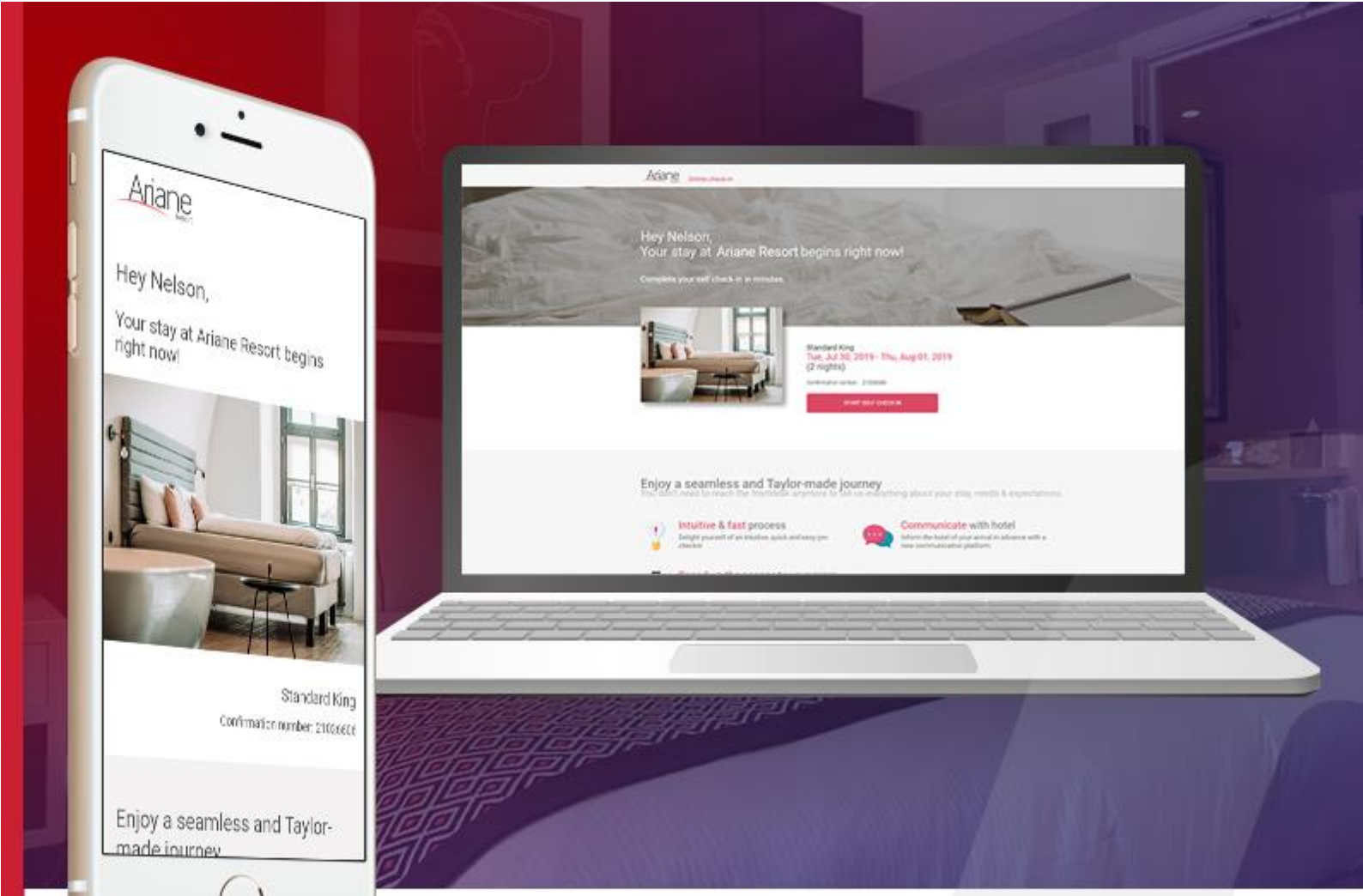

USER ROLE DOCUMENTATION

Level 1 / Hotel User

ARIANE SYSTEMS
23 rue Boudin
93310 Le Pré-Saint-Gervais
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info@ariane.com
www.ariane.com

SA au capital de 1 257 080 € - RCS Bobigny 393 611 173 - TVA CEE/FR : 54 393 611 173

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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

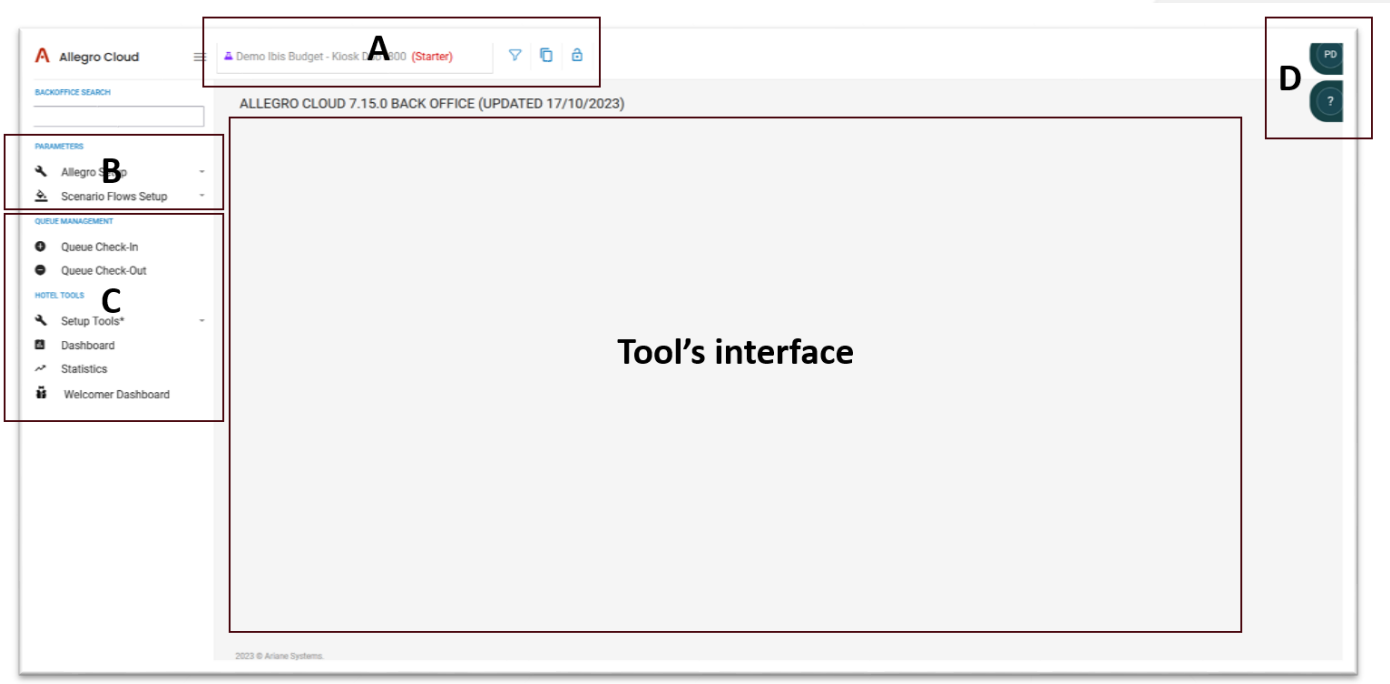
The back office isn't only useful for daily hotel users; it's also a monitoring platform for managers and the hotel's IT team. These users can monitor the installation quality in their hotel, have a detailed overview of statistics related to kiosk usage, and use it for internal updates at Ariane, such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

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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 of 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.

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FEATURES

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

QUEUE

CHECK IN

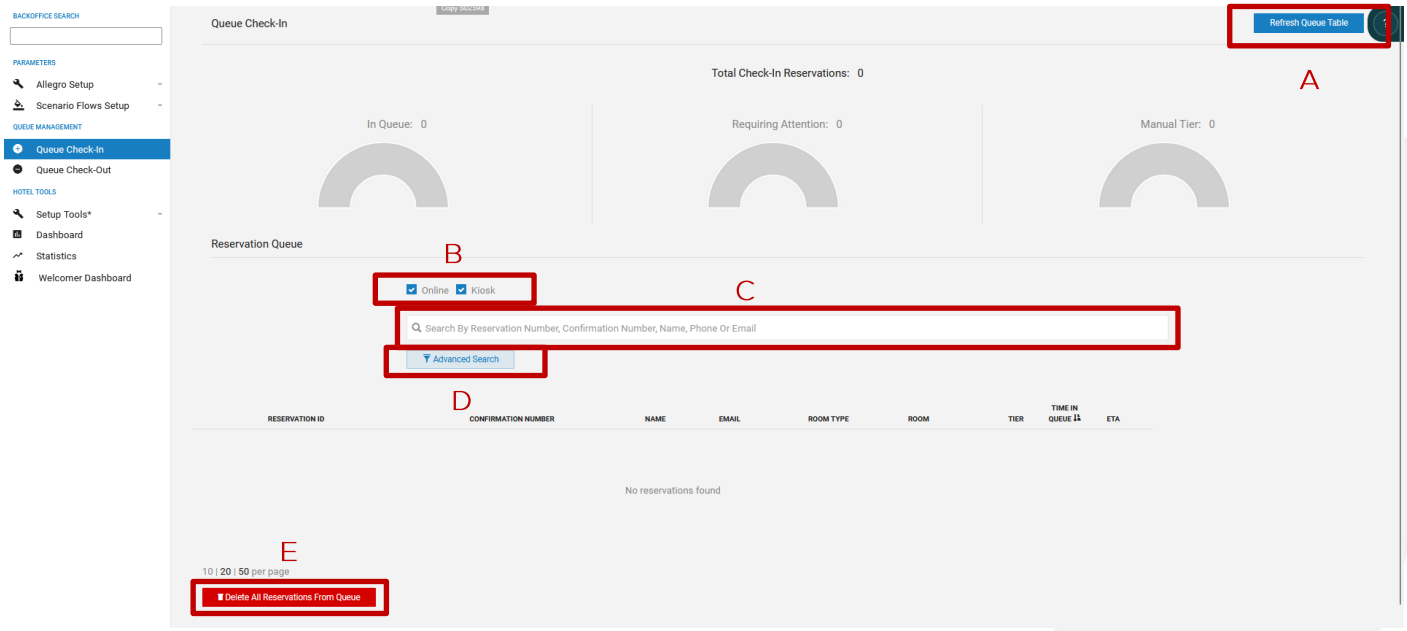
The queue for check in is a dashboard where the user can find all the different reservation that are waiting to be processed by the system.

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.

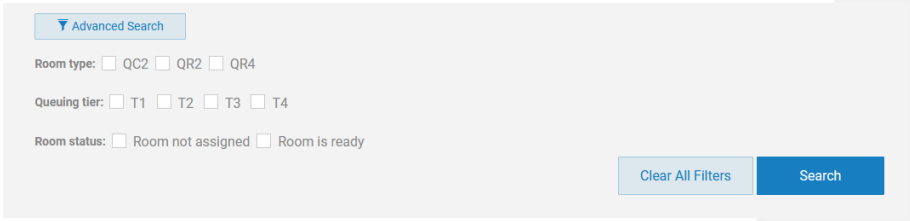
Reservations from Online pre check in are added to the Tier 4 list, waiting for the check in start time or the estimated time of arrival to be moved into the Tier 2.

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)

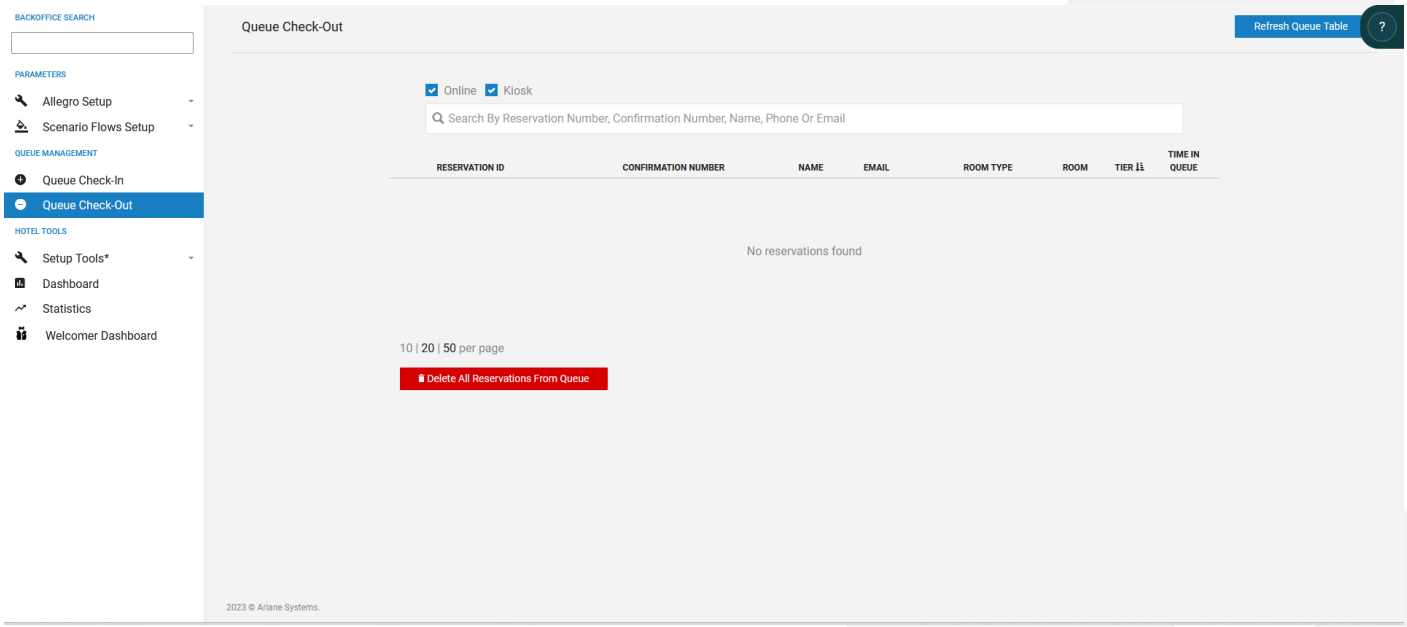
CHECK OUT

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.

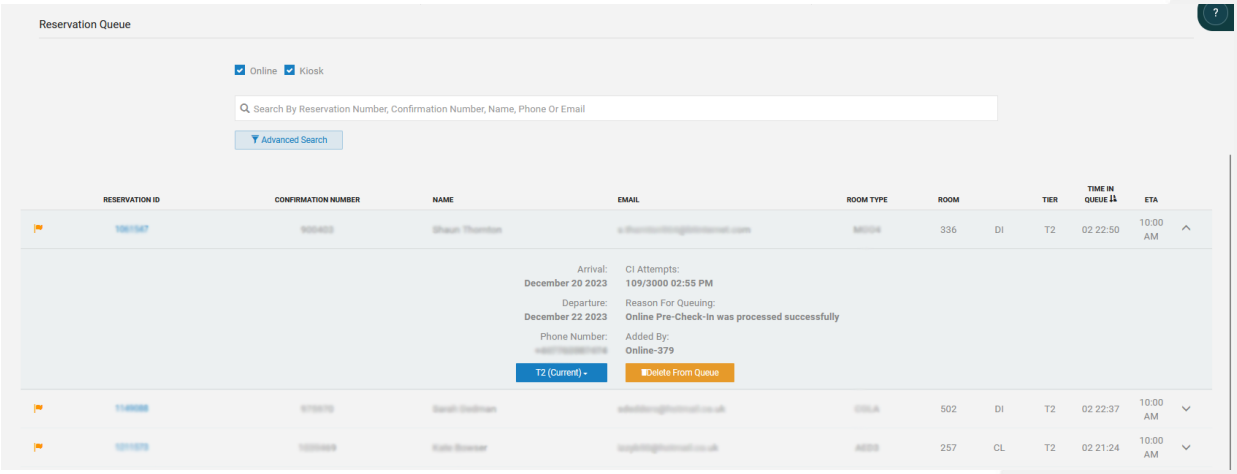
The user can filter and search for specific reservation in the same way as for the Queue check-in feature.



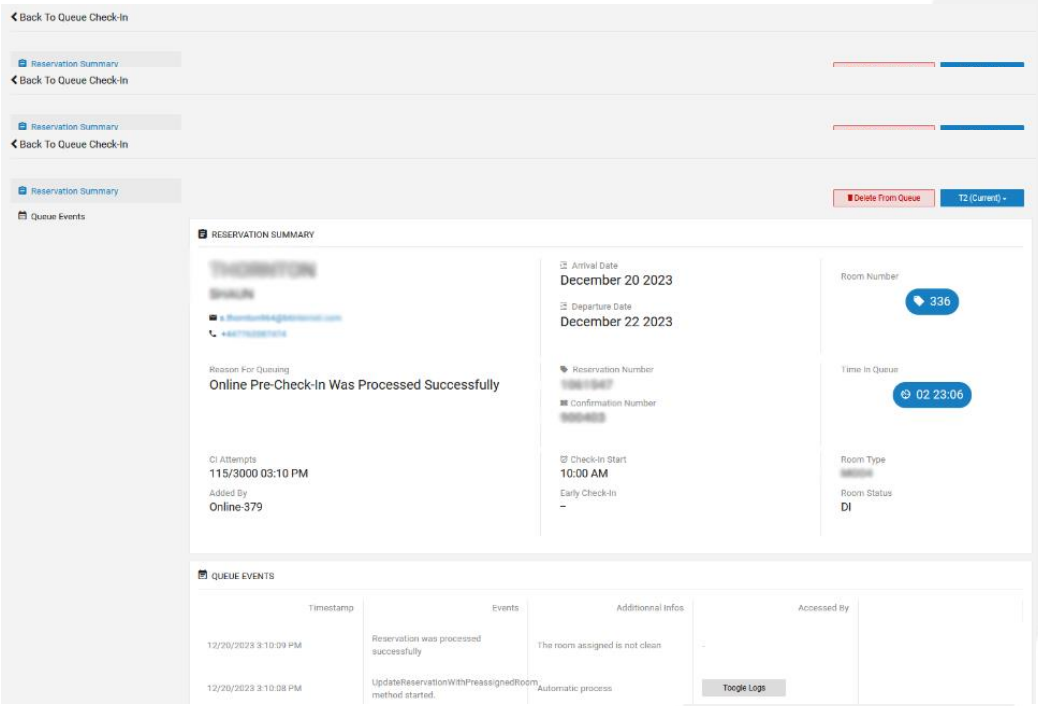
RESERVATION DETAILS

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 form the queue using the yellow one.



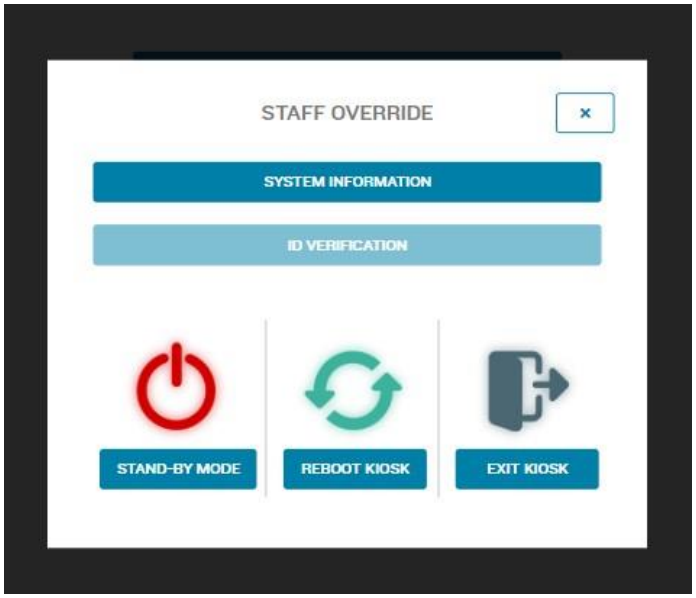
By clicking on the blue reservation ID on the left, it is possible to open a detailed view of the reservation events related to the queue. It is also possible to change the tier of the reservation manually and delete the reservation from the queue from this detailed view.



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:

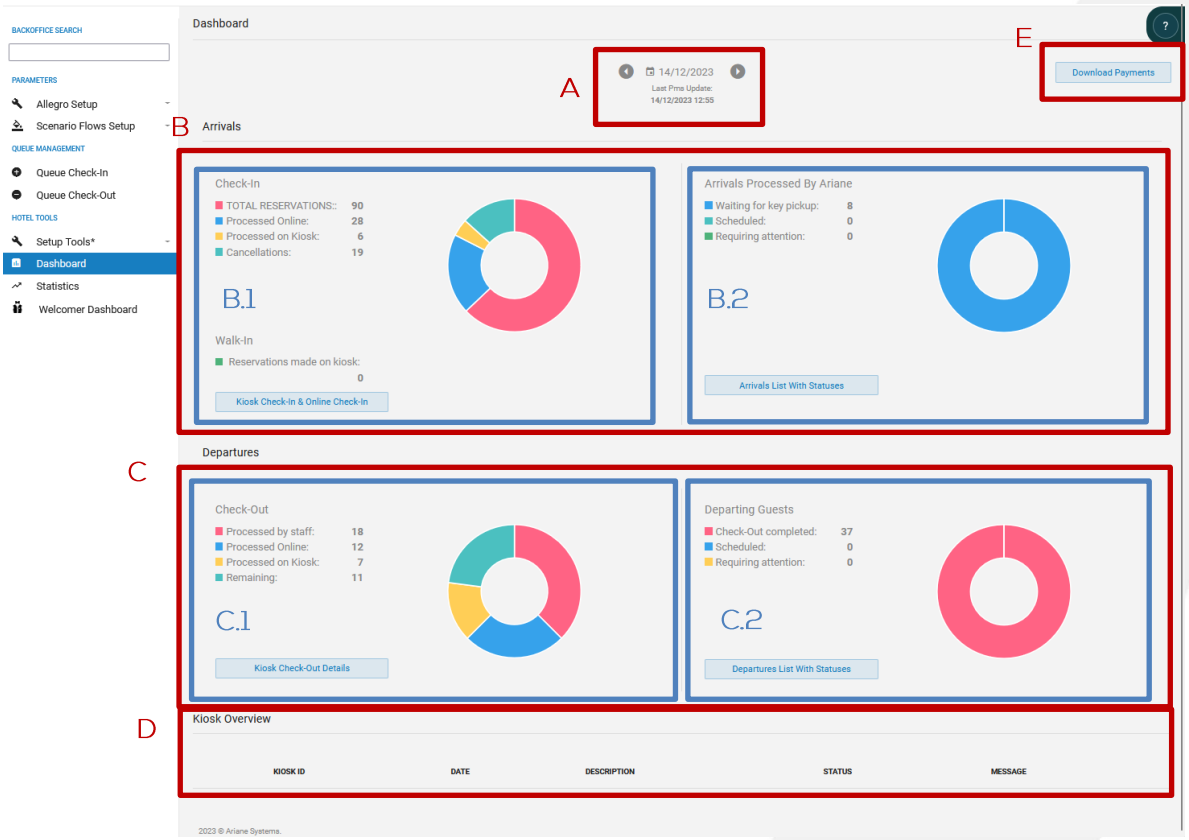


- The system information provides information to the kiosk in use.
- The Id verification option allows the staff to bypass the scan ID process for a guest, after a manual verification.
- The Stand-by mode button to manually put the kiosk in stand-by mode.
- The Reboot kiosk button to manually reboot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



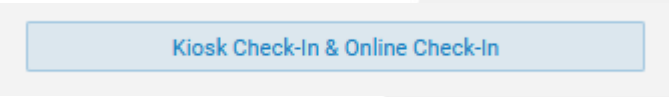
A: The first tool of the page is the date picker; it allows the user to choose the date when he wants to see the different data. Just under the PMS the "Last PMS update" date and hour indicates to the user the lase time Ariane received an update from the hotel's PMS.

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.

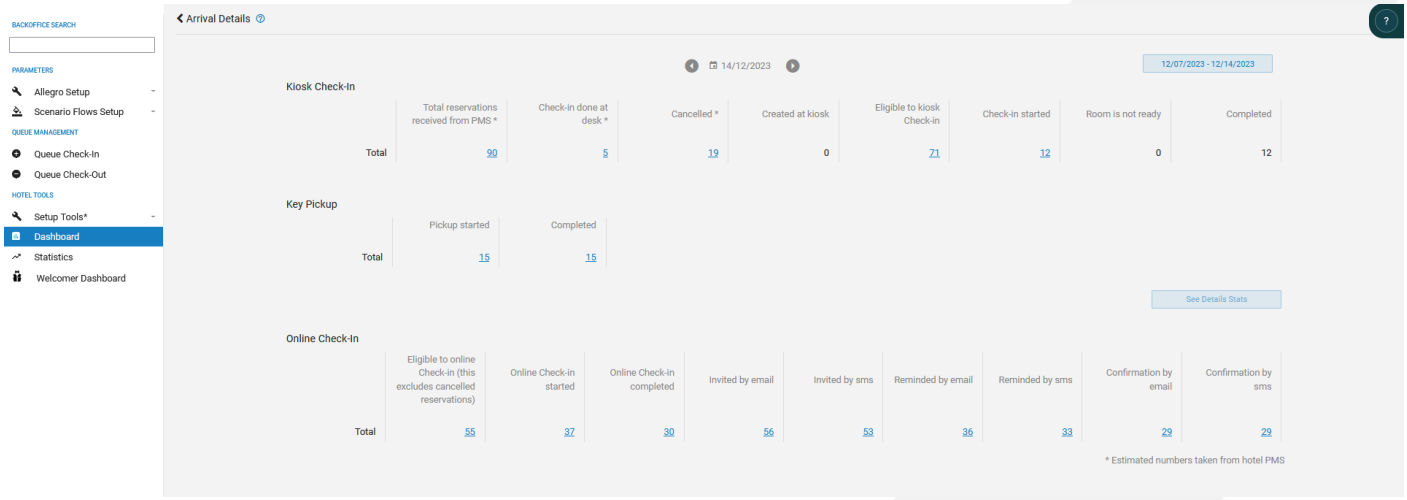
B: the first section of the Dashboard is the arrival section; this covers details regarding all the arriving guest for the selected date. The arrivals section is divided in 2 subsections: Check in and Arriving guests.

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.



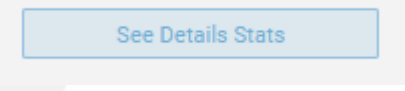
Check in details:



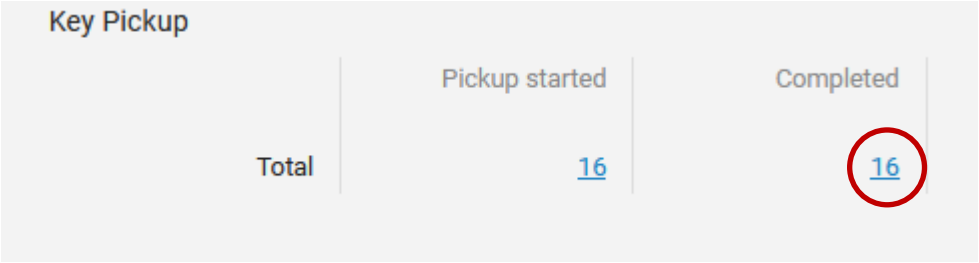
The detailed view of check-in data covers 3 main channels of check in done with Ariane:

- 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.

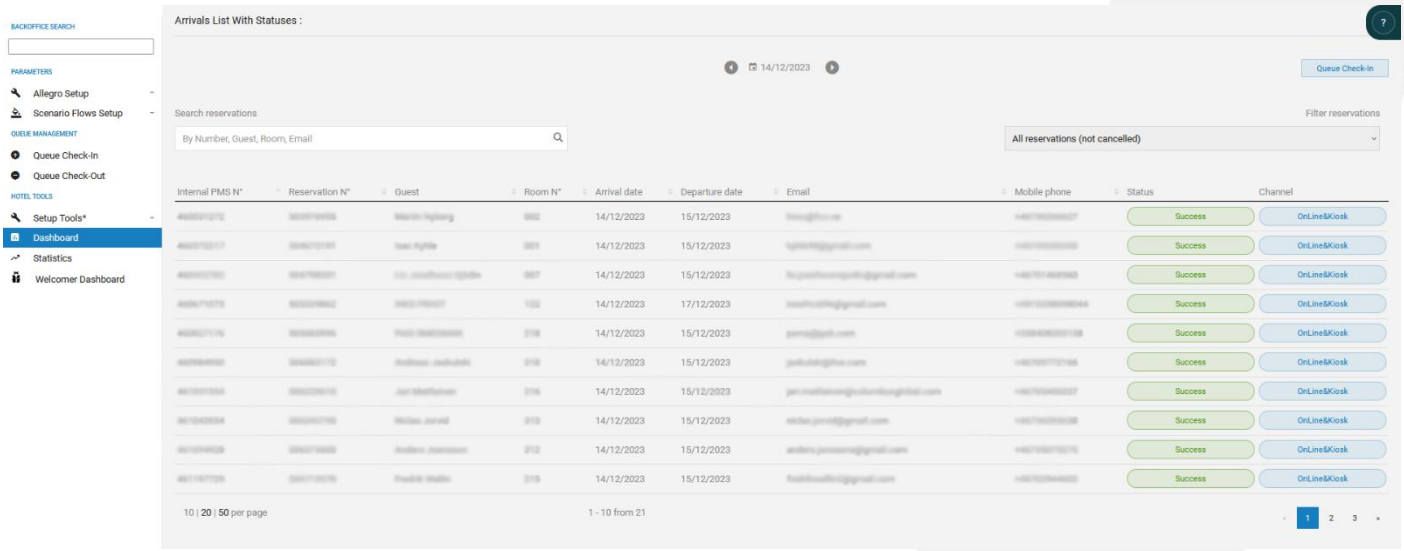
The "see details stats" button on the right of each section allows the user to select a period and download an Excel file containing all reservations from each section on that period.



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.

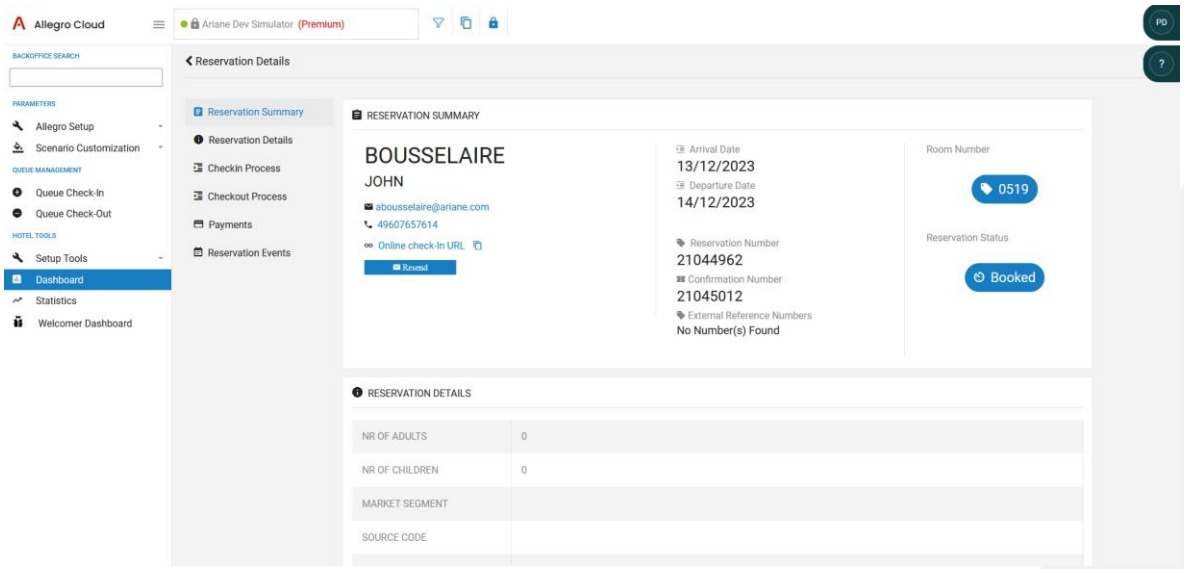


Clicking on the reservations number opens the list view with all the different reservations.

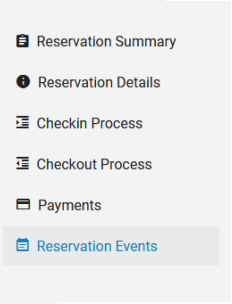


This detailed view contains various information regarding each reservation, the status of the reservation and the check-in channels. It is also possible to access the queue directly from this page by clicking on the top right "*queue check in*" button.

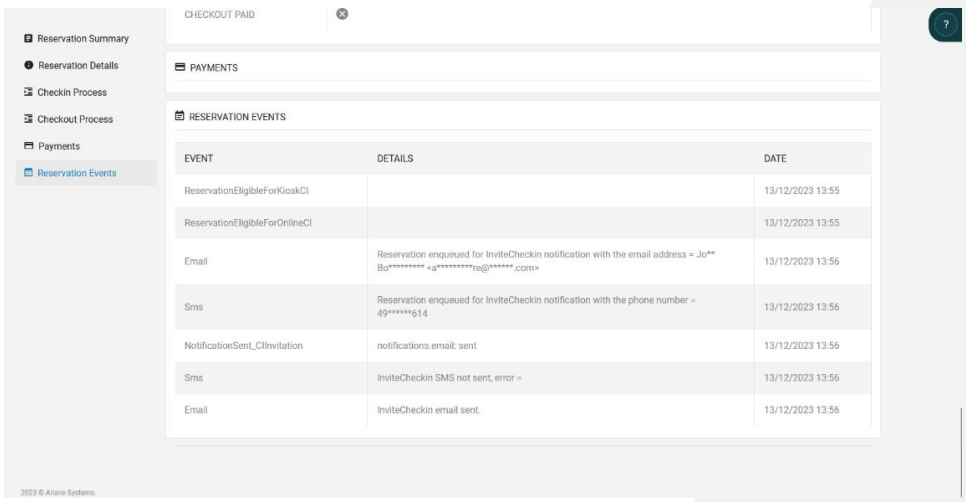
The final level of details accessible on the Dashboard regarding a reservation is the "reservation details" page.



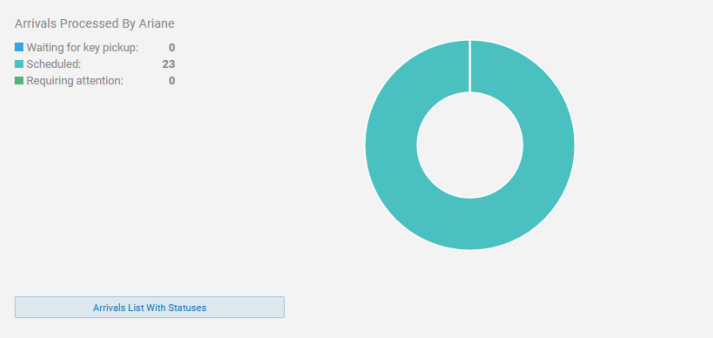
This page contains all the different details available regarding a specific reservation. Those details are sorted by different categories we can find on the left menu. All these categories are referring to every interaction the guest will have with Ariane during his stay, from the moment the reservation 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.



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:

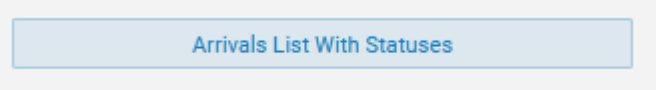


- **Waiting for key pick up**: a guest that has done an Online check in and is expected to go get his key at the kiosk upon arrival.

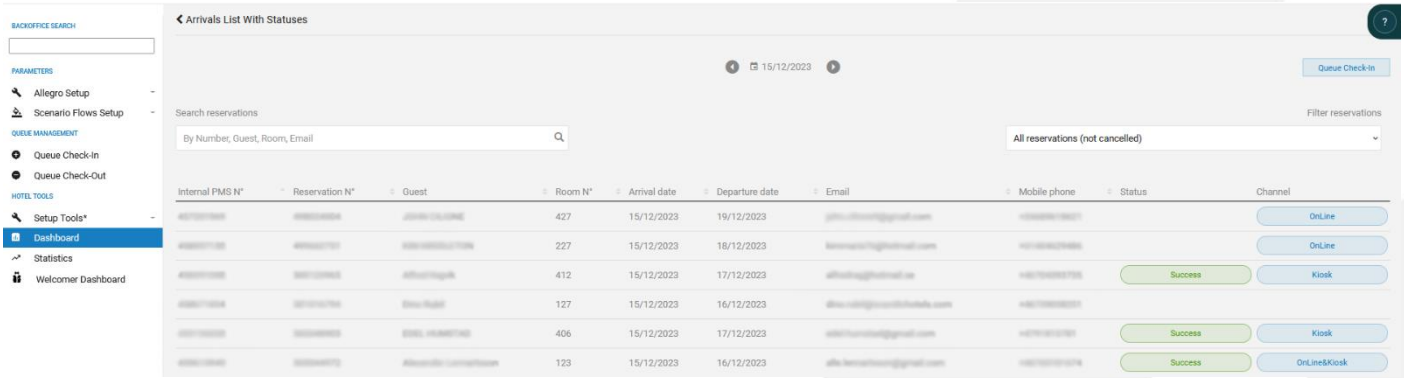
- **Scheduled**: an online reservation waiting to be processed by the system and sent to the queue for room assignment.

- **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)



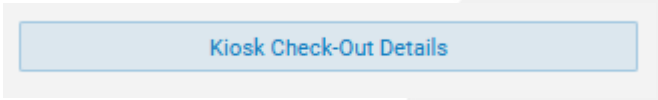
Example of a list with statuses and different channel on the rights columns.



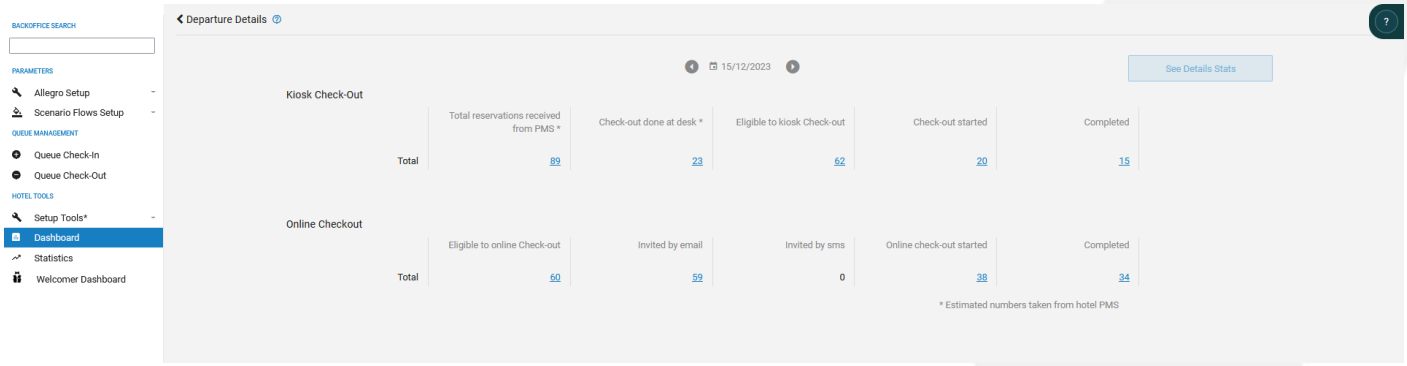
C: The second major section of the Dashboard is the departures; this covers all departing guests from the hotel on the selected date. The departures section is divided in two subsections: check out and departing guests.

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.

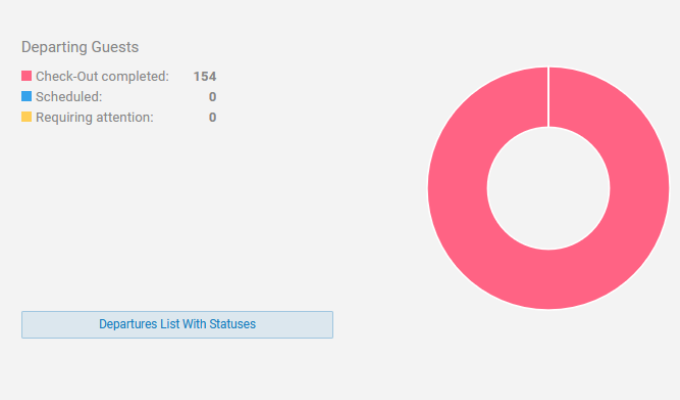
All the different numbers of reservations are clickable to access the detailed list of reservation and each reservation can be opened to access the reservations details and event, refer at the check-in section above for more information.

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:

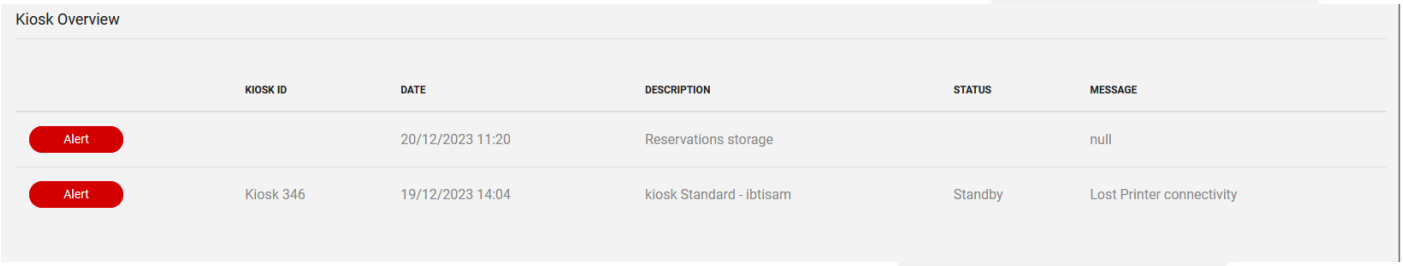
- **Check-out completed**: the number of reservations that are already processed and checked out.

- **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.



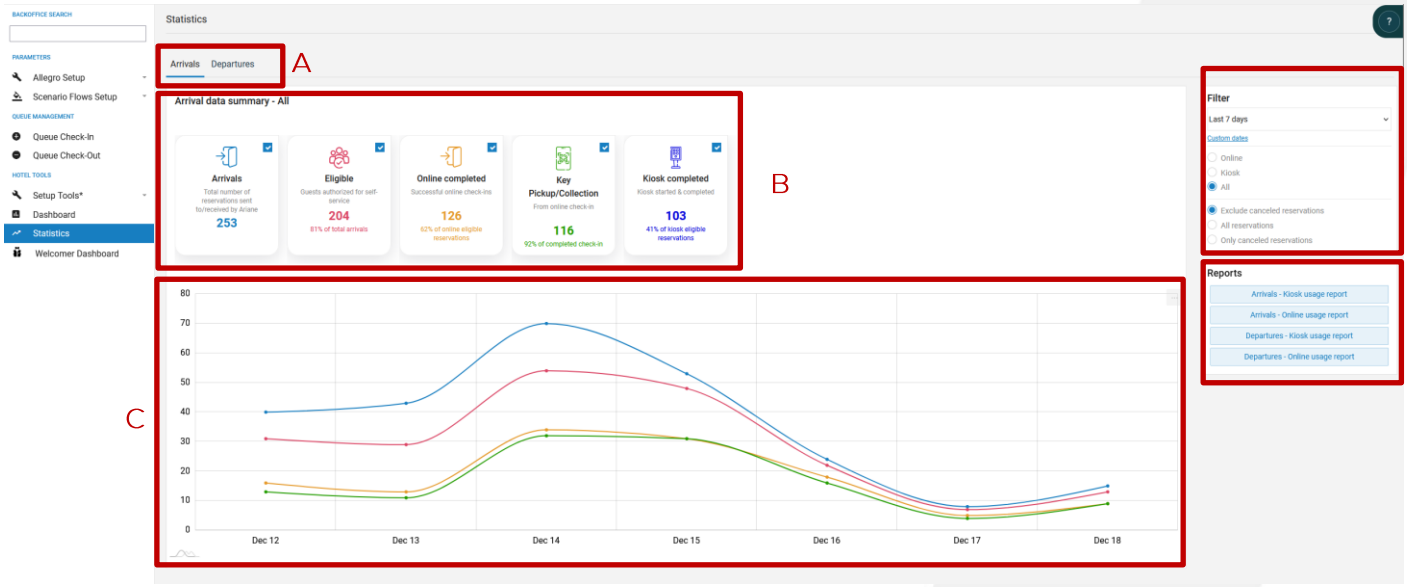
D: the kiosk overview section at the bottom of the page records the different alerts that could occur on the kiosk. The alert stays until it is resolved, the impacted kiosk can be found by the kiosk ID, the date and hour of the issue are recorded.



STATISITICS

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.

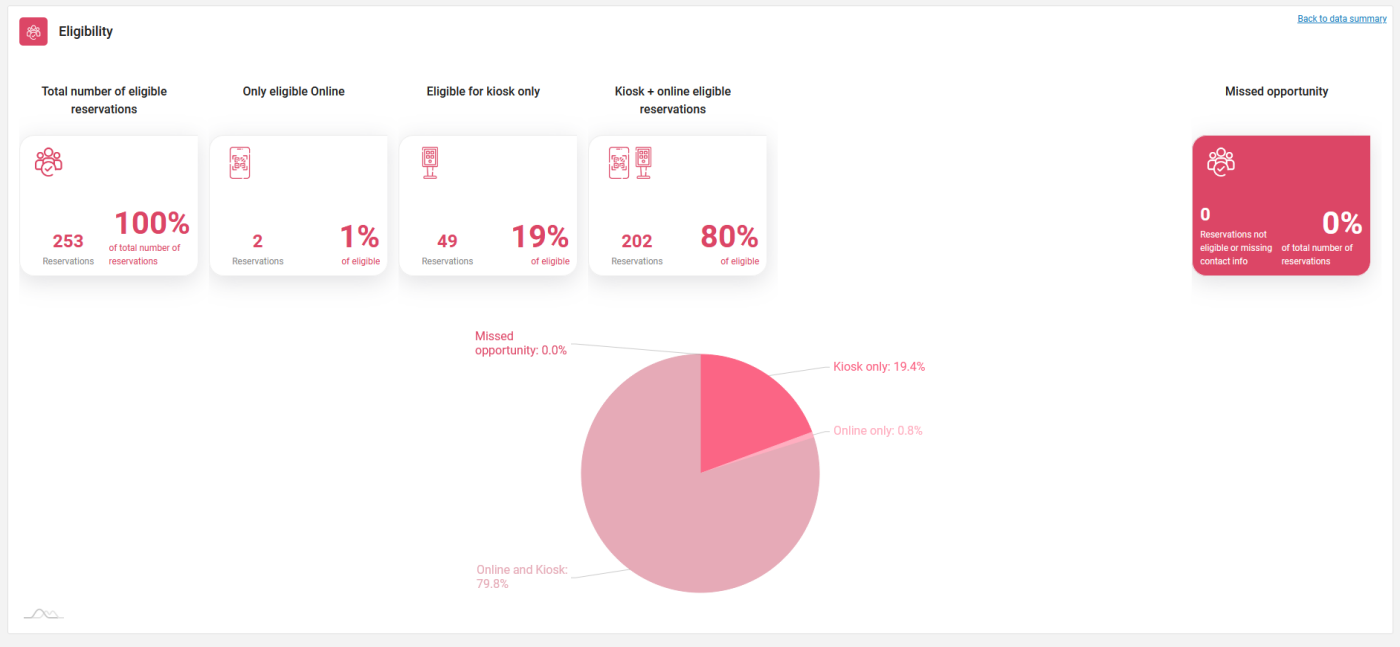


- Selector to choose between Arrival and Departure **(A)**
- Data summary, it is possible to enable or disable each data channel to look for a targeted data overview **(B)**
- Data graph using the data form the selected channels on (B), this is a numerical graph displaying the number of reservations over a period. **(C)**
- The filter selection to chose 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:

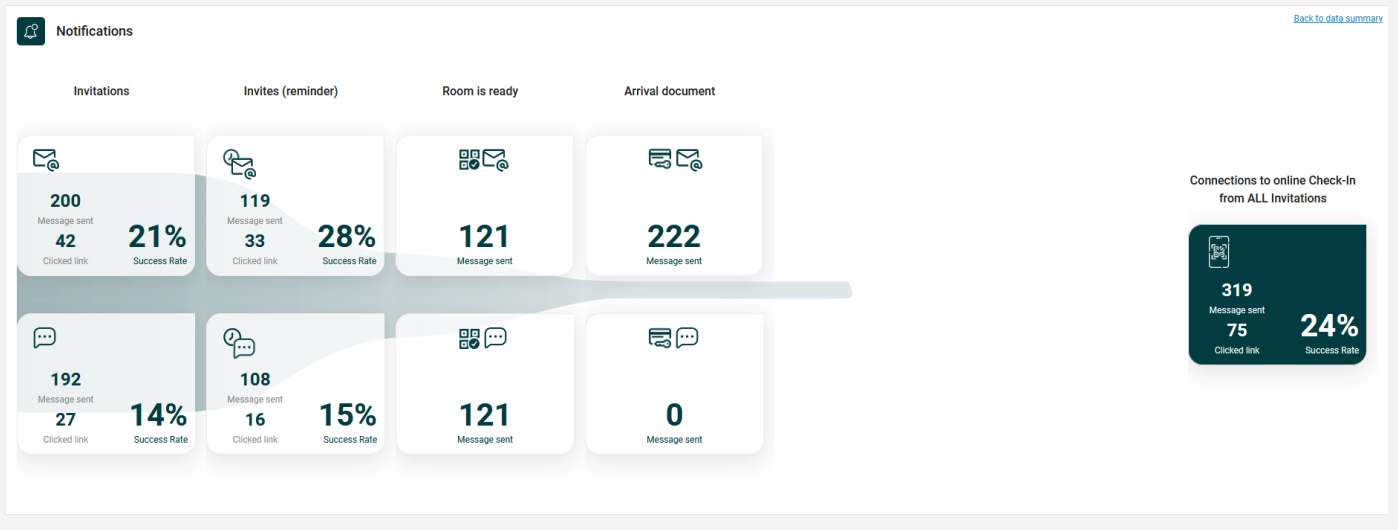


The eligibility section displays the different eligibility status reservation can have regarding the information available in the system and the eligibility criterions on the hotel.

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.

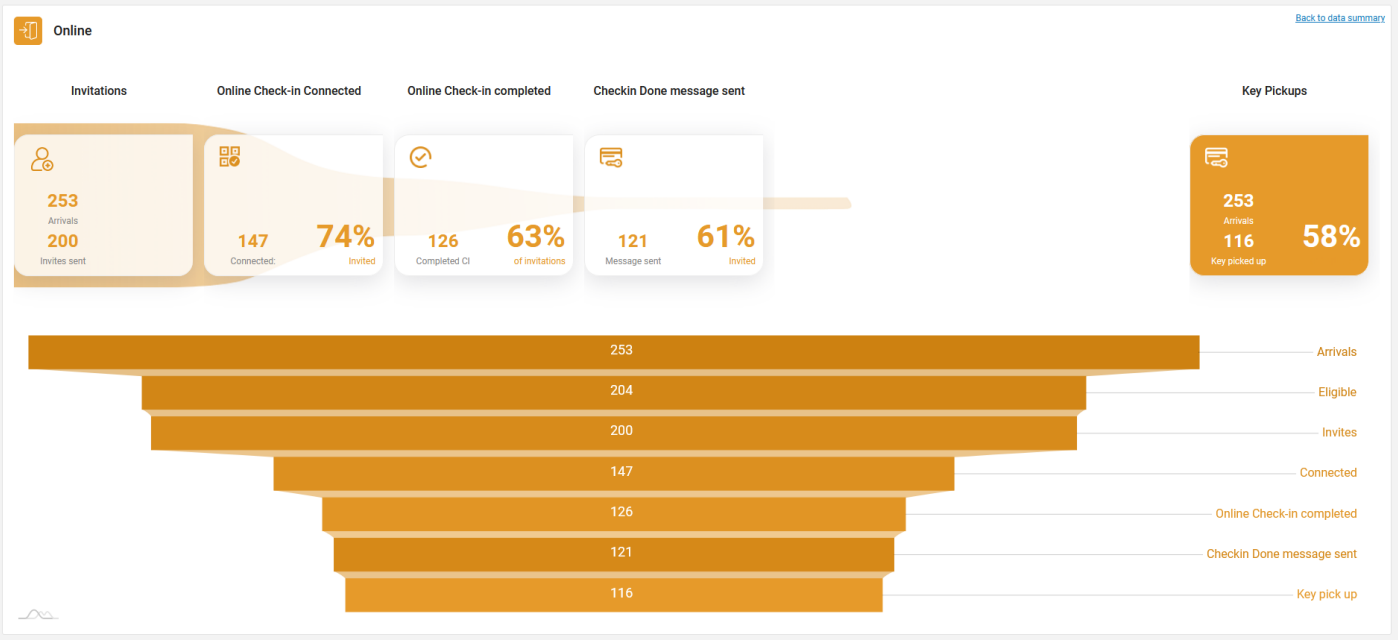
The invitations tiles are divided between the number of messages sent and the number of users which clinked the link in the message. The percentage of success represent the number of guests clicking on the link, a low rate might indicate that the message is not clear enough for the guest.

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?

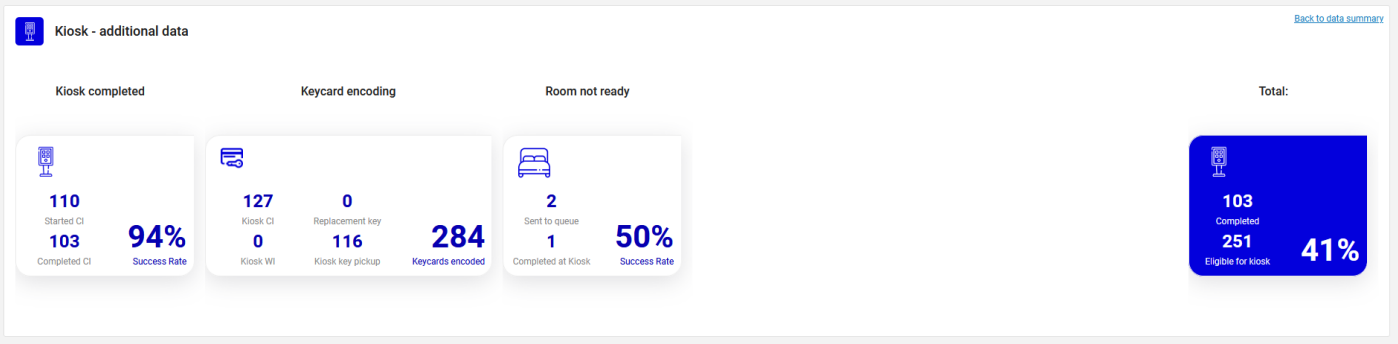
How many completed it?

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.

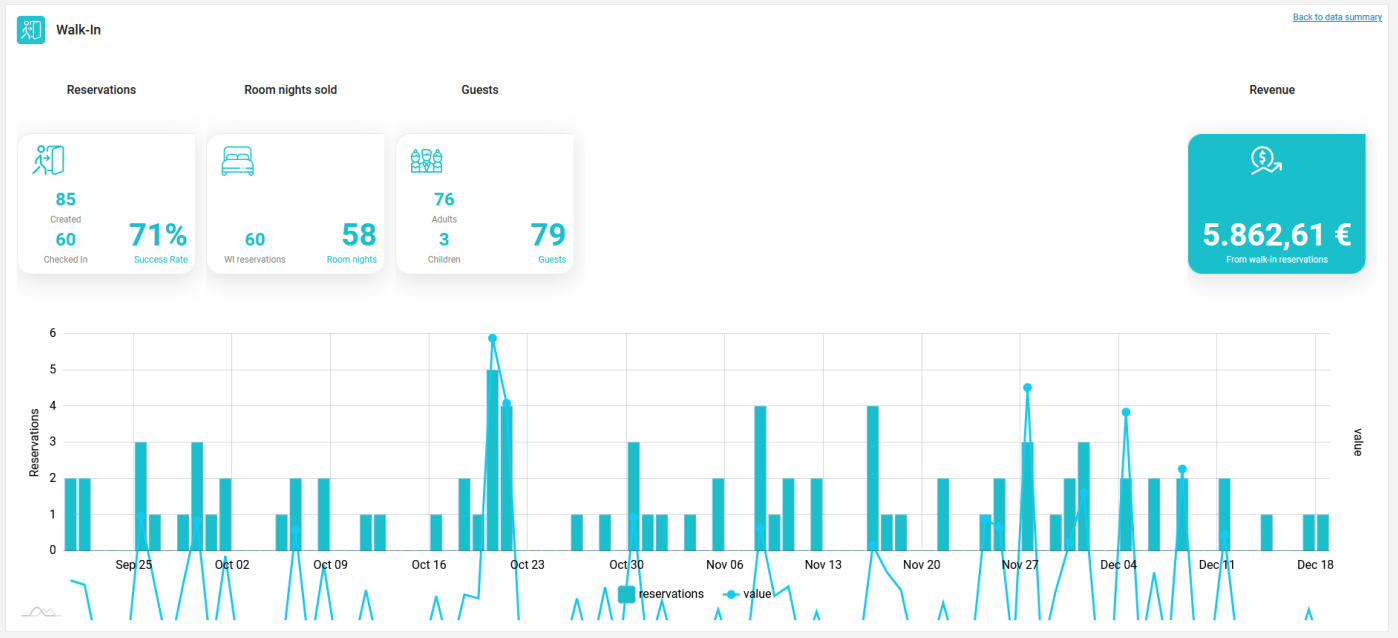
The first tile displays the total number of check-ins started at the kiosk and number of completions, with a percentage of success rate, a low number could indicate that the scenario might be too long or complicated and might need to be adjusted.

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:



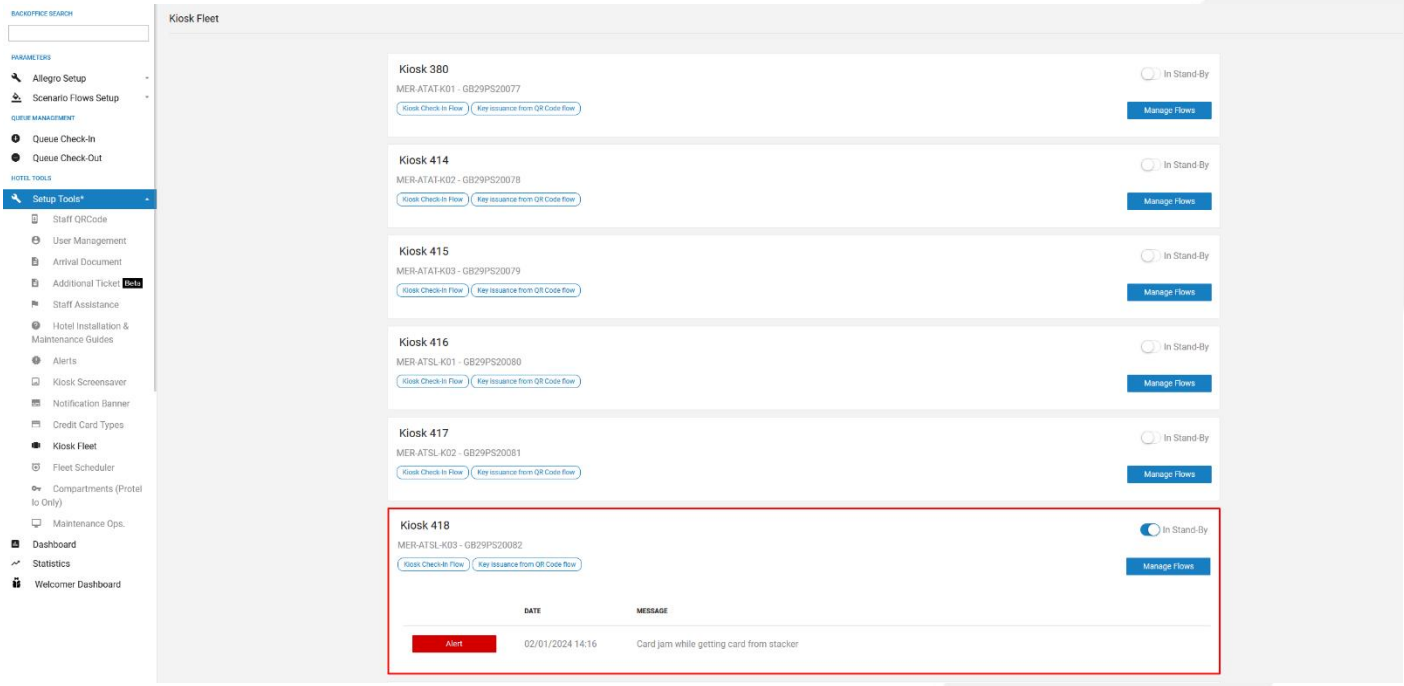
The Walk-in is a special section at the end of the statistics portal, it is only available when the hotel has enabled walk-ins' scenarios at the kiosk. The walk-in scenario refers to guests coming to the hotel and creating a reservation on the kiosk.

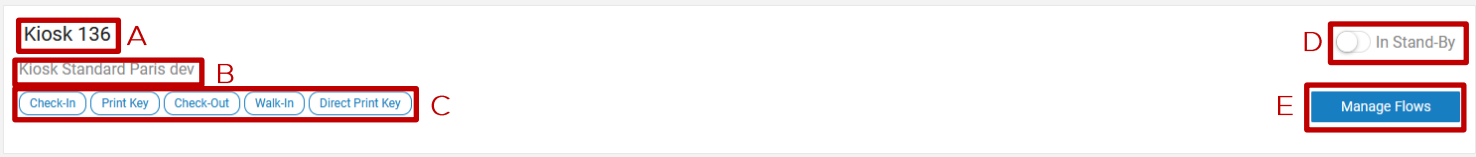
The different tiles show the number of reservations created at the kiosk, the number of nights per room sold, the number of guests and most importantly the total revenue earned via Walk-ins on the selected period.

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

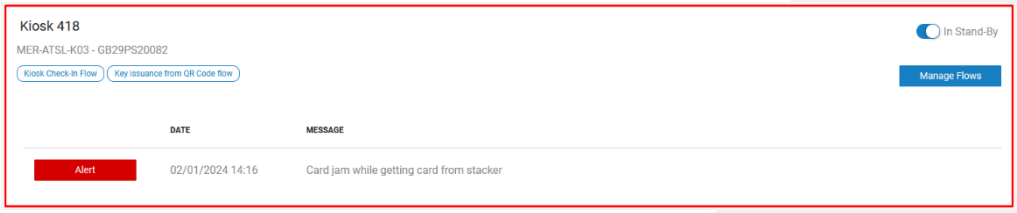
KIOSK FLEET

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.



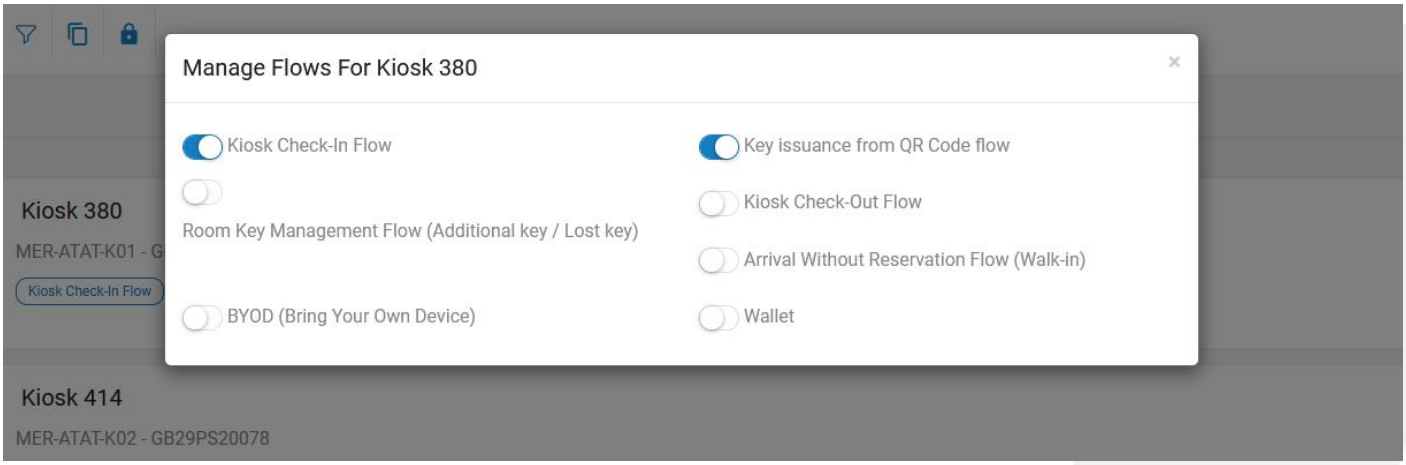


- The number of the kiosk **(A)**
- The name of the kiosk **(B)**
- The different flows enabled on the kiosk **(C)**
- The button to put the kiosk in standby mode **(D)**
- The button to manage the different flows on the kiosk **(E)**



When a n 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.

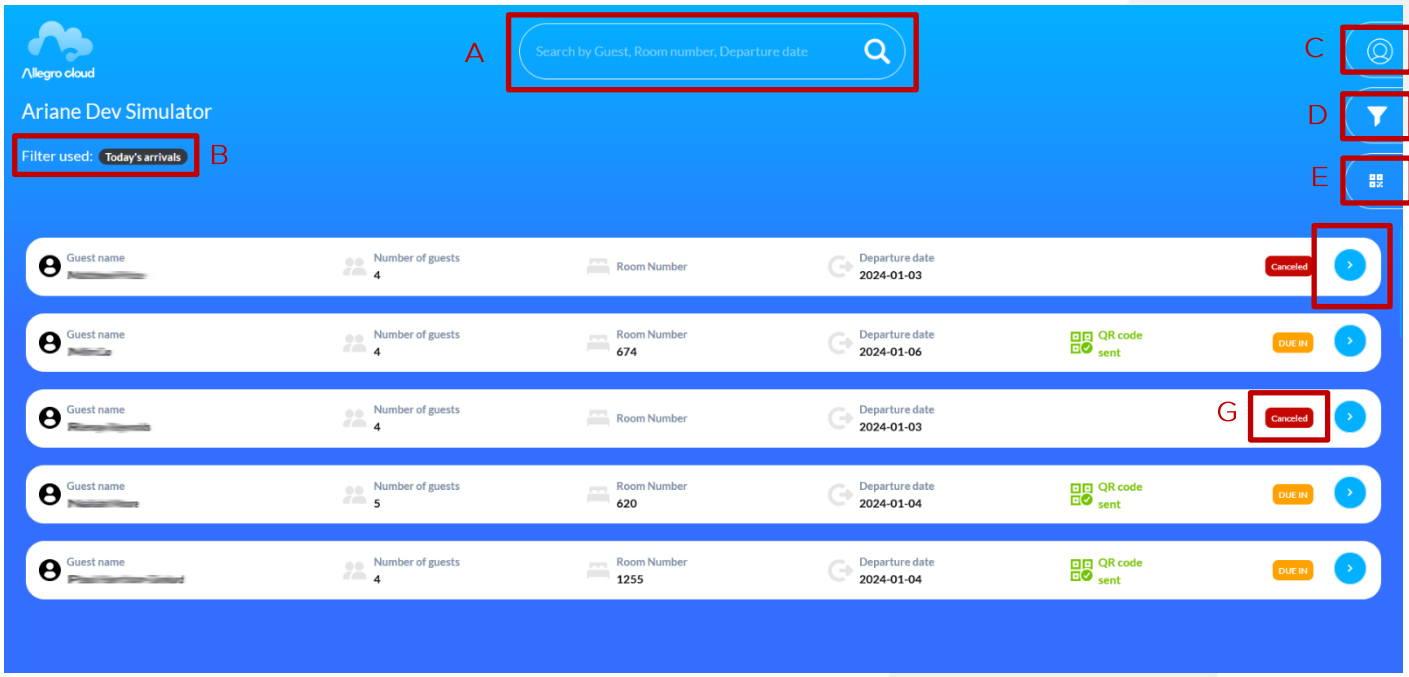
When clinking on the "manage flow" button it opens the pop-up below. Using the different toggle button, it is possible enable or disable the different flow on the kiosk.



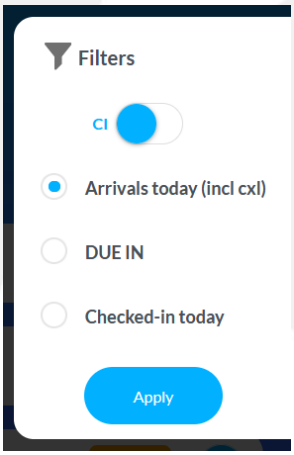
WELCOMER DASHBOARD

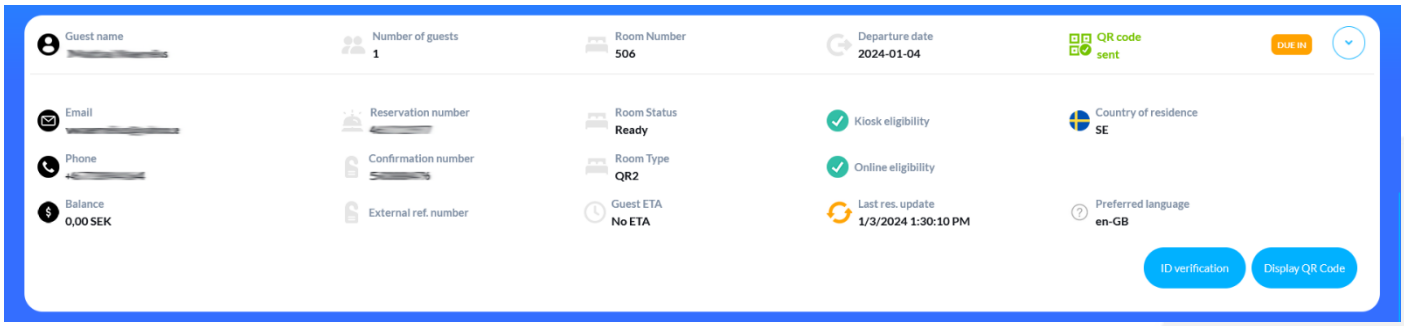
The welcomer dashboard is a special tool in the back office, it is accessible under the setup tools section on the left-hand side menu of the back office; clinking on the Welcomer Dashboard button opens a new tab for the tool itself.

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)





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.