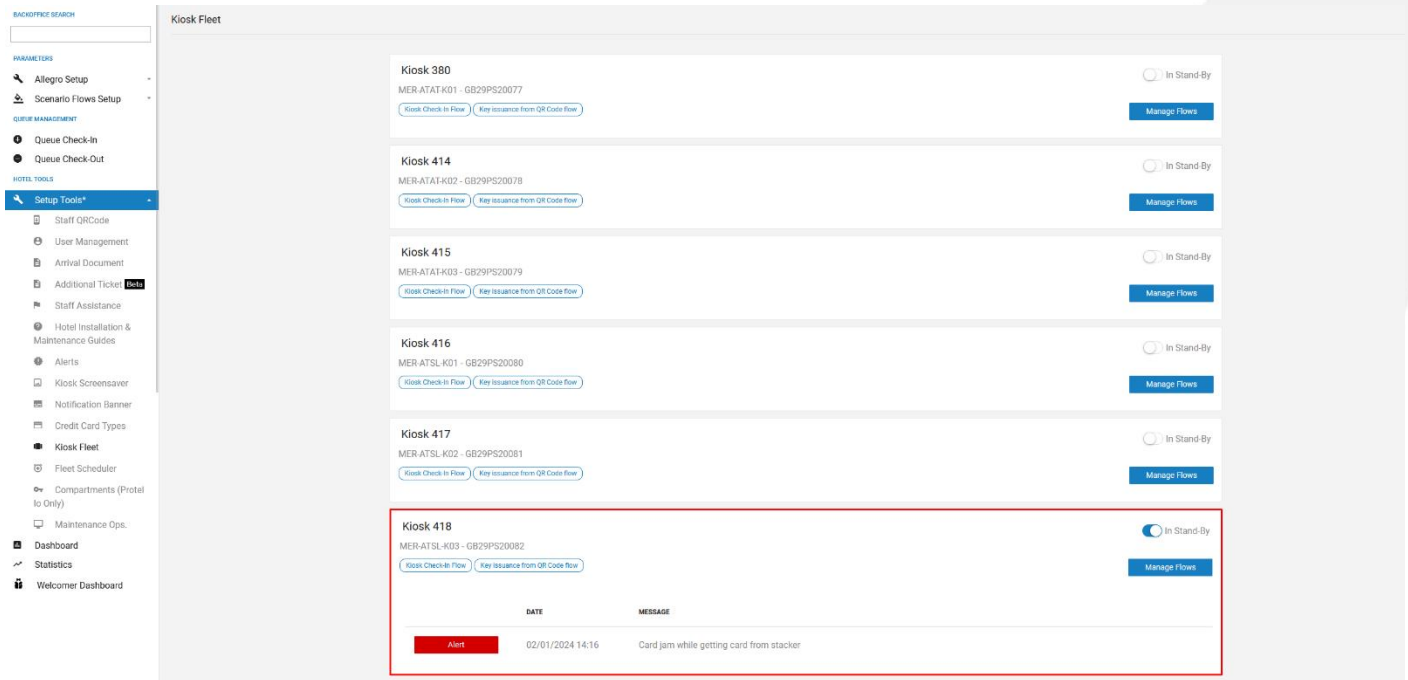
The Walk-in is a special section at the end of the statistics portal, it is only available when the hotel has enabled walk-ins' scenarios at the kiosk. The walk-in scenario refers to guests coming to the hotel and creating a reservation on the kiosk.

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.

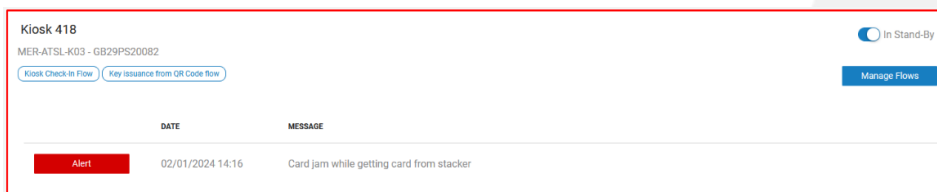
The graph at the bottom displays the revenue and the number of reservations.

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.

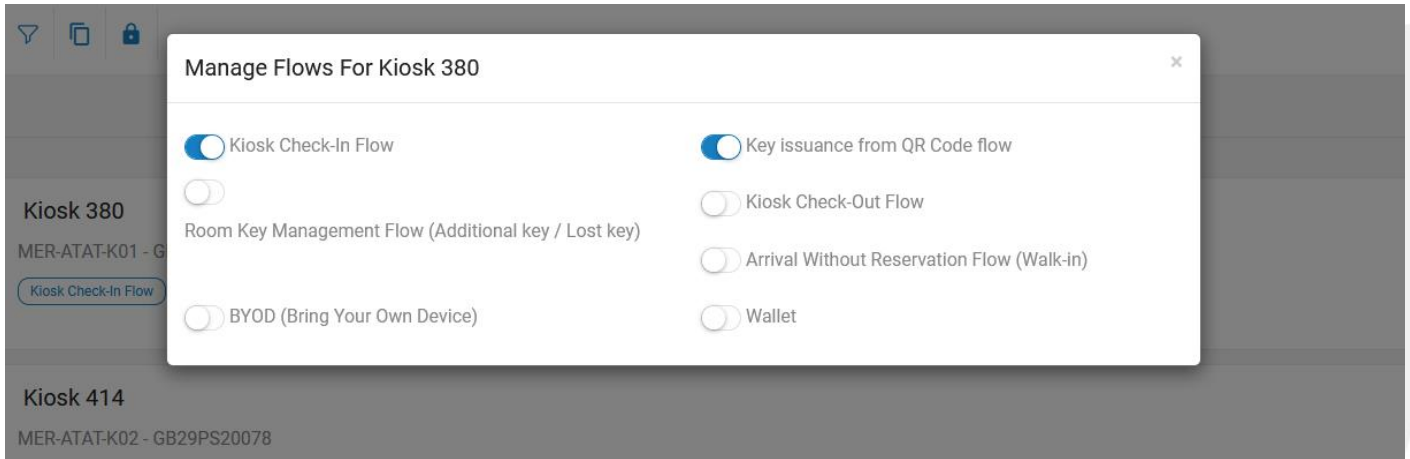


- The number of the kiosk (A)
- The name of the kiosk (B)
- The different flows enabled on the kiosk (C)
- The button to put the kiosk in standby mode (D)
- The button to manage the different flows on the kiosk (E)



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

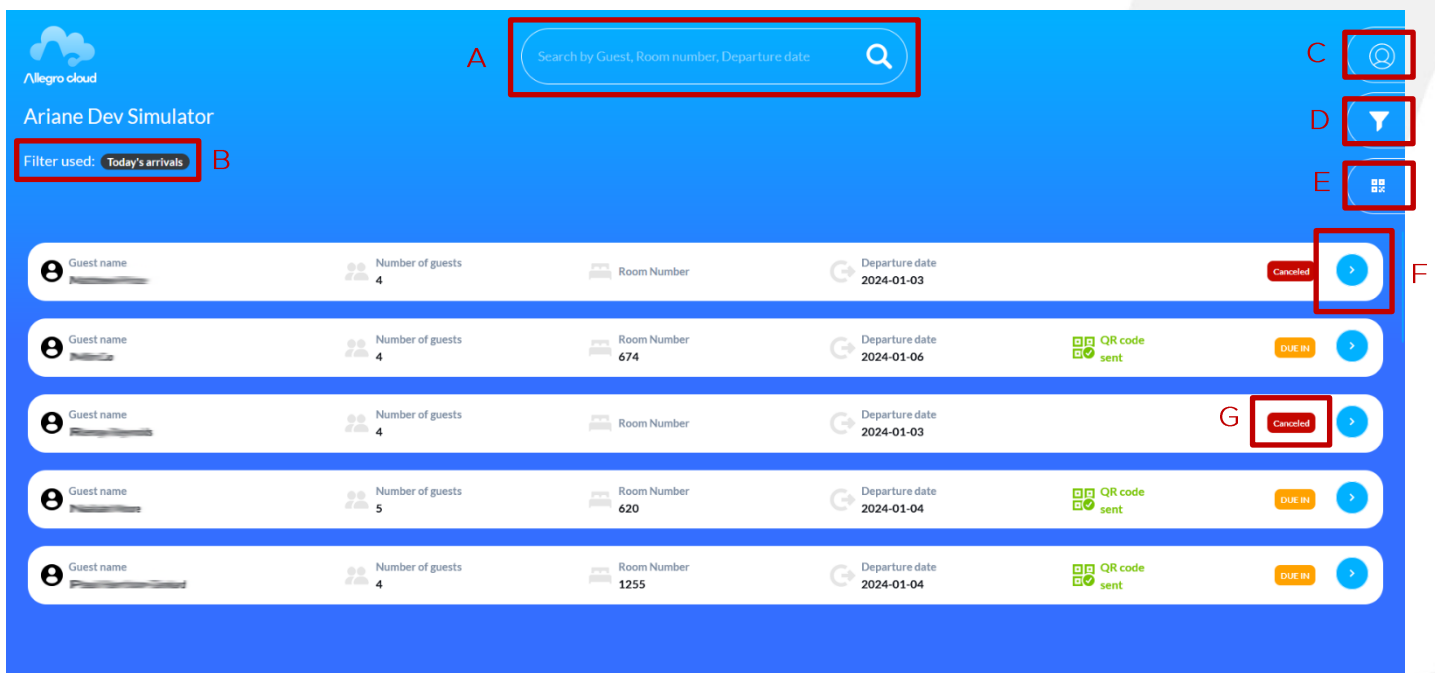
When clicking on the “manage flow” button it opens the pop-up below. Using the different toggle button, it is possible enable or disable the different flow on the kiosk.



WELCOMER DASHBOARD

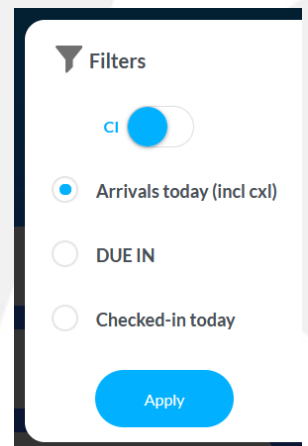
The welcomer dashboard is a special tool in the back office, it is accessible under the setup tools section on the left-hand side menu of the back office; clicking on the Welcomer Dashboard button opens a new tab for the tool itself.

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 screenshot shows the Welcomer Dashboard interface. At the top left is the Allegro cloud logo and 'Ariane Dev Simulator'. A search bar (A) is located at the top center. A filter dropdown (B) is set to 'Today's arrivals'. On the right side, there is a user menu (C), a filter menu (D), and a QR code button (E). The main area displays a list of reservations with columns for Guest name, Number of guests, Room Number, and Departure date. Each reservation row has a status (e.g., 'Canceled', 'DUE IN') and an expand button (F). A QR code button (E) is also present for 'DUE IN' reservations. A callout (G) highlights the 'Canceled' status.

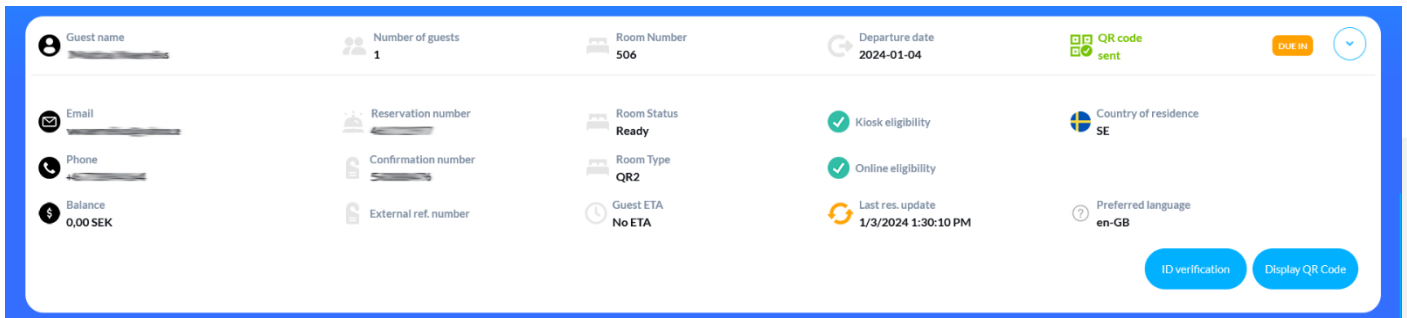
- The search bar to look for reservations (A)
- The filter in place on the list (B)
- The user menu (C)
- The filter menu (D)
- The QR code button (E)
- The expand button to open the details of a reservation (F)
- The status of the reservation (G)



The Filters panel shows the following options:

- CI
- Arrivals today (incl cxi)
- DUE IN
- Checked-in today

An 'Apply' button is located at the bottom of the panel.



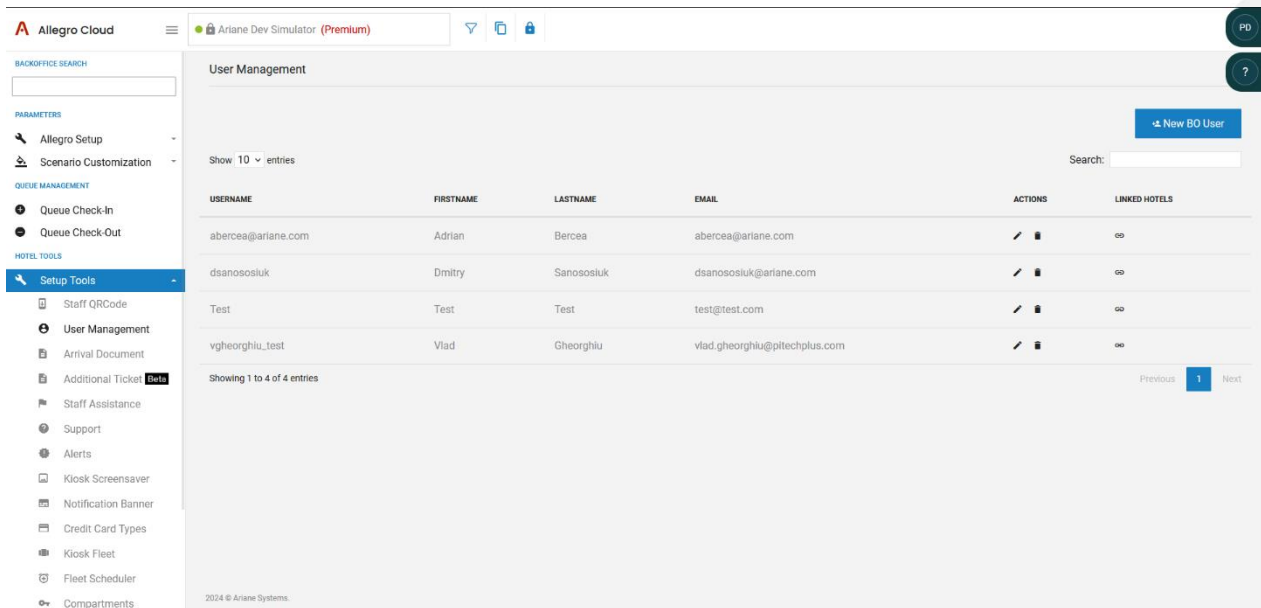
When clicking on the expand button on the list of reservation it opens the reservations detail's view like above.

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.

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.

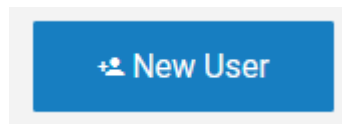


The screenshot shows the 'User Management' page in the Allegro Cloud back office. The left-hand navigation menu includes 'Setup Tools' which is expanded to show 'User Management'. The main content area displays a table of users with columns for USERNAME, FIRSTNAME, LASTNAME, EMAIL, ACTIONS, and LINKED HOTELS. A 'New BO User' button is visible in the top right corner of the table area.

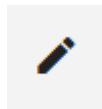
USERNAME	FIRSTNAME	LASTNAME	EMAIL	ACTIONS	LINKED HOTELS
abercea@ariane.com	Adrian	Bercea	abercea@ariane.com	[Edit] [Delete]	∞
dsanososluk	Dmitry	Sanososluk	dsanososluk@ariane.com	[Edit] [Delete]	∞
Test	Test	Test	test@test.com	[Edit] [Delete]	∞
vgheorghiu_test	Vlad	Gheorghiu	vlad.gheorghiu@pitechplus.com	[Edit] [Delete]	∞

On this page it is possible to:

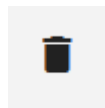
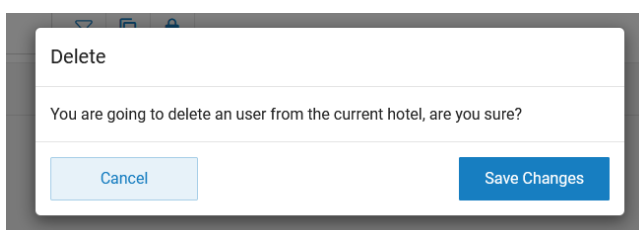
- Create a new user.



- Edit existing users.



- Delete existing users.

A modal dialog box titled 'Delete' with the text 'You are going to delete an user from the current hotel, are you sure?'. It contains two buttons: 'Cancel' and 'Save Changes'.

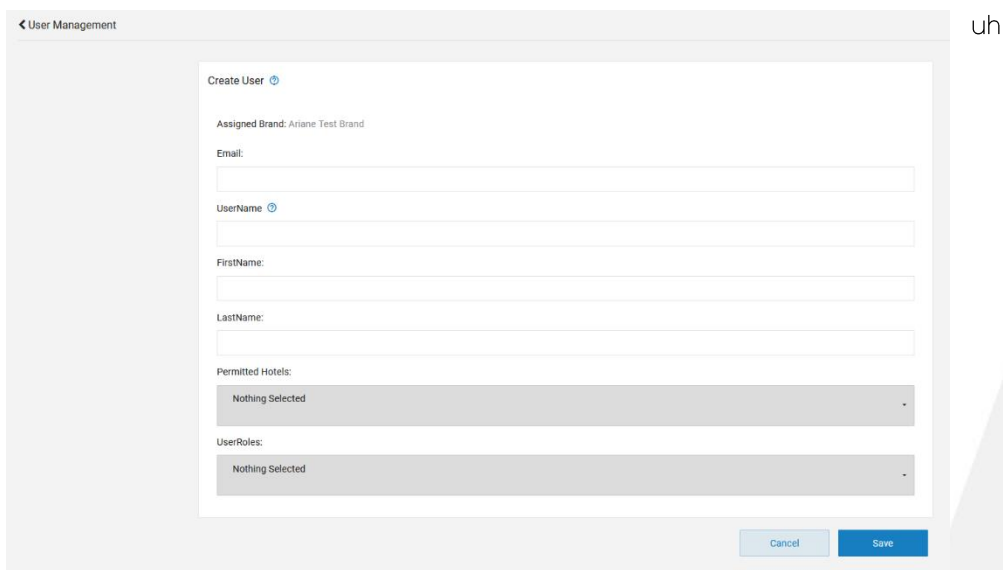
USER CREATION

Below is a 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>



uh

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.

- AllegroV7Backoffice.HotelAdmin
- AllegroV7Backoffice.ProfService
- AllegroV7Backoffice.HotelUser
- StandardInstaller
- AllegroV7Backoffice.Level2Manager
- AllegroV7Backoffice.HotelPowerUser

Nothing Selected

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.

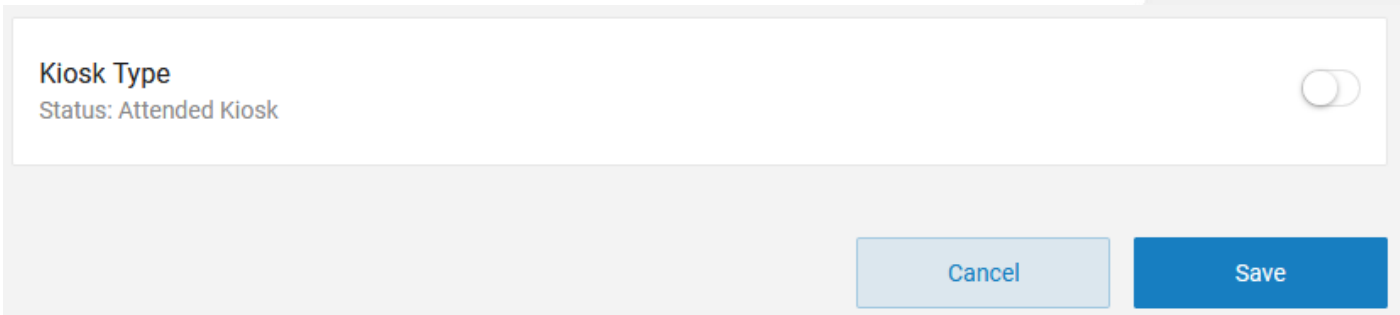
The screenshot shows the 'Edit User' form within a 'User Management' window. The form contains the following fields and controls:

- 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:** Resend Email button
- Buttons:** Delete User (red), Cancel, Save (blue)

STAFF ASSISTANCE

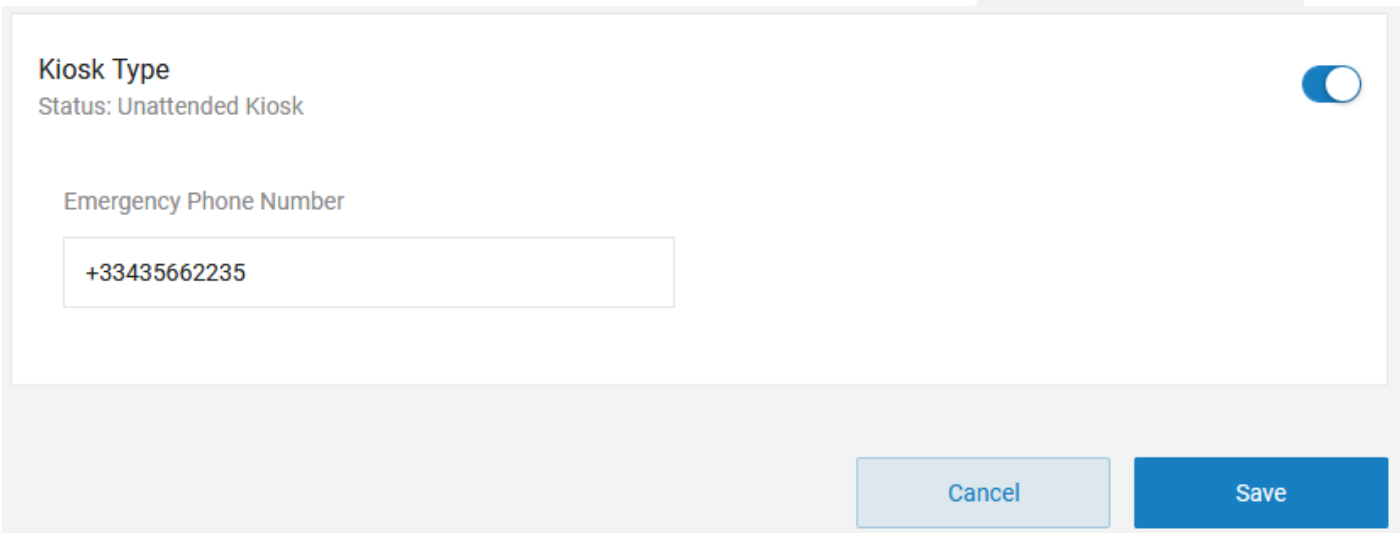
The staff assistance module is accessible through the back office on the left-hand side menu under the set-up tools section.

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.



The screenshot shows a configuration panel for a kiosk. At the top, it is labeled 'Kiosk Type' with a status of 'Attended Kiosk'. On the right side of the panel, there is a toggle switch that is currently turned off. At the bottom of the panel, there are two buttons: 'Cancel' and 'Save'.

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



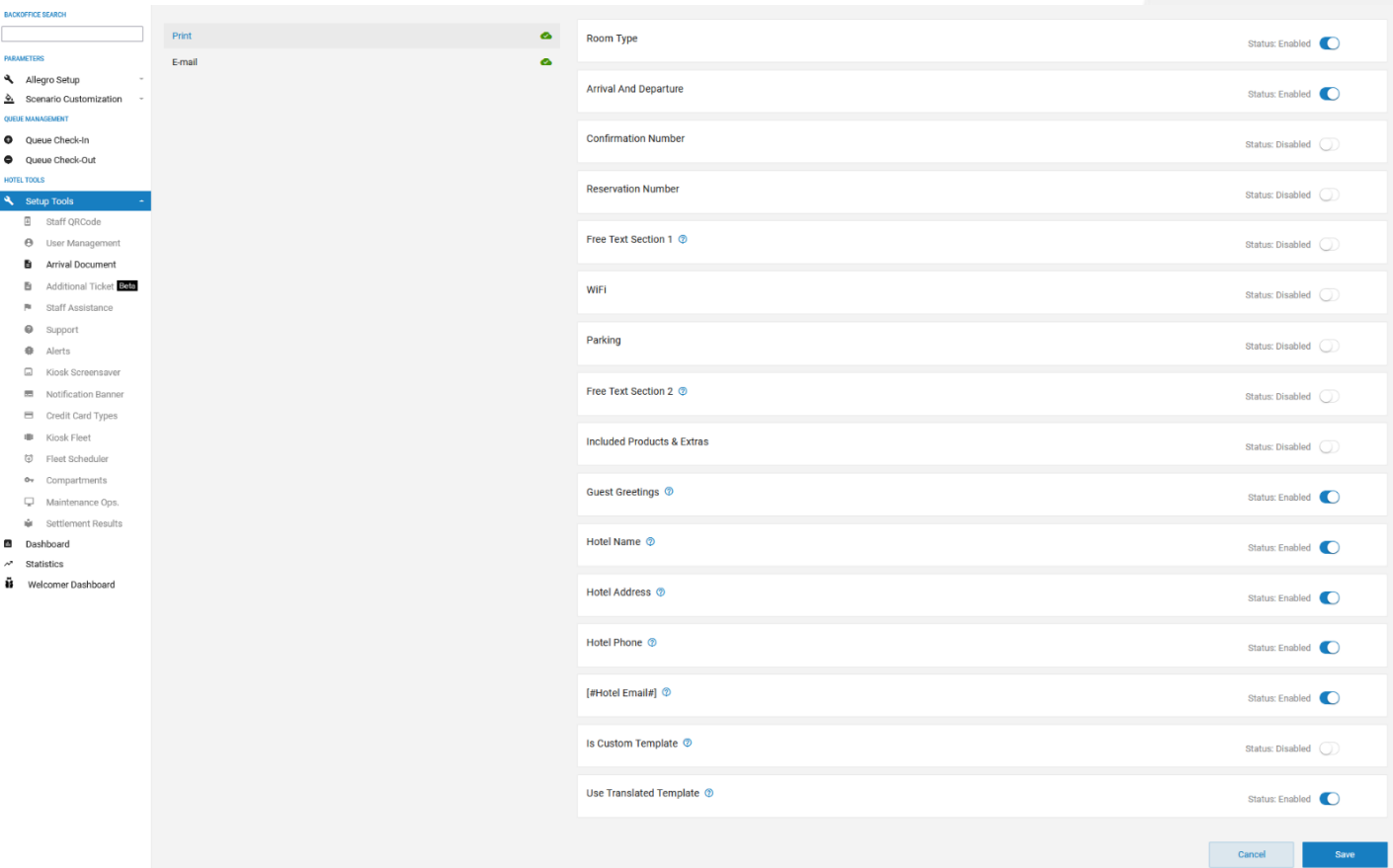
The screenshot shows a configuration panel for a kiosk. At the top, it is labeled 'Kiosk Type' with a status of 'Unattended Kiosk'. On the right side of the panel, there is a toggle switch that is currently turned on. Below the toggle, there is a field labeled 'Emergency Phone Number' containing the text '+33435662235'. At the bottom of the panel, there are two buttons: 'Cancel' and 'Save'.

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

ARRIVAL DOCUMENT

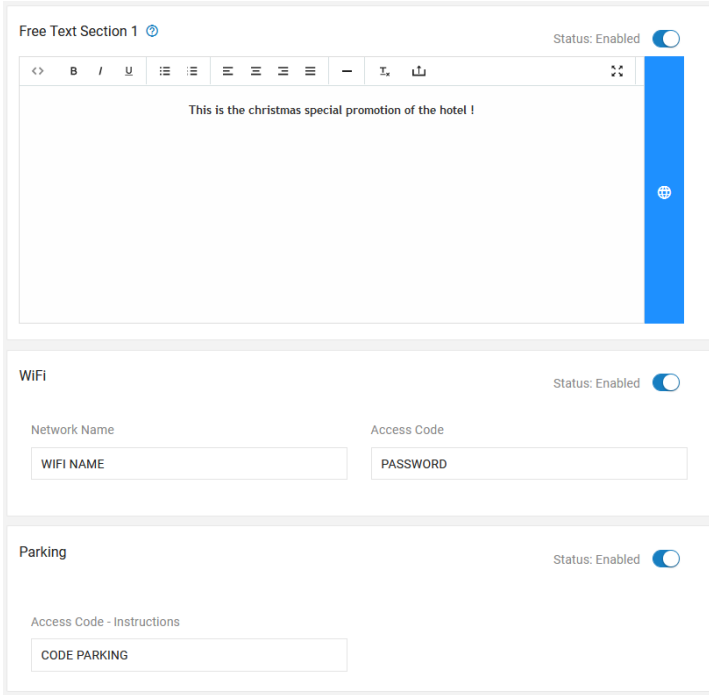
The arrival document module is accessible through the back office on the left-hand side menu under the set-up tools section.

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.



Configuration Item	Status
Room Type	Enabled
Arrival And Departure	Enabled
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)



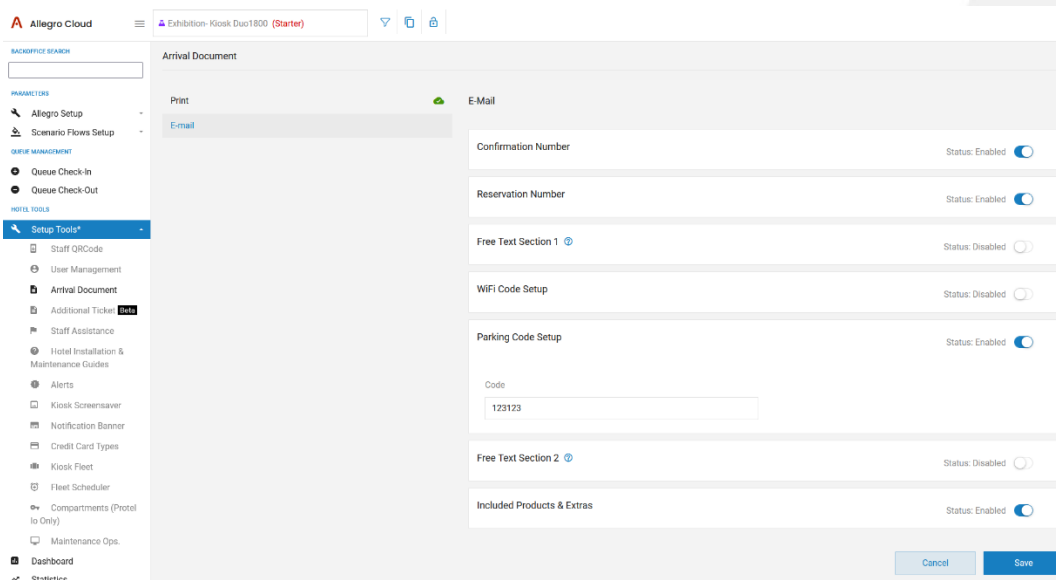
The screenshot shows three configuration sections, each with a 'Status: Enabled' toggle switch:

- Free Text Section 1:** Contains a rich text editor with the text "This is the christmas special promotion of the hotel !".
- WiFi:** Includes input fields for 'Network Name' (containing 'WIFI NAME') and 'Access Code' (containing 'PASSWORD').
- Parking:** Includes an input field for 'Access Code - Instructions' (containing '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 'Arrival Document' configuration page in the Allegro Cloud interface. The left sidebar lists various setup options, with 'Setup Tools' expanded to show 'Arrival Document' selected. The main content area shows configuration options for the document's output:

- Print:** Status: Enabled (toggle on)
- E-Mail:** Status: Enabled (toggle on)
- Confirmation Number:** Status: Enabled (toggle on)
- Reservation Number:** Status: Enabled (toggle on)
- Free Text Section 1:** Status: Disabled (toggle off)
- WiFi Code Setup:** Status: Disabled (toggle off)
- Parking Code Setup:** Status: Enabled (toggle on). Includes a 'Code' input field with the value '123123'.
- Free Text Section 2:** Status: Disabled (toggle off)
- Included Products & Extras:** Status: Enabled (toggle on)

Buttons for 'Cancel' and 'Save' are located at the bottom right of the configuration area.

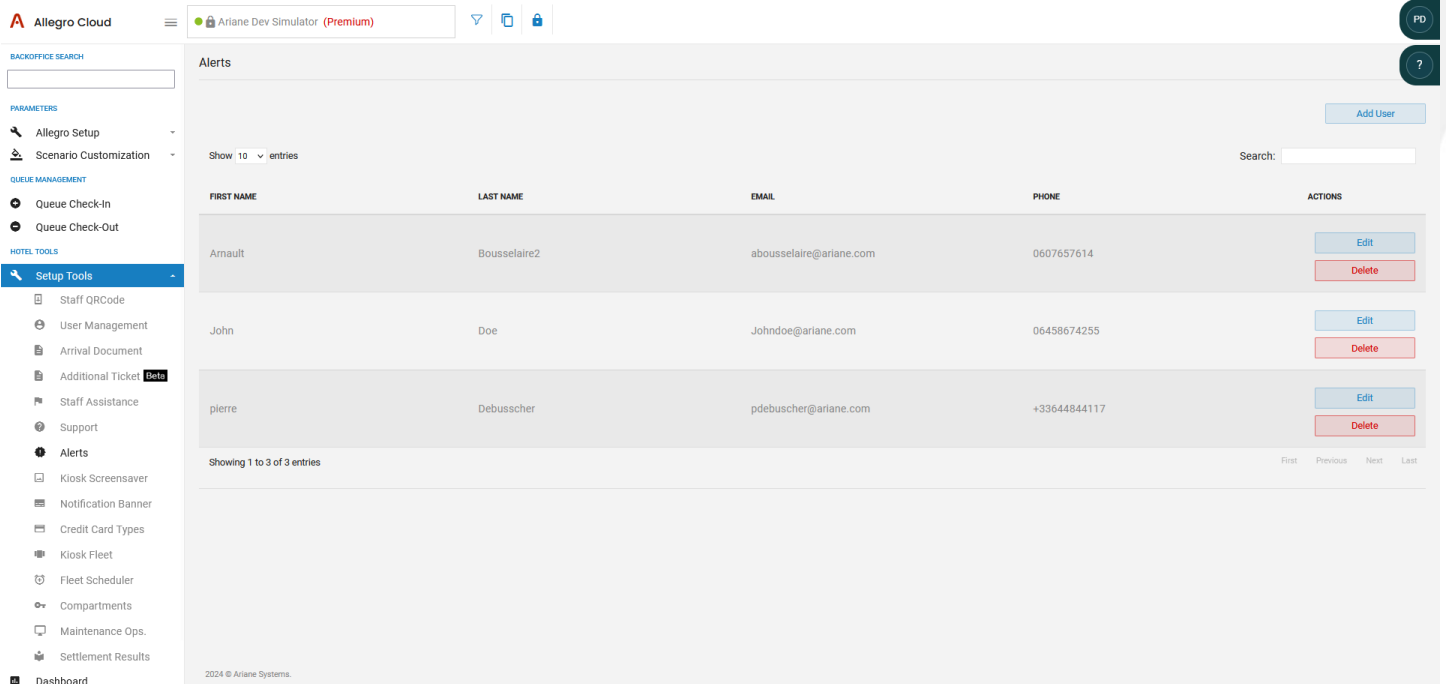
Step by step guide available following this link:

https://scribehow.com/shared/How_to_Set_Up_and_Customize_Arrival_Document_Emails_and_print_Dzd0-JnnRk-vmFkpBrTMgw

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.



The screenshot shows the 'Alerts' management interface in the Allegro Cloud back office. The left sidebar contains a navigation menu with categories: BACKOFFICE SEARCH, PARAMETERS (Allegro Setup, Scenario Customization), QUEUE MANAGEMENT (Queue Check-In, Queue Check-Out), HOTEL TOOLS (Setup Tools, Staff QRCode, User Management, Arrival Document, Additional Ticket, Staff Assistance, Support, Alerts, Kiosk Screensaver, Notification Banner, Credit Card Types, Kiosk Fleet, Fleet Scheduler, Compartments, Maintenance Ops., Settlement Results), and Dashboard. The main content area displays a table of alerts with columns for FIRST NAME, LAST NAME, EMAIL, PHONE, and ACTIONS. There are three entries in the table, each with 'Edit' and 'Delete' buttons. A search bar and 'Add User' button are located at the top right of the table. The interface also shows 'Showing 1 to 3 of 3 entries' and pagination controls.

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

On the module, it is possible to:

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

Create New User x

Email

Name

Phone

Alerts Types ⓘ

	<input type="checkbox"/> Select/Unselect all email	<input type="checkbox"/> Select/Unselect all sms
Webkiosk Connection lost	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Device Unavailable	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Encoder Communication error	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Encoder Card still inside	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Encoder Stacker error	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Encoder Card jam	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Encoder No more cards	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Connection timed out	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Scanner error	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
WebService error	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
General error	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Printer connection lost	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Printer out of paper	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Printer paper jam	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Printer server issue	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
PMS Connection lost	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Staff Request On	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
Low level of keycards	<input type="checkbox"/> Email	<input type="checkbox"/> Sms
[#No new Reservations#]	<input type="checkbox"/> Email	<input type="checkbox"/> 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.

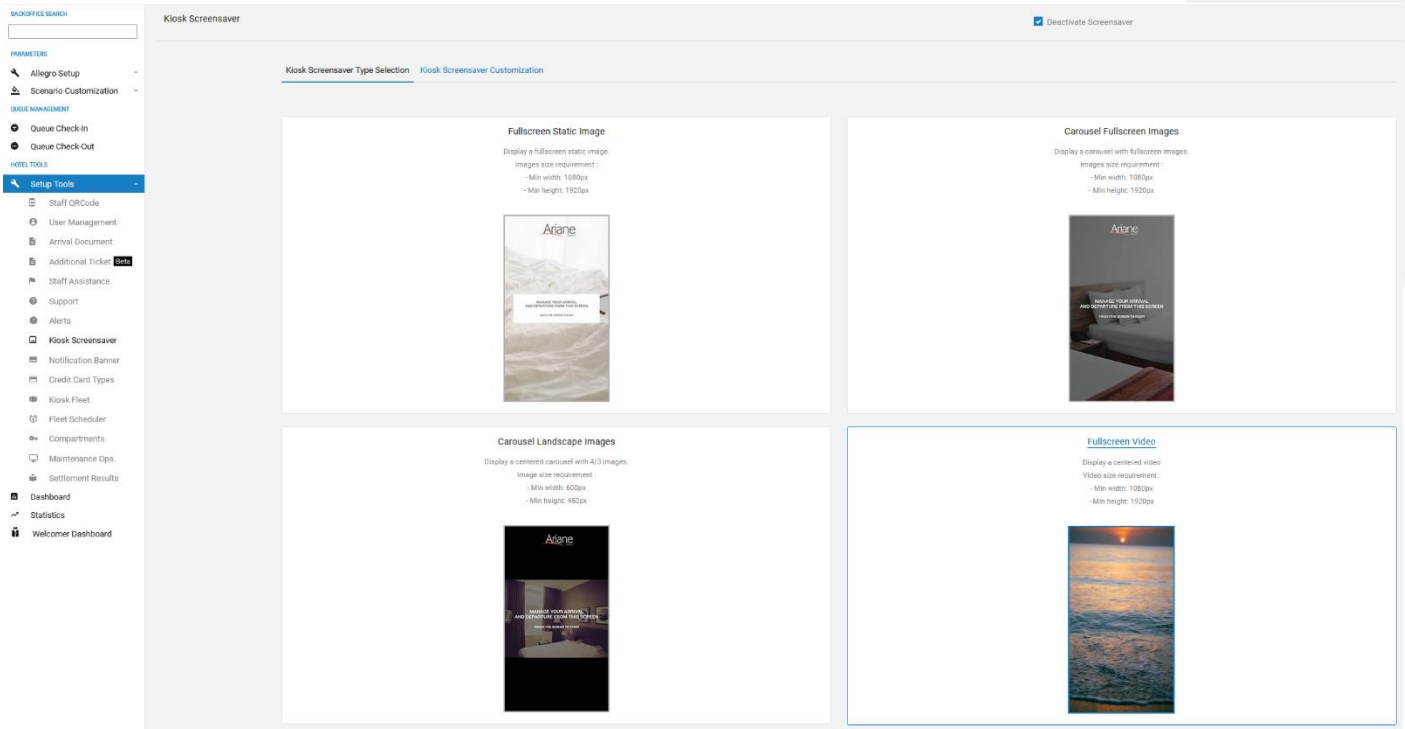
When the user selected all the alerts, he can save the user. The newly created user will be displayed on the list on the alert's page.

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.

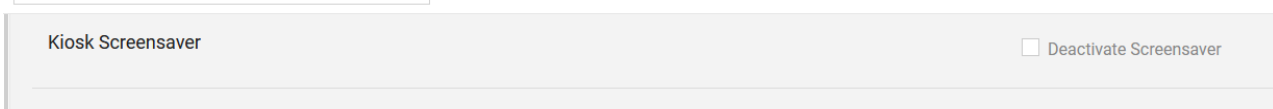


The tool is separated in 2 different tabs, the first one is the kiosk screensaver type selection and the second one is the kiosk screensaver customization.

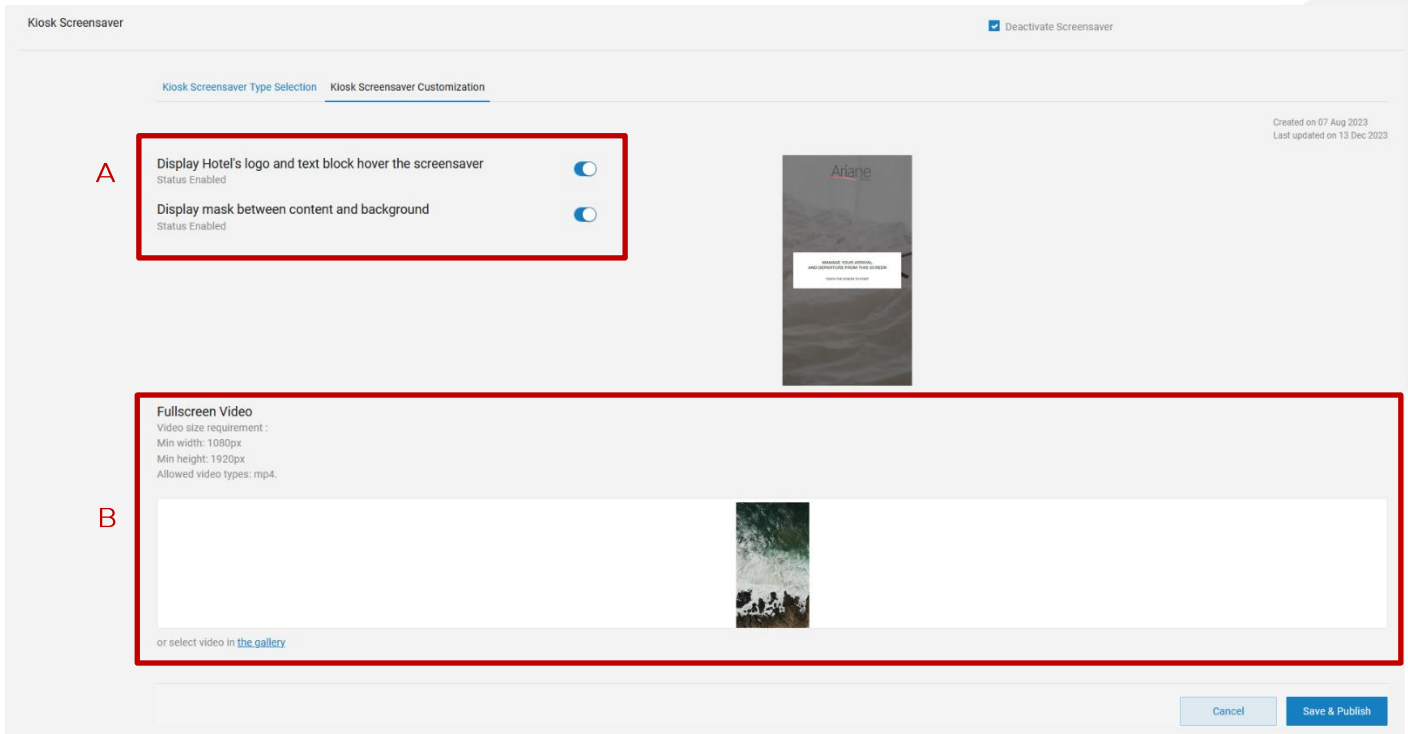
The user needs to start by selection the type of screensaver he wants on the kiosk:

- 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.

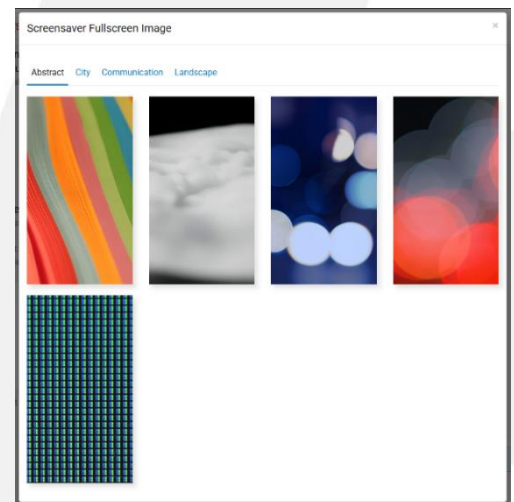


Once the type of screen saver is selected, the user can customize the selected type of screen saver on the customization tab. (See below)



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)



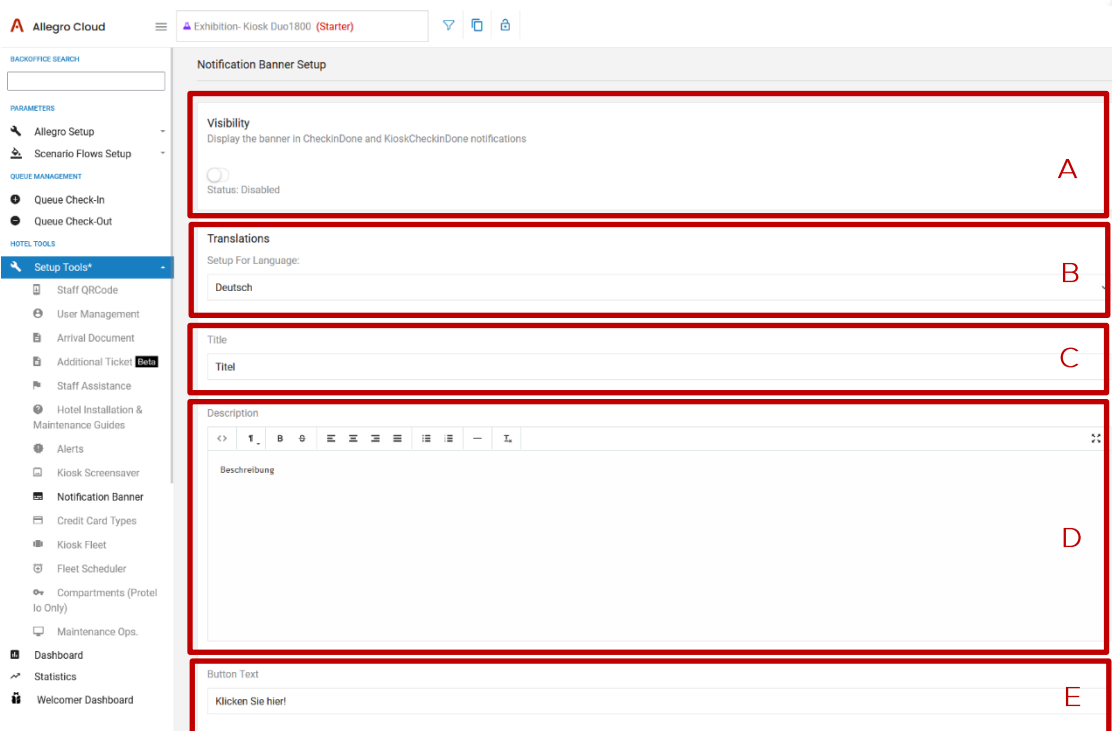
or select image in [the gallery](#)

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.



The screenshot shows the 'Notification Banner Setup' page in the Allegro Cloud back office. The interface includes a left-hand navigation menu and a main content area. Five red boxes highlight the following configuration options:

- A:** Visibility section, featuring a toggle switch for 'Display the banner in CheckinDone and KioskCheckinDone notifications' (currently disabled).
- B:** Translations section, with a 'Setup For Language' dropdown menu set to 'Deutsch'.
- C:** Title section, with a text input field labeled 'Titel'.
- D:** Description section, with a rich text editor containing the text 'Beschreibung'.
- E:** Button Text section, with a text input field containing 'Klicken Sie hier!'.

- 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)

The screenshot displays the 'Allegro Cloud' interface for configuring a 'Notification Banner'. The left sidebar lists various management tools, with 'Setup Tools*' selected. The main configuration area is divided into three sections:

- Image (F):** Contains an image upload area with a cloud icon and the text 'Drag and drop a file here or click'. Constraints listed are: Weight max: 5mo, Min width: 240px, Min height: 320px, and Allowed file types: jpg, jpeg, png.
- Button (G):** Includes a toggle switch for 'Display the button in the banner' (currently disabled) and a text input field for the 'URL'.
- Appearance (H):** Provides color customization options:
 - Background Color:** Applied to the background color of the banner, with a color picker set to #FFFFFF.
 - Text Color:** Applied to the text color of the banner, with a color picker set to #333333.
 - Button Background Color:** Applied to the background color of the button, with a color picker set to #007FA8.
 - Button Text Color:** Applied to the text color of the button, with a color picker set to #FFFFFF.

At the bottom right of the configuration area, there are 'Cancel' and 'Save' buttons.

- 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)

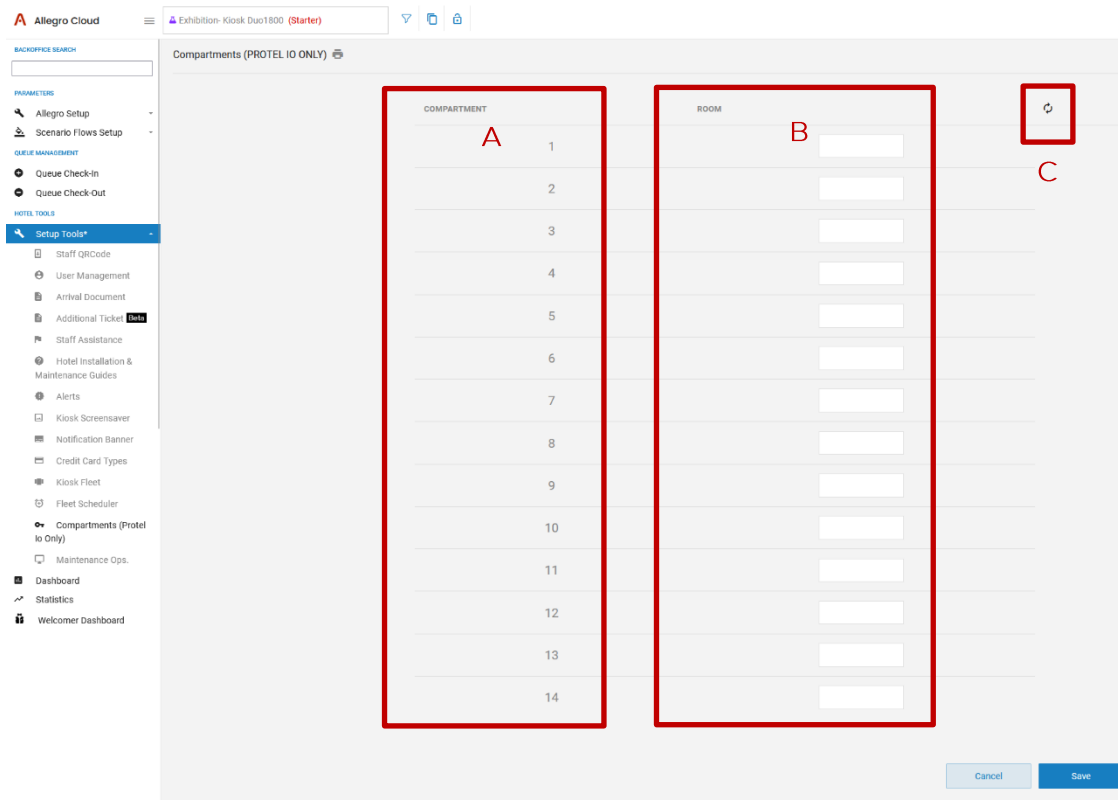
The user needs to save the different customization configurations done before exiting the module.

COMPARTMENTS

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

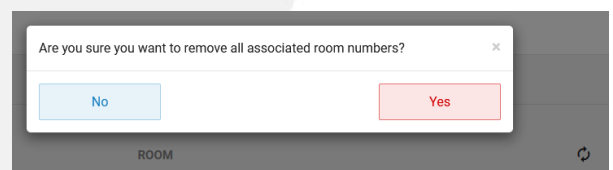
This is a specific feature only available with Protel IO PMS system and within a hotel using compartment with physical keys in the kiosk.

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.



- 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)

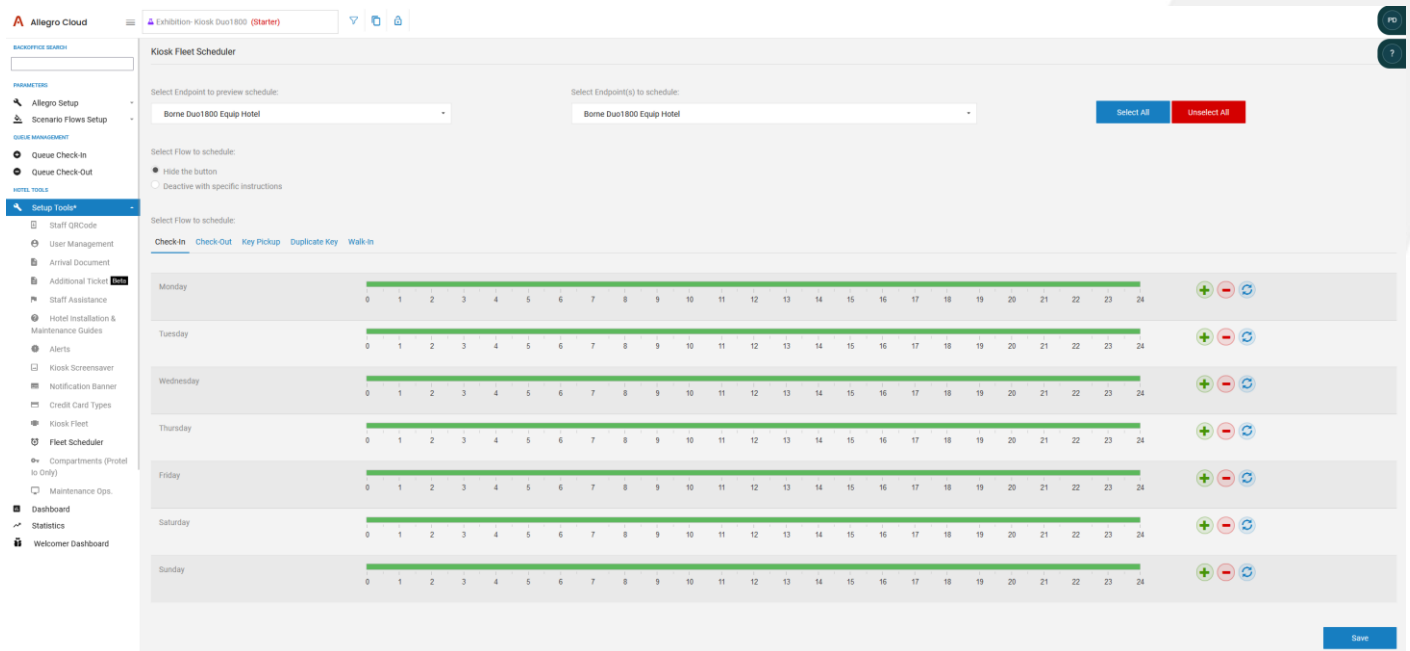
Once the configuration is done the user needs to save with the save button at the bottom of the page.



FLEET SCHEDULER

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

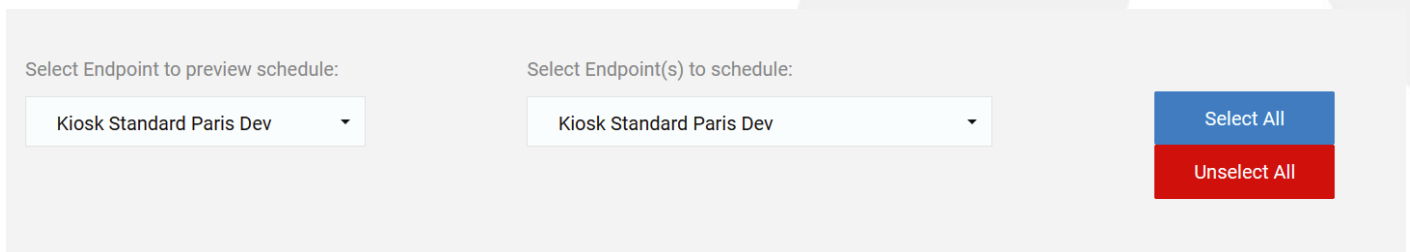
The “fleet scheduler” is an extension of the “kiosk fleet” tool. It allows the user to control the different flows from the kiosk regarding the hotel’s schedule. They can enable or disable these flows on a time basis.



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.

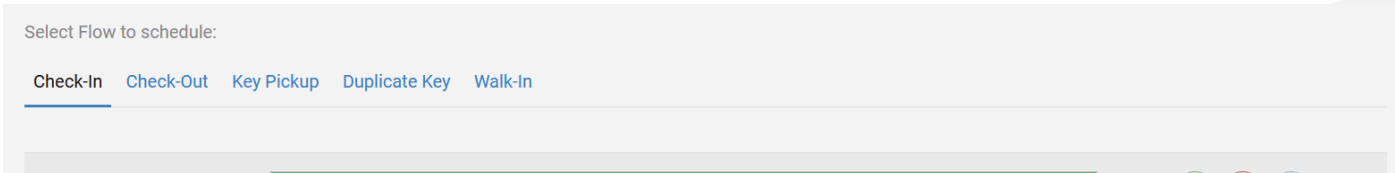
From there the user can select which kiosk he wants to schedule based on another kiosk already scheduled.

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.

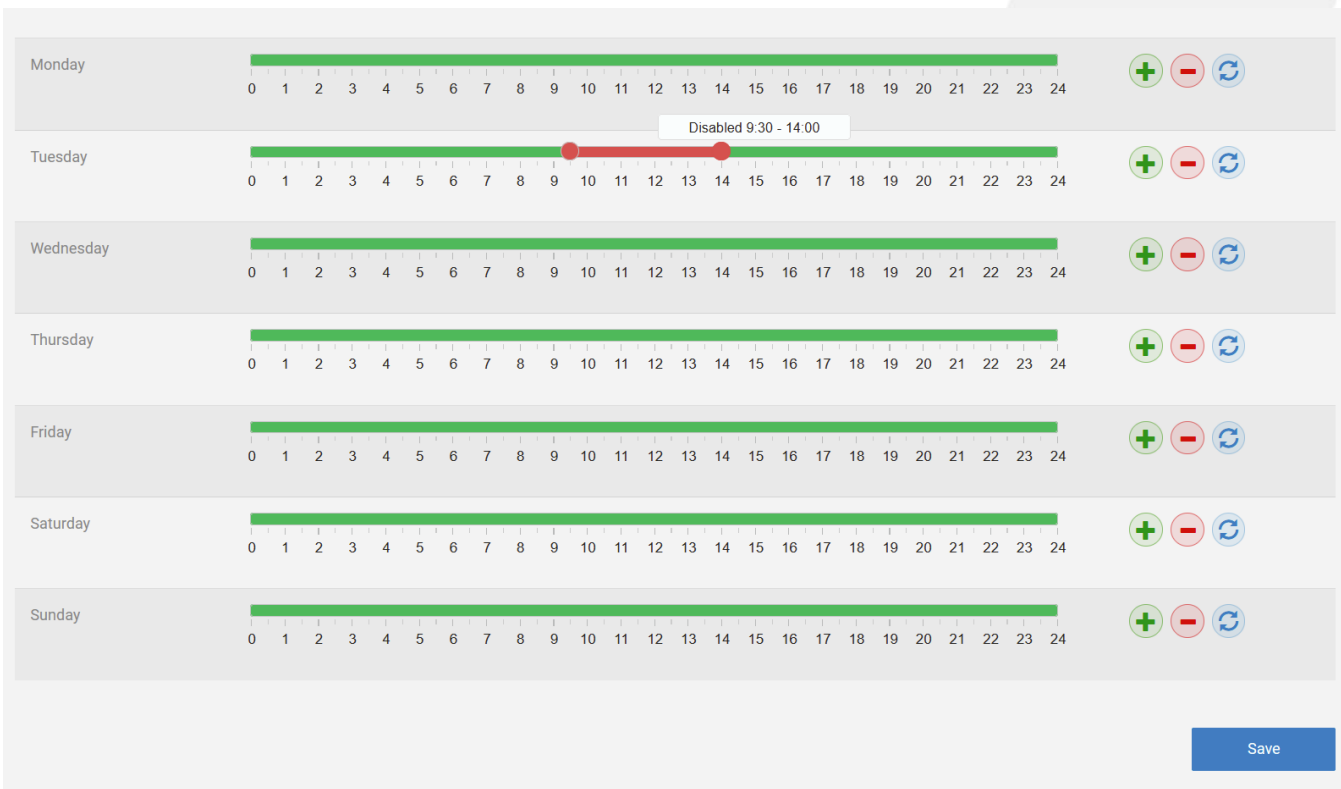


The tool displays every day of the week, a vertical slide bar indicates the hours during each day. By default, the slide bar is green indicating that the selected flow is enable during all day.

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.

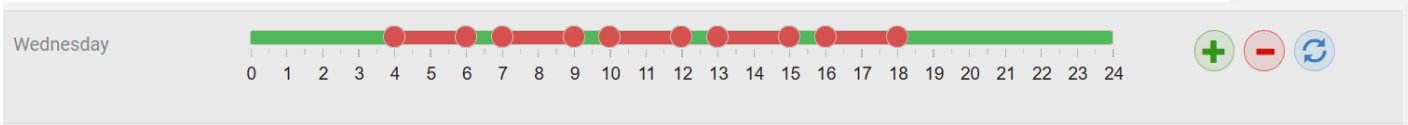
A red bar will appear on the vertical hours bar. You can schedule the disabled time by dragging each dot of the red bar from where you want the disabled time to start and end.

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

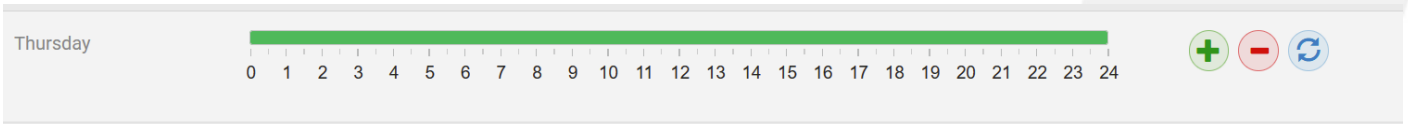


If the user clicks multiple times on the green plus, he can add up to five disabled time on the green bar, he must specify on each one the starting time and the ending time by dragging the dots.

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 'Rooms Repository' section of the Allegro Cloud interface. On the left, a sidebar menu lists various configuration options, with 'Allegro Setup' highlighted. The main area shows a table of room configurations. The table has the following data:

CODE	NAME	MAX GUESTS	BED TYPE	BEDS COUNT	ACTIONS
34687	Doppelzimmer	2	Doppelbett	1	Edit, Delete

Additional interface elements include a 'Default Room image' section with a photo of a room, and buttons for 'New Room Type' and 'Import Room Types From PMS' at the top right.

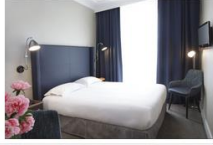
the room configuration module is divided into 3 different tabs:

- **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

Image

or select image in [the gallery](#)

Display Accommodation Details
Status Enabled

Description
<p>Doppelzimmer</p>

Beds Count
1

Bed Type
Doppelbett

Max capacity
2

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”.

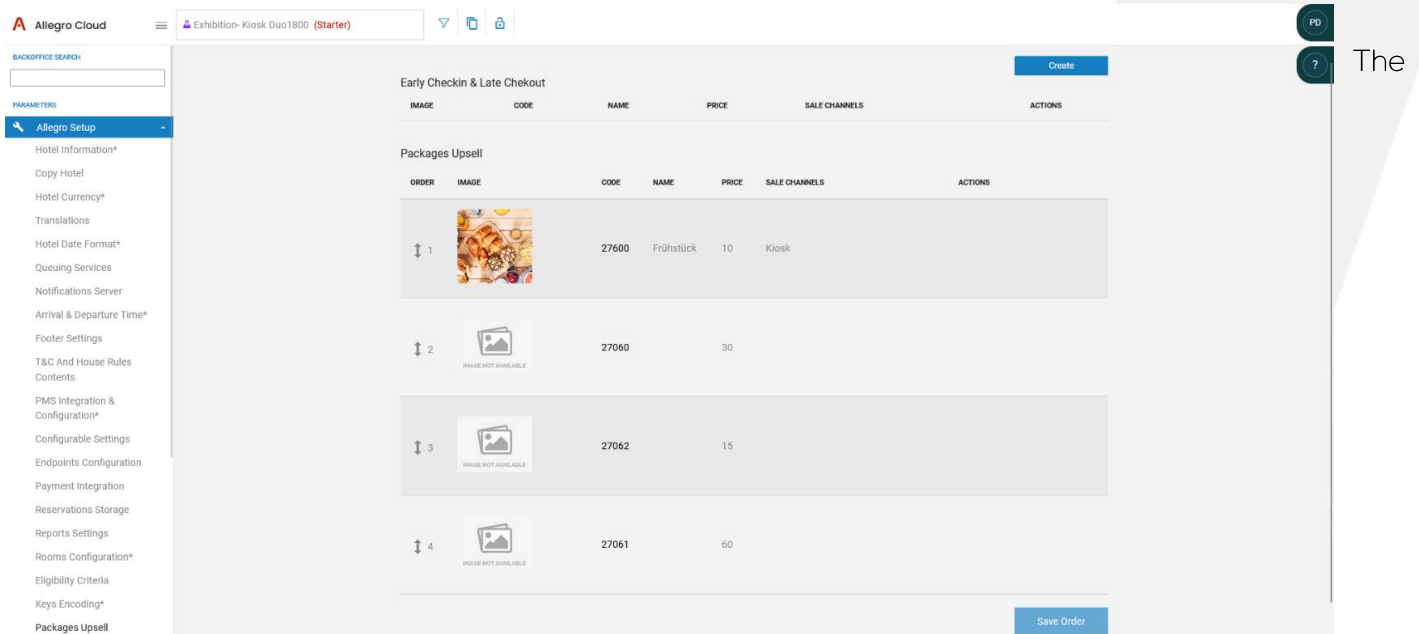
PACKAGES UPSELL

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.

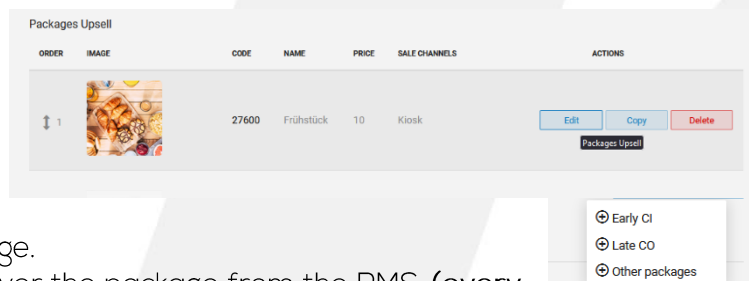
Most of the configuration of this module is done during the installation of the hotel, but it’s possible for the user to create new packages afterwards or edit the existing ones.



The screenshot shows the Allegro Cloud back office interface. The left-hand navigation menu is open, showing 'Allegro Setup' selected. The main content area displays the 'Packages Upsell' configuration page. At the top, there is a 'Create' button. Below it is a table with columns: IMAGE, CODE, NAME, PRICE, SALE CHANNELS, and ACTIONS. The table is titled 'Early Checkin & Late Chekout'. Below this is another table titled 'Packages Upsell' with columns: ORDER, IMAGE, CODE, NAME, PRICE, SALE CHANNELS, and ACTIONS. The table contains four rows of package data. At the bottom right, there is a 'Save Order' button.

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 close-up screenshot shows a single row in the 'Packages Upsell' table. The row is for order 1, with an image of a breakfast spread. The columns show: ORDER (1), IMAGE (breakfast image), CODE (27600), NAME (Frühstück), PRICE (10), SALE CHANNELS (Kiosk), and ACTIONS (Edit, Copy, Delete). Below the table, there is a dropdown menu for 'Packages Upsell' with options: Early CI, Late CO, and Other packages.

The screenshot shows the 'Add Package' form with the following fields highlighted by red boxes and labeled with letters:

- A:** Image upload area with a 'Drag and drop a file here or click' instruction and a link to 'the gallery'.
- B:** 'Sale Channels' section with checkboxes for 'Kiosk' and 'Online/Web Date Format display'.
- C:** 'code' text input field.
- D:** 'Name (de-DE-default)' dropdown menu.
- E:** 'index' text input field with the value '0'.
- F:** 'Short Name (de-DE-default)' dropdown menu.
- G:** 'Description' rich text editor area.

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)

The screenshot shows the configuration interface for a package upsell offer. The interface is divided into several sections:

- Display Condition (H):** A section at the top with a title "Display Condition Only guests who meet the defined and enabled condition will see this package upsell offer". It contains a logic rule: "if Number of nights is equal to 0 THEN DISPLAY UPSELL". A "Status Disabled" toggle is visible on the right.
- Price (I):** A section for setting the price, with a "Status Disabled" toggle.
- Posting Rhythm (I):** A dropdown menu set to "First night".
- Calculation Rule (I):** A dropdown menu set to "Per Adult".
- Custom Quantity Enabled (J):** A toggle switch.
- Use Pms Price For This Package (K):** A toggle switch.
- Modify Number Of Packages (L):** A toggle switch.
- Maximum Quantity (M):** A dropdown menu set to "No limitation".
- Hide Quantity (N):** A toggle switch.
- Hide Posting Rhythm (N):** A toggle switch.
- Package Codes Exceptions (O):** A text input field.
- Rate Exceptions (O):** A text input field.

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

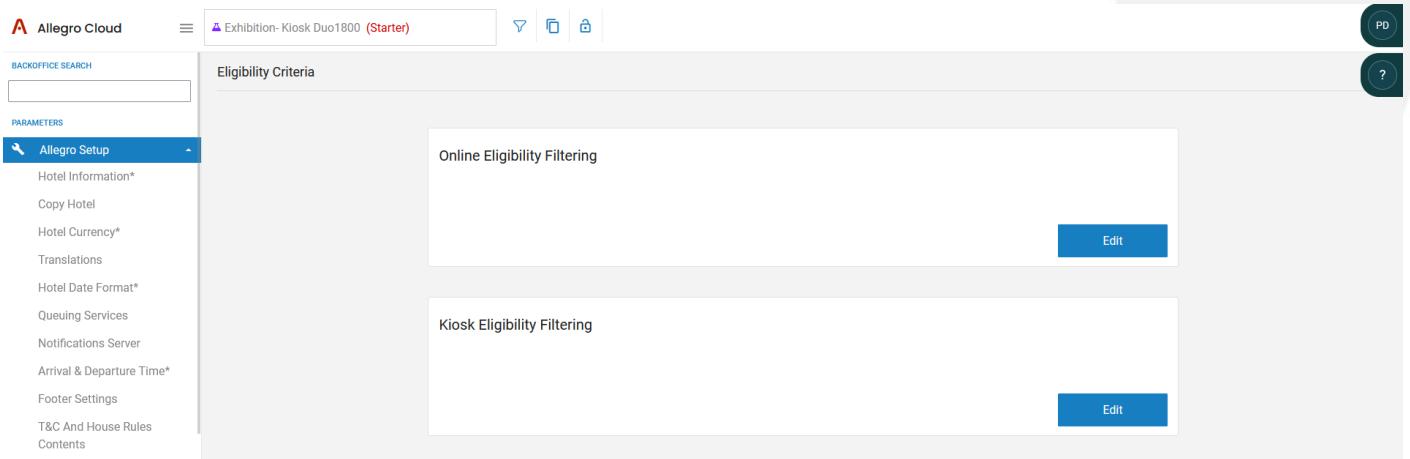
- It is also possible when creating a package to condition the display of the package during the upsell scene. (H)
- The price of the package, the posting rhythm, and the calculation rule. (I)
- The custom quantity is only accessible for the hotel installed with IPKV3. (J)
- Use PMS price for this package 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

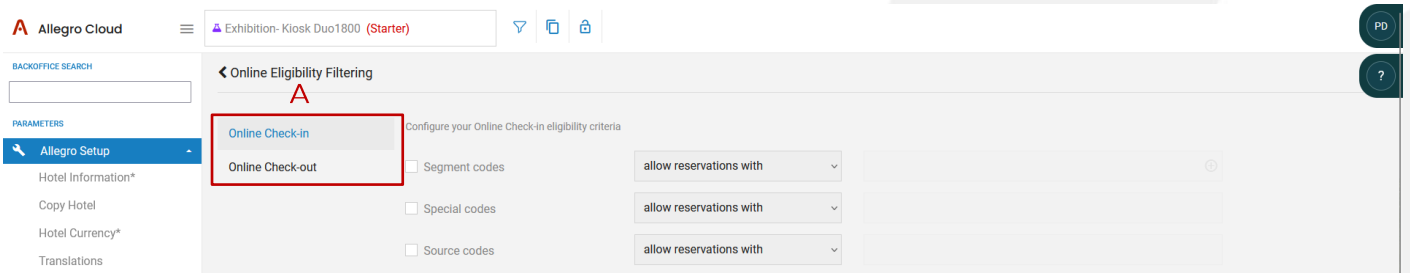
The eligibility criteria module is accessible through the back office on the left-hand side menu in the upper section under “Allegro setup.”

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.

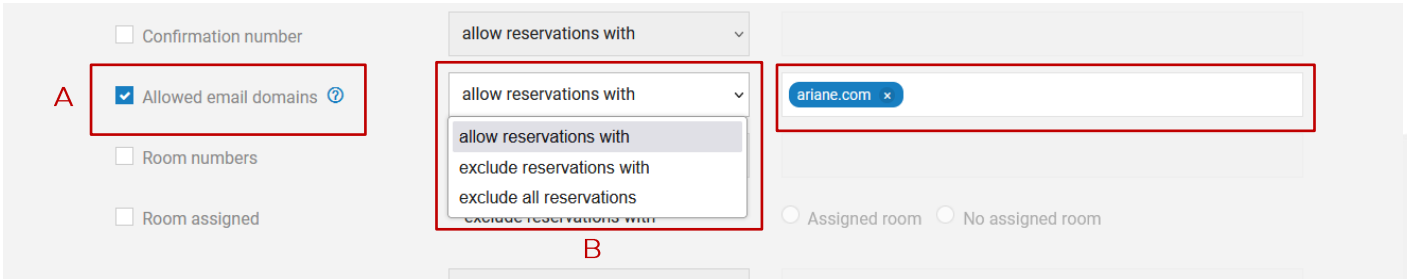
Please note that it is advised to aim at the lowest eligibility restrictions possible to allow the maximum number of guests to use Ariane’s services.



When using the module, the user needs to select if he wants to configure the criteria on Kiosk usage or online usage.



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

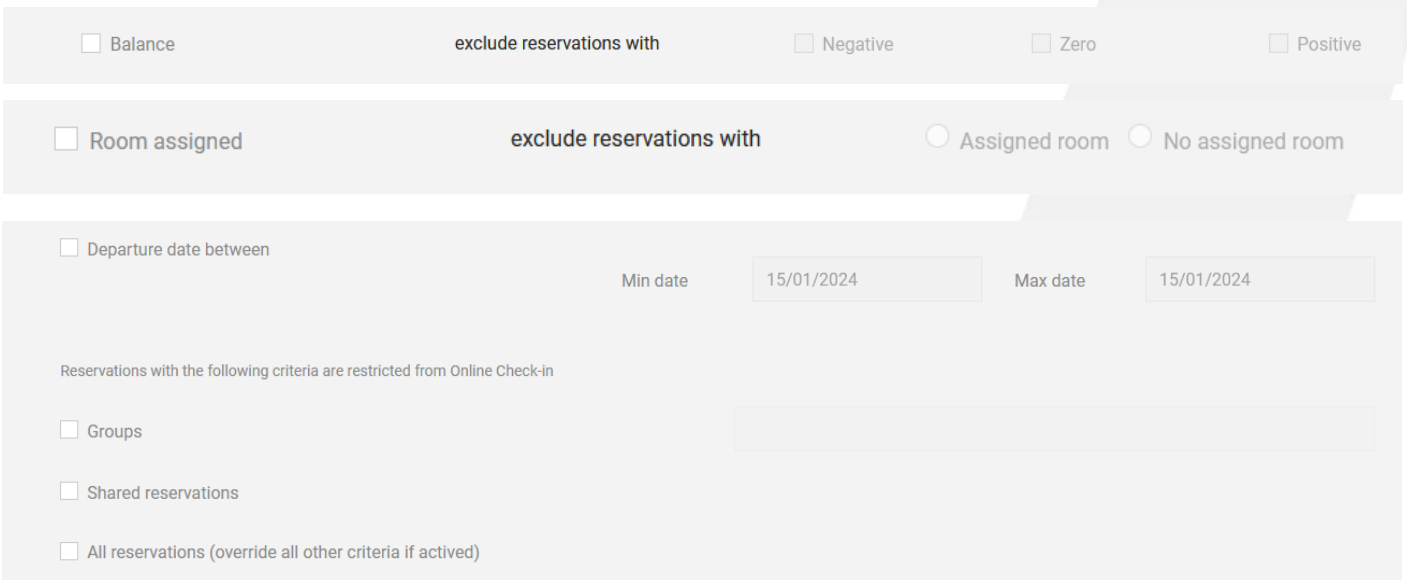


The screenshot shows a configuration panel with several sections:

- Left sidebar:** A list of criteria with checkboxes:
 - Confirmation number
 - Allowed email domains (marked with a red box and 'A')
 - Room numbers
 - Room assigned
- Main area:**
 - A dropdown menu labeled 'allow reservations with' (marked with a red box and 'B') is open, showing options: 'allow reservations with', 'exclude reservations with', and 'exclude all reservations'.
 - A text input field contains 'ariane.com' (marked with a red box and 'C').
 - Radio buttons for 'Assigned room' and 'No assigned room' are visible.

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).



The screenshot shows three specific configuration sections:

- Balance:** Includes a checkbox for 'Balance', a dropdown for 'exclude reservations with', and radio buttons for 'Negative', 'Zero', and 'Positive'.
- Room assigned:** Includes a checkbox for 'Room assigned', a dropdown for 'exclude reservations with', and radio buttons for 'Assigned room' and 'No assigned room'.
- Departure date between:** Includes a checkbox for 'Departure date between', 'Min date' (15/01/2024), and 'Max date' (15/01/2024) input fields.

Below these sections, there is a summary line: "Reservations with the following criteria are restricted from Online Check-in".

At the bottom, there are checkboxes for:

- 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 using 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

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](#)

Estimate arrival time

Select your estimated arrival time

I don't know my arrival time

16:00

15:00

16:00

17:00

18:00

19:00

20:00

21:00

22:00

23:00

00:00

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

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 ▾

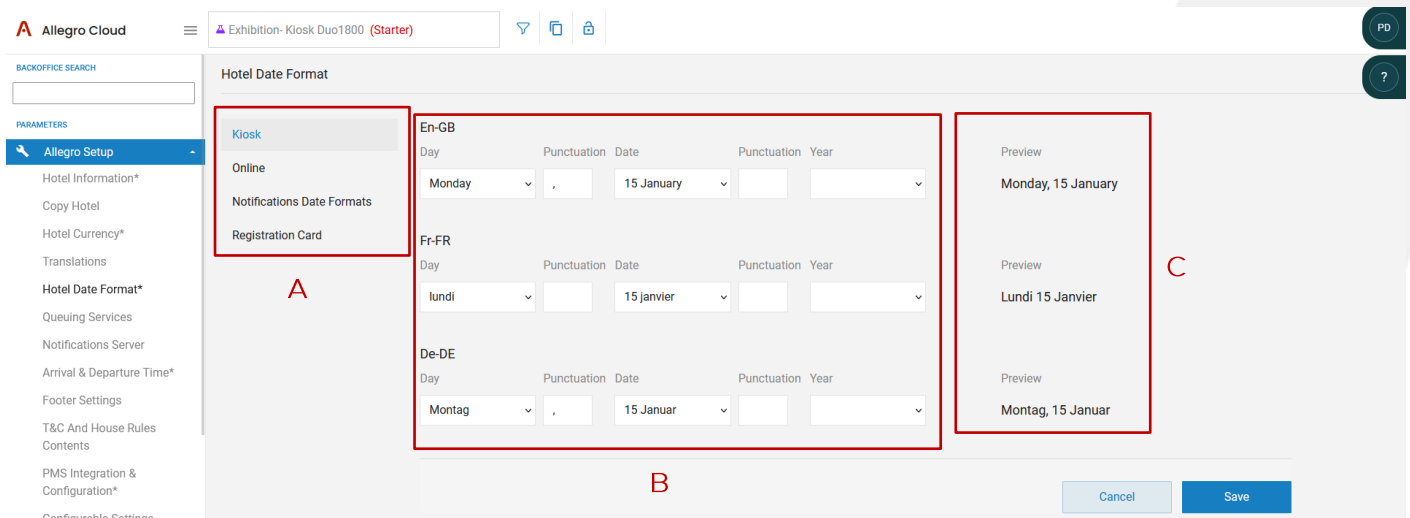
This subsection allows the user to configure the time of room allocation and check out process of the queue system.

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.



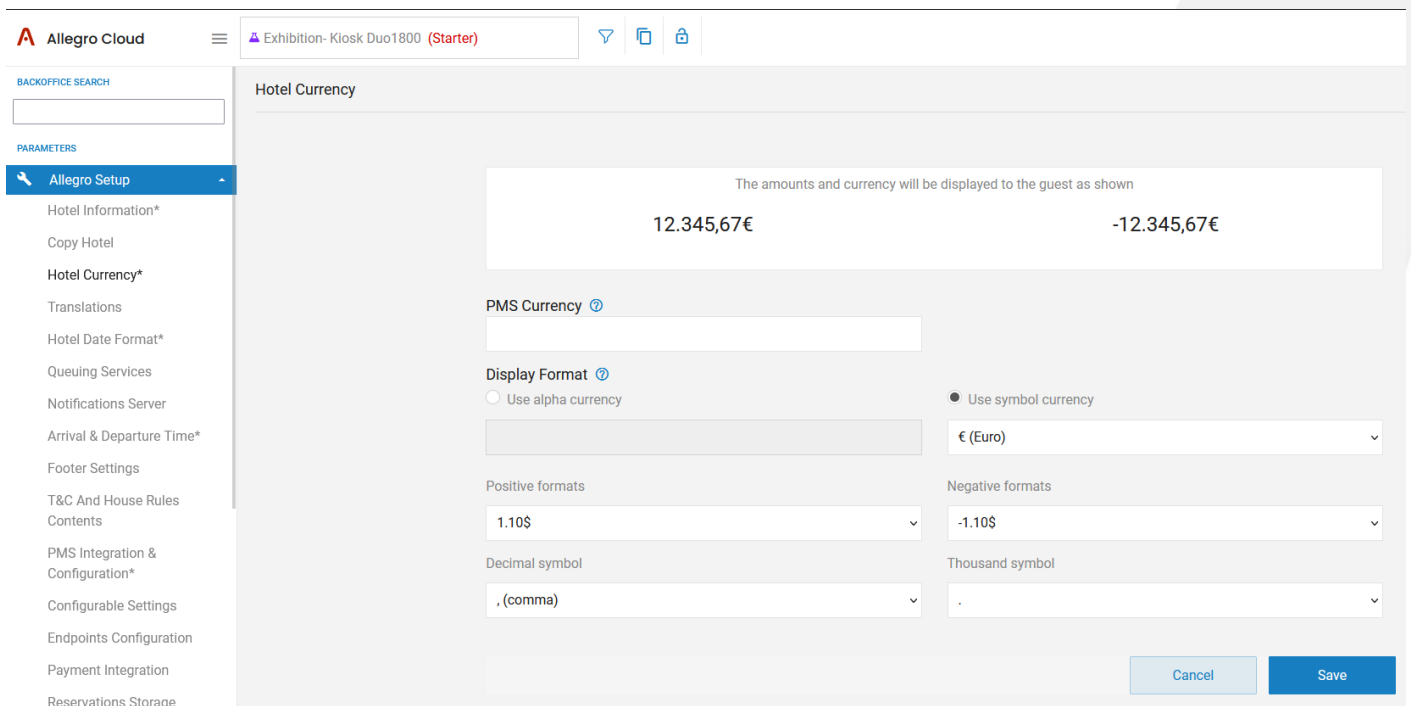
The screenshot shows the 'Hotel Date Format' configuration page in the Allegro Cloud back office. The left-hand menu is expanded to 'Allegro Setup', and the 'Hotel Date Format' option is selected. The main content area is divided into three language sections: En-GB, Fr-FR, and De-DE. Each section has a 'Day' dropdown, a 'Punctuation' dropdown, a 'Date' dropdown, and a 'Year' dropdown. A 'Preview' section on the right shows the resulting date format for each language. A 'Save' button is at the bottom right.

- The user needs to select where he wants to change the date format either on the kiosk, online, on the different notifications or on the registration card. (A)
- The configuration tool allows to adjust the format and chose between multiple options in the drop-down button. (B)
- The preview allows the user to get a preview of the current configuration. (C)
- The user needs to save the configuration before leaving the module.

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 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.

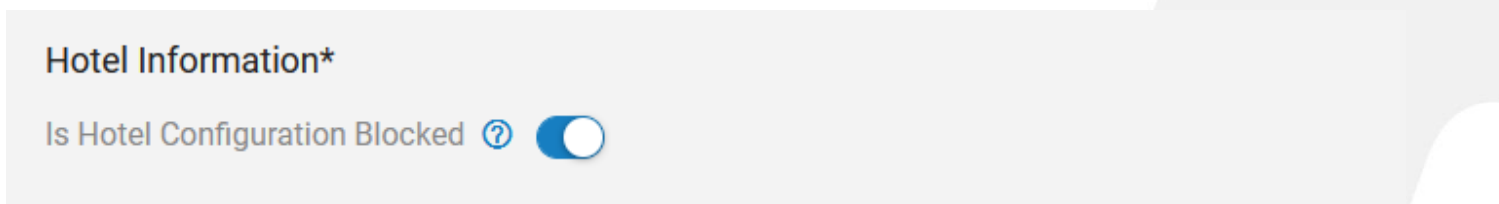
The user needs to save the configuration before leaving the module.

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



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 * Exhibition- Kiosk Duo1800
Geographic Information*	Hotel URL [Empty field]
Language Settings*	Hotel Description [Empty field]
Country ISO Format*	
Preferred Countries for registration card*	
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*	de-DE
Language Settings*	Other Supported Language N°1
Country ISO Format*	fr-FR
Preferred Countries for registration card*	Other Supported Language N°2
Hotel Address & Contact Information*	en-GB
Social Media*	Other Supported Language N°3
Admin Information	Not Activated
Comments	Other Supported Language N°4
	Not Activated
	Other Supported Language N°5
	Not Activated
	Other Supported Language N°6
	Not Activated
	Other Supported Language N°7
	Not Activated

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 <input type="checkbox"/>
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*	
Social Media*	Country 1
Admin Information	Austria
Comments	Country 2
	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 Address & Contact Information*	
Hotel Status	Address 1 *
Hotel Identity*	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
Comments	Ludwigsburg
	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*	<div data-bbox="327 1512 1173 1534">  Facebook x </div> <div data-bbox="327 1545 1173 1579"> <input type="text" value="https://www.facebook.com/Ariane-Systems-402319099854301/?eid=ARCI1IuroteZVerTnqYw1W9FLSym4I3BwSZz52M4RtCKQ5rS4LxWQQ9oxBu"/> </div> <div data-bbox="327 1590 1173 1612">  Youtube x </div> <div data-bbox="327 1624 1173 1657"> <input type="text" value="https://www.youtube.com/channel/UCAqWZ94qzKwdGJ8qtCDTI3w"/> </div> <div data-bbox="327 1668 1173 1691">  Twitter x </div> <div data-bbox="327 1702 1173 1736"> <input type="text" value="https://twitter.com/Ariane_Systems"/> </div>
Social Media*	
Admin Information	
Comments	
<input type="button" value="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.