

# USER ROLE DOCUMENTATION

## Level 1 / Hotel User

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Back-Office overview .....	2
Introduction .....	2
Configuration.....	2
Daily Management.....	2
Solution monitoring.....	2
Practical information.....	3
User roles .....	4
Introduction .....	4
Level 1 / the hotel user.....	4
Level 2 / the manager user .....	4
Level 3 / the Manager + user.....	4
Features.....	5
Queue.....	5
Staff Qr code .....	9
Dashboard.....	10
Statistics.....	15
Kiosk fleet.....	25
Welcomer dashboard.....	27

## BACK-OFFICE OVERVIEW

### INTRODUCTION

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

### CONFIGURATION

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

### DAILY MANAGEMENT

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

### SOLUTION MONITORING

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

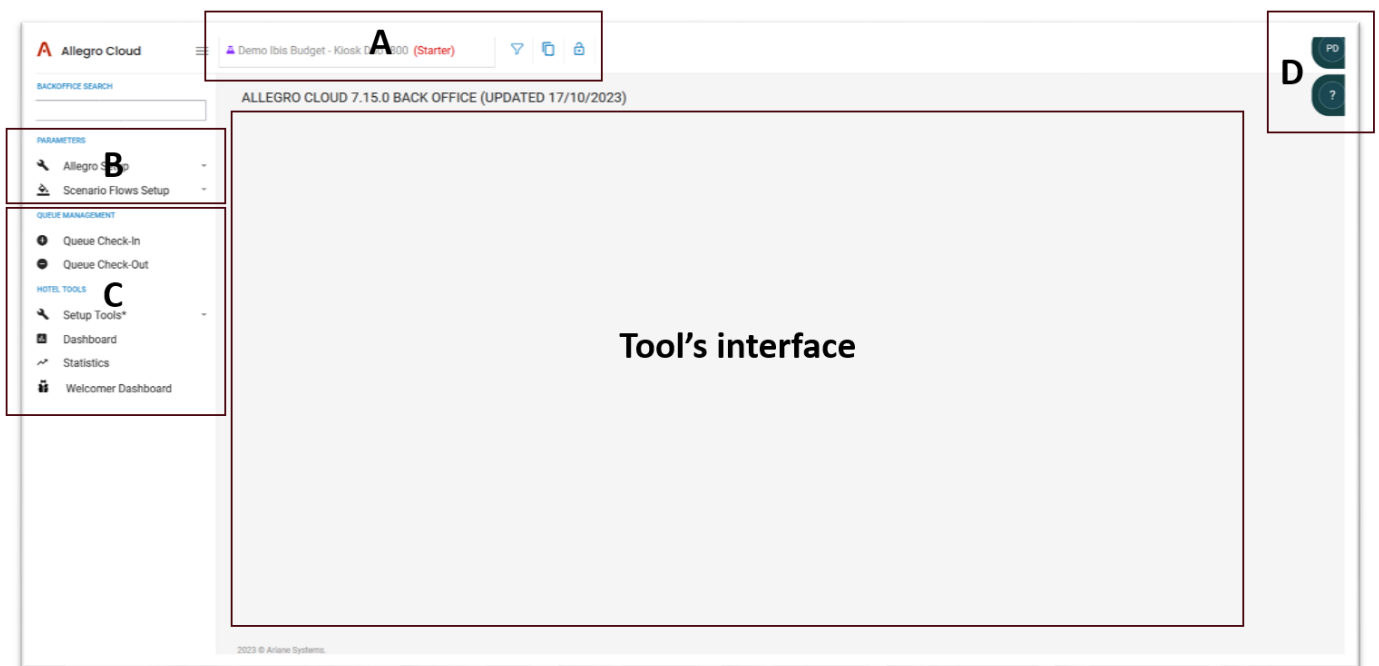
## PRACTICAL INFORMATION

Link to the Allegro V7 Back office:

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

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

Back Office interface overview:



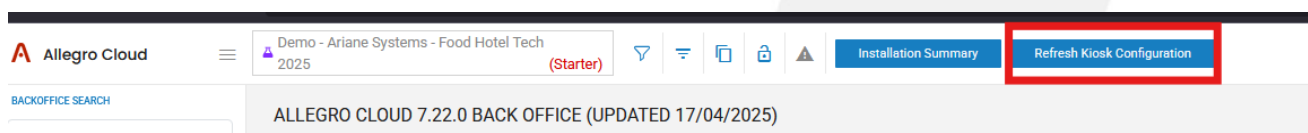
A. Hotel selection  
Hotel status  
Quick tools

B. Internal Configuration and setup tools

B. Hotel tools

C. User Menu

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



## USER ROLES

### INTRODUCTION

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

The following is a short description of each existing roles.

#### LEVEL 1 / THE HOTEL USER

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

#### LEVEL 2 / THE MANAGER USER

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

#### LEVEL 3 / THE MANAGER + USER

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

## FEATURES

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

### QUEUE

#### CHECK IN

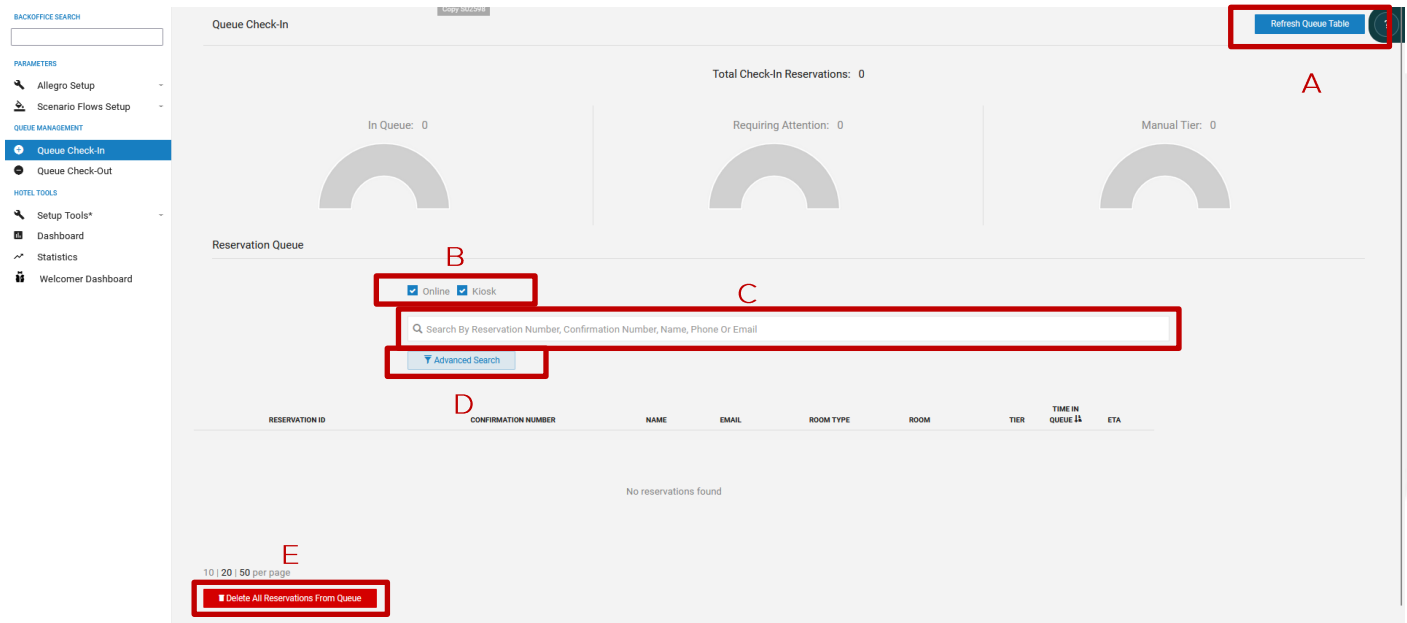
The queue for check in is a dashboard where the user can find all the different reservation that are waiting to be processed by the system.

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

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

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

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



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

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

Advanced Search

Room type: ☐ QC2 ☐ QR2 ☐ QR4

Queuing tier: ☐ T1 ☐ T2 ☐ T3 ☐ T4

Room status: ☐ Room not assigned ☐ Room is ready

Clear All Filters Search

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

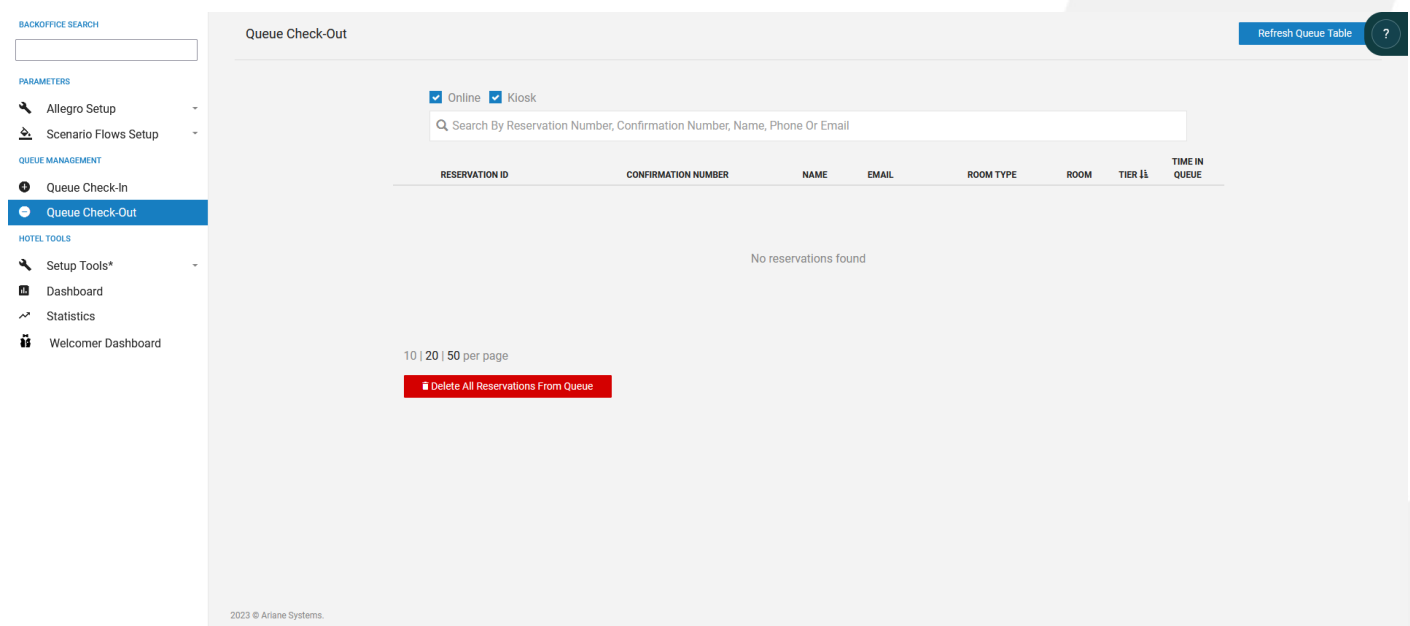
## CHECK OUT

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

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

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

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



The screenshot shows the 'Queue Check-Out' dashboard. On the left is a sidebar with navigation links: 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 area is titled 'Queue Check-Out' and includes a 'Refresh Queue Table' button and a help icon. Below the title, there are filters for 'Online' and 'Kiosk' (both checked), and a search bar labeled 'Search By Reservation Number, Confirmation Number, Name, Phone Or Email'. A table with columns: RESERVATION ID, CONFIRMATION NUMBER, NAME, EMAIL, ROOM TYPE, ROOM, TIER 1, and TIME IN QUEUE is shown. The table is currently empty with the message 'No reservations found'. At the bottom, there is a pagination indicator '10 | 20 | 50 per page' and a red button labeled 'Delete All Reservations From Queue'. The footer of the dashboard area says '2023 © Ariane Systems.'

## RESERVATION DETAILS

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

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

Reservation Queue

☒ Online
 ☒ Kiosk

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

Advanced Search

RESERVATION ID	CONFIRMATION NUMBER	NAME	EMAIL	ROOM TYPE	ROOM	TIER	TIME IN QUEUE	ETA
1091947	900402	Shaun Thomson	s.thomson@btinternet.com	SD004	336	DI	T2	02 22:50 10:00 AM
<div> <div>           Arrival: December 20 2023            Departure: December 22 2023            Phone Number: 115/3000 03:10 PM            Added By: Online-379         </div> <div>           CI Attempts: 109/3000 02:55 PM            Reason For Queuing: Online Pre-Check-In was processed successfully         </div> </div> <div> <span>T2 (Current) +</span> <span>Delete From Queue</span> </div>								
1149888	910010	David Graham	davidg@btinternet.co.uk	SD004	502	DI	T2	02 22:37 10:00 AM
1071870	1000049	Kate Browne	k.browne@btinternet.co.uk	AD001	257	CL	T2	02 21:24 10:00 AM

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

Back To Queue Check-In

Reservation Summary

Back To Queue Check-In

Back To Queue Check-In

Reservation Summary

Queue Events

Delete From Queue
T2 (Current) +

**RESERVATION SUMMARY**

Reservation Number: 1091947  
 Confirmation Number: 900402  
 Arrival Date: December 20 2023  
 Departure Date: December 22 2023  
 Room Number: 336  
 Time In Queue: 02 23:06  
 Room Type: SD004  
 Room Status: DI  
 Reason For Queuing: Online Pre-Check-In Was Processed Successfully  
 CI Attempts: 115/3000 03:10 PM  
 Added By: Online-379

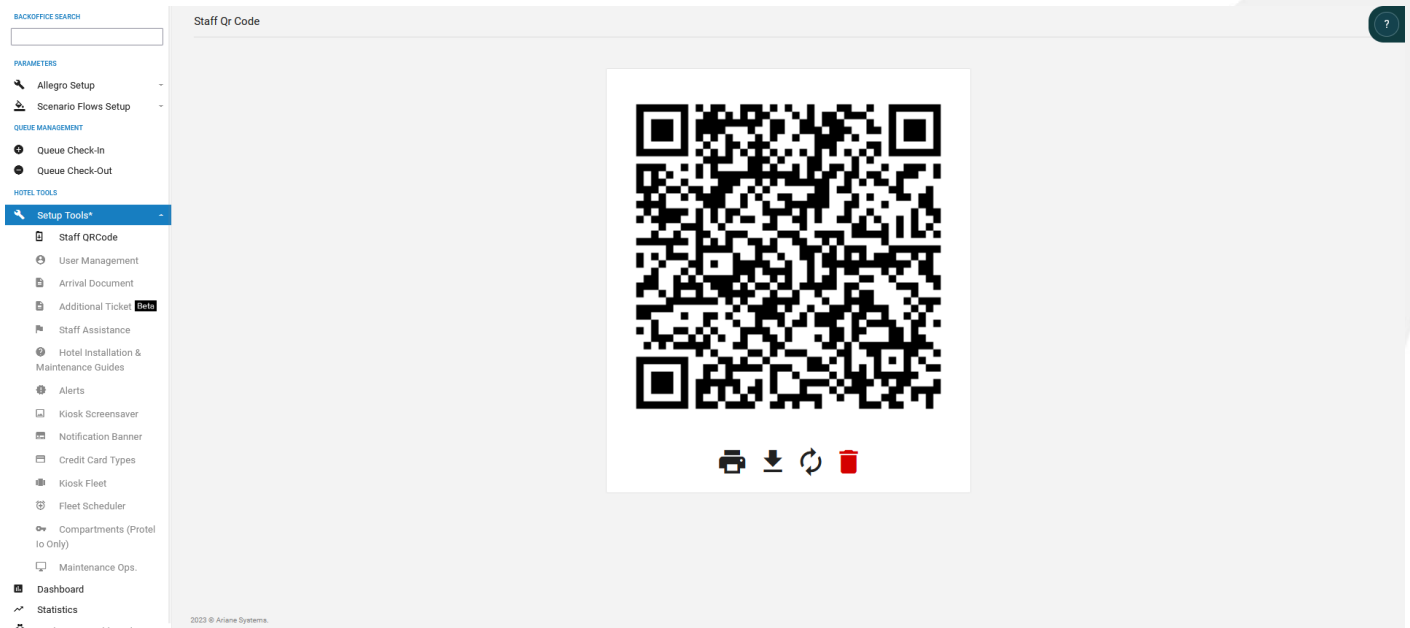
**QUEUE EVENTS**

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

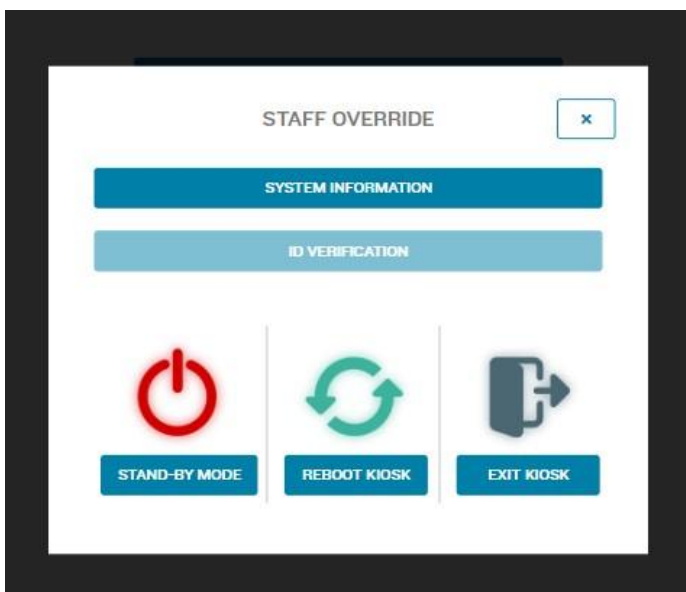
Toggle Logs

## STAFF QR CODE

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



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

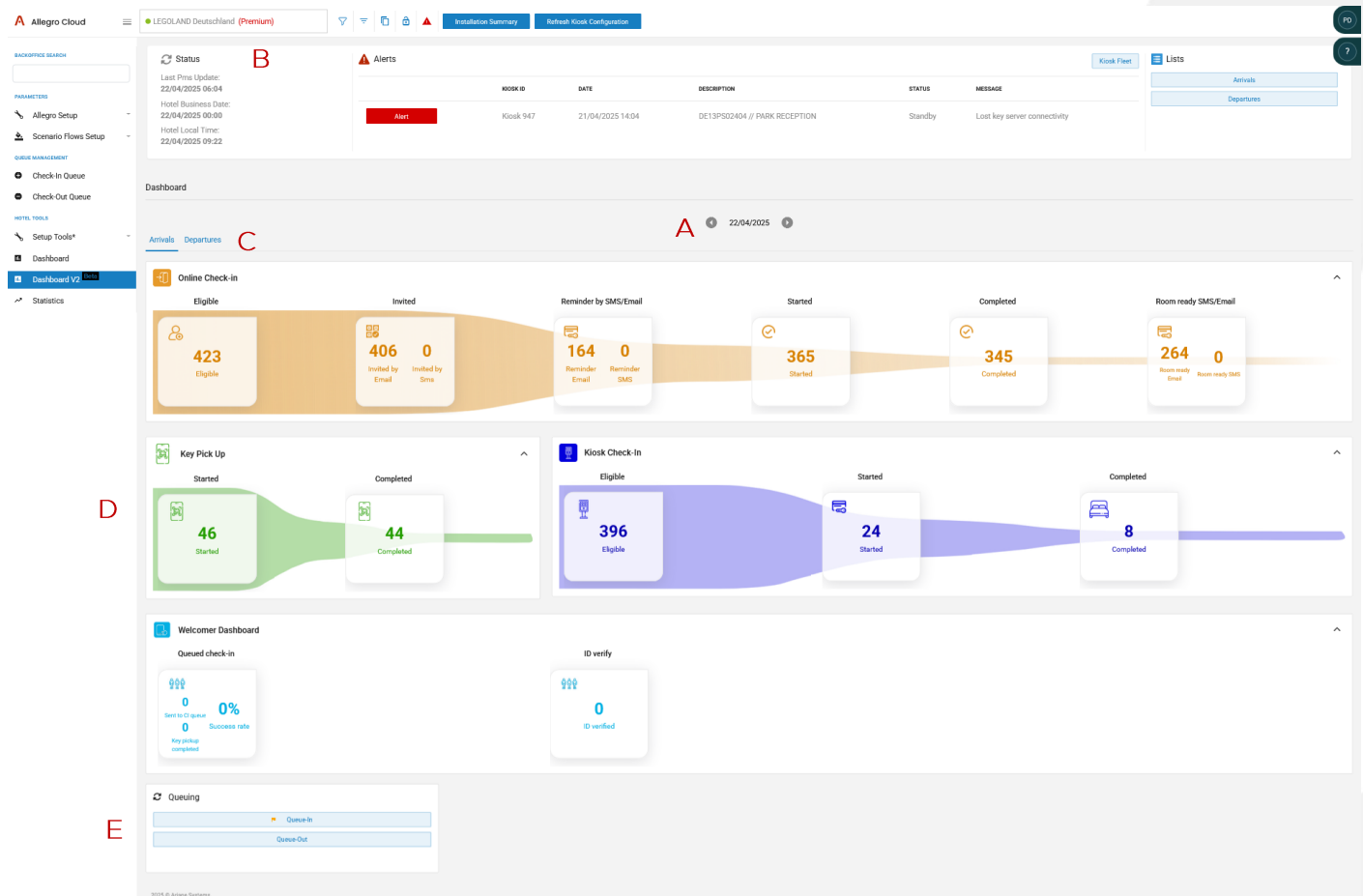


- The system information provides information to the kiosk in use.
- The Id verification option allows the staff to bypass the scan ID process for a guest, after a manual verification.
- The Stand-by mode button to manually put the kiosk in stand-by mode.
- The Reboot kiosk button to manually reboot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

## DASHBOARD

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

The dashboard:



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

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

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

Status

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

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

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

Alerts

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

Kiosk Fleet

Lists

Arrivals

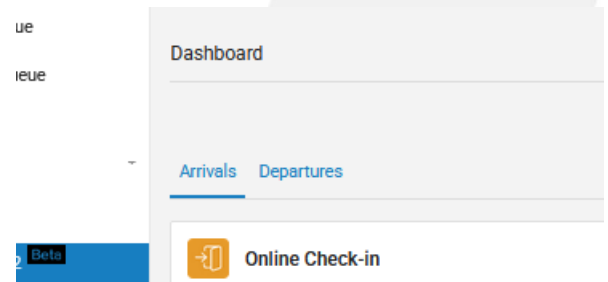
Departures

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

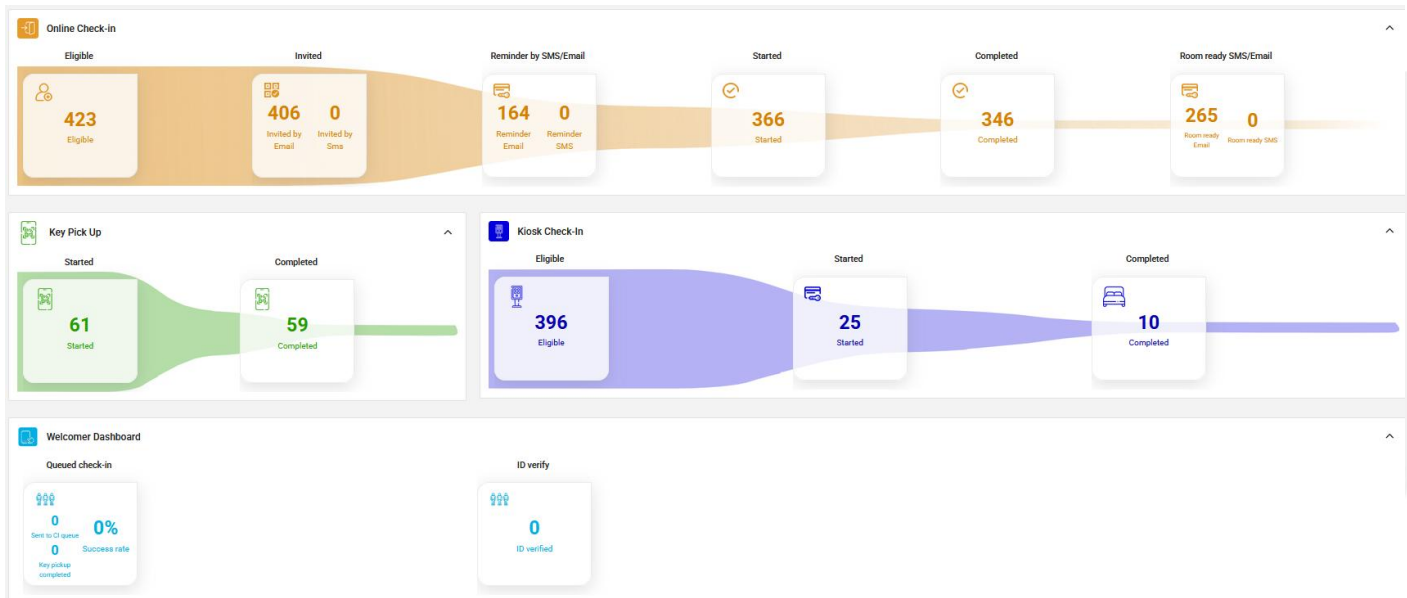
The **Alerts** subsection, if there are any active alerts on the kiosk they would be displayed here and it is also possible to access the kiosk fleet from here with the top right corner button.

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

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



D: Main section, data points



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

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

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

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

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

Arrivals List With Statuses :

14/12/2023

Queue Check-in

Search reservations

By Number, Guest, Room, Email

Filter reservations

All reservations (not cancelled)

Internal PMS N°	Reservation N°	Guest	Room N°	Arrival date	Departure date	Email	Mobile phone	Status	Channel
460011212	00011212	Maria Rigling	002	14/12/2023	15/12/2023	maria@fho.ch	+41780000007	Success	OnLine&Kiosk
460012017	00021217	Isaac Rytke	001	14/12/2023	15/12/2023	israelrytke@gmail.com	+41780000008	Success	OnLine&Kiosk
460012182	00031821	Leo Jacobson Spiller	007	14/12/2023	15/12/2023	leospiller@post.ch	+41781460000	Success	OnLine&Kiosk
460017073	00070002	Walter Hubert	102	14/12/2023	17/12/2023	walterh@fho.ch	+41780000004	Success	OnLine&Kiosk
460017116	00080006	Paula Schmid	018	14/12/2023	15/12/2023	paula@fho.ch	+418440000108	Success	OnLine&Kiosk
460044002	00000112	Andreas Juchacz	018	14/12/2023	15/12/2023	juchacz@fho.ch	+41780712106	Success	OnLine&Kiosk
461011034	00000012	Jan Mathiesen	016	14/12/2023	15/12/2023	jan.mathiesen@student.fhnw.ch	+41780000007	Success	OnLine&Kiosk
461040004	00000118	Helene Jorand	019	14/12/2023	15/12/2023	helene.jorand@gmail.com	+41780000008	Success	OnLine&Kiosk
461040008	00001000	Andreas Juchacz	012	14/12/2023	15/12/2023	andreas.juchacz@gmail.com	+41780010070	Success	OnLine&Kiosk
461107709	00071070	Franklin Muller	018	14/12/2023	15/12/2023	franklinmuller@gmail.com	+41780000000	Success	OnLine&Kiosk

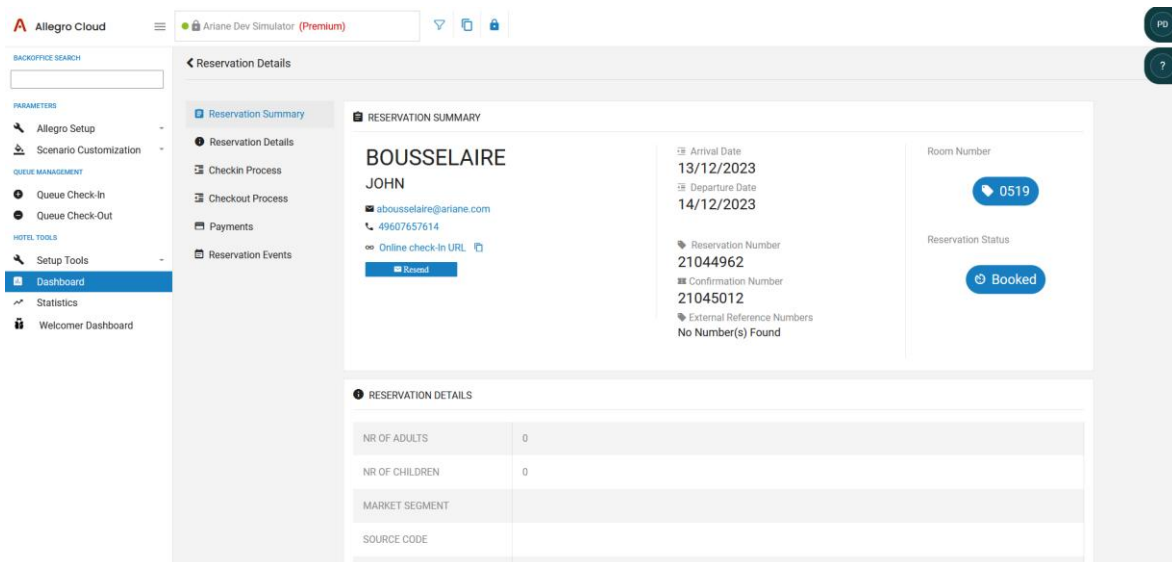
10 | 20 | 50 per page

1 - 10 from 21

1 2 3

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

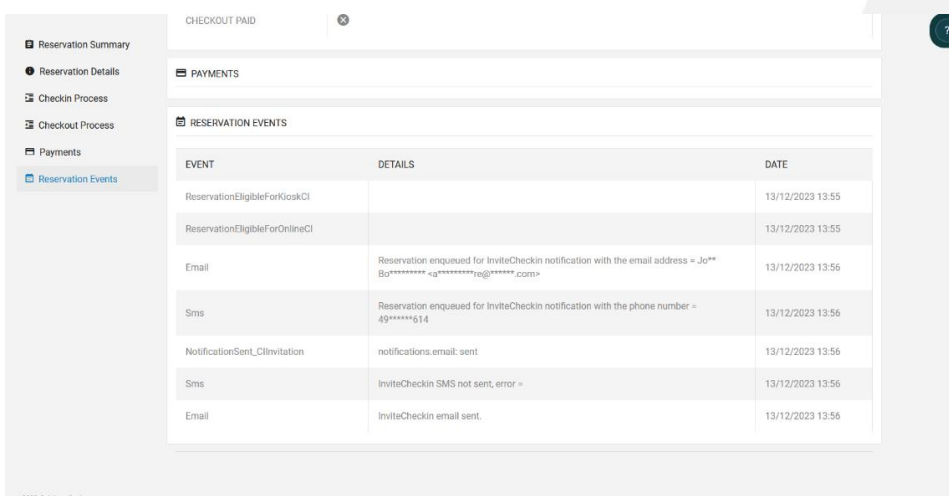
The final level of details accessible on the Dashboard regarding a reservation is the “reservation details” page.



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

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

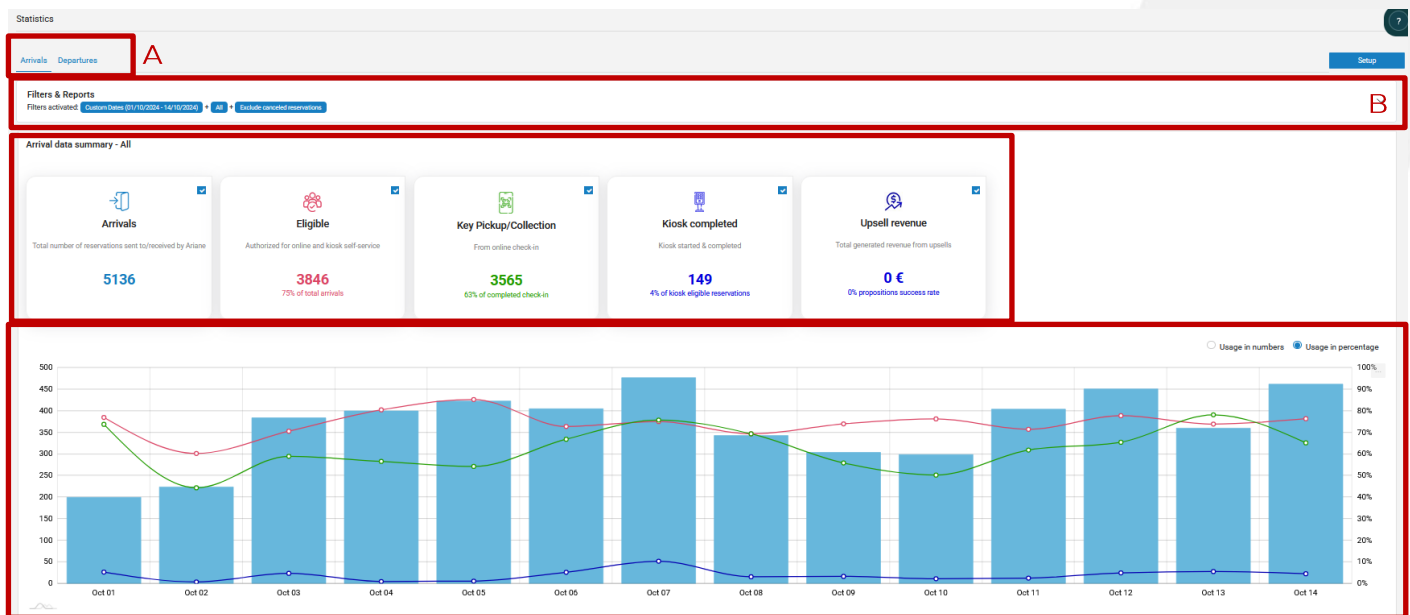
- Reservation Summary
- Reservation Details**
- Checkin Process
- Checkout Process
- Payments
- Reservation Events



## STATISTICS

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

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

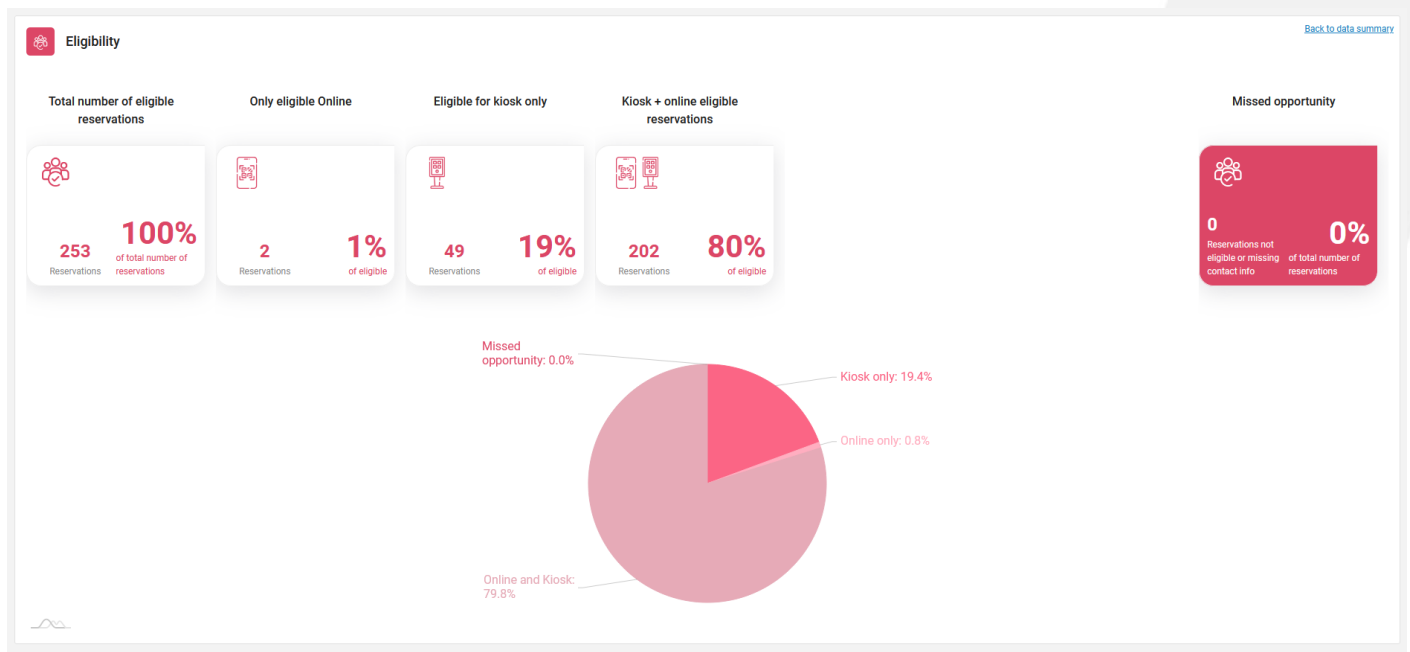


- Selector to choose between Arrival and Departure (A)
- The filter selection to choose between Kiosk only, online only or all, the date picker to view data for a specific period, and the ability to exclude cancelled reservations, display every reservation or only the cancelled ones and the report downloads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

## SPECIFIC DATA CHANNELS (ARRIVAL)

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

### Eligibility:

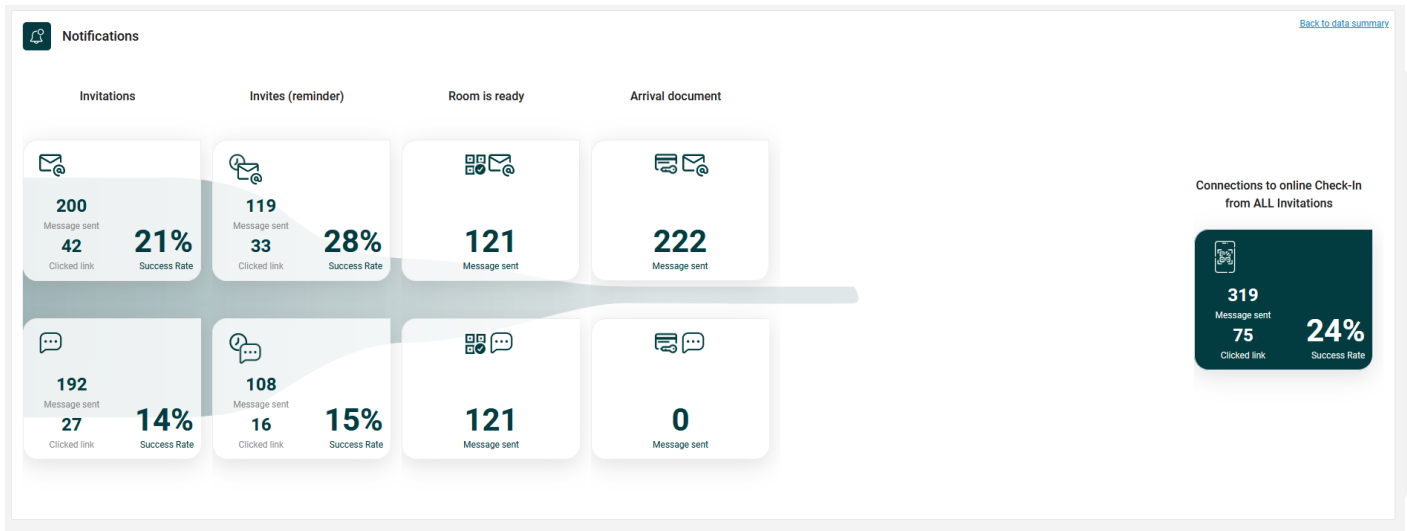


The eligibility section displays the different eligibility status reservation can have regarding the information available in the system and the eligibility criterions on the hotel.

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

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

## Notifications:



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

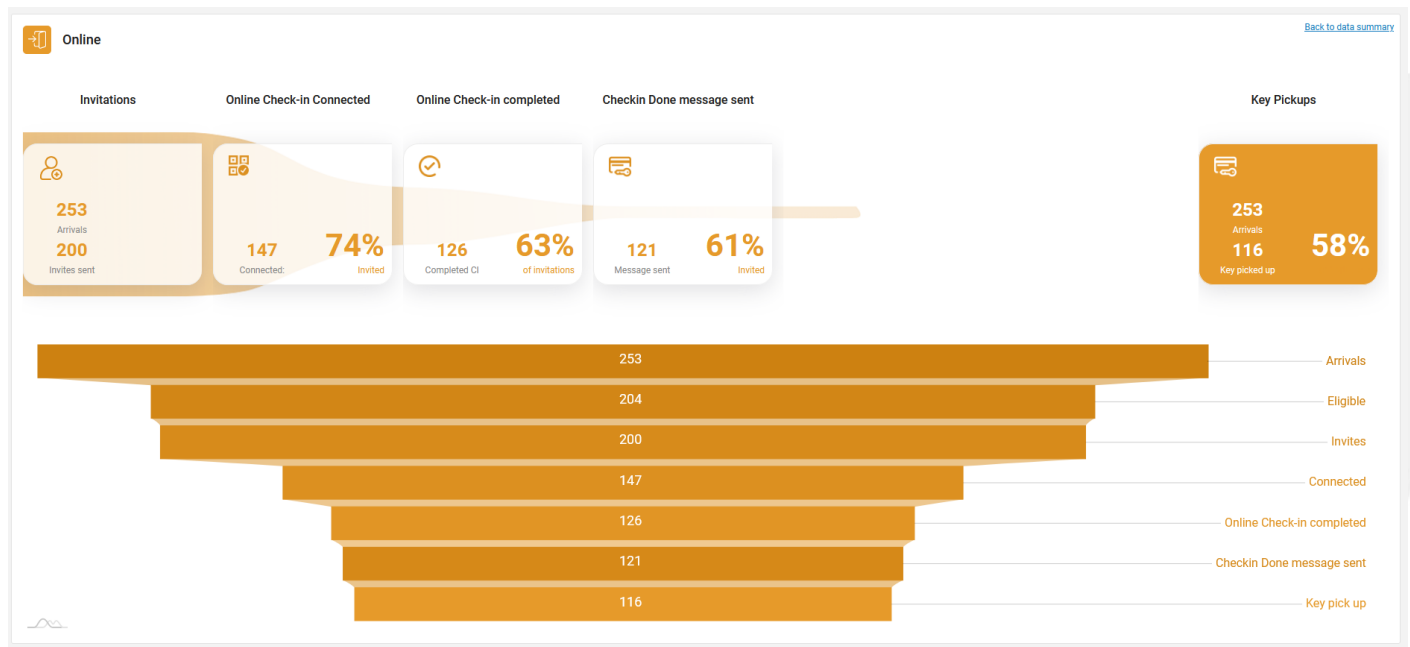
The invitations tiles are divided between the number of messages sent and the number of users which clicked the link in the message. The percentage of success represent the number of guests clicking on the link, a low rate might indicate that the message is not clear enough for the guest.

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

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

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

## Online:



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

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

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

*How many guests connected to the online scenario?*

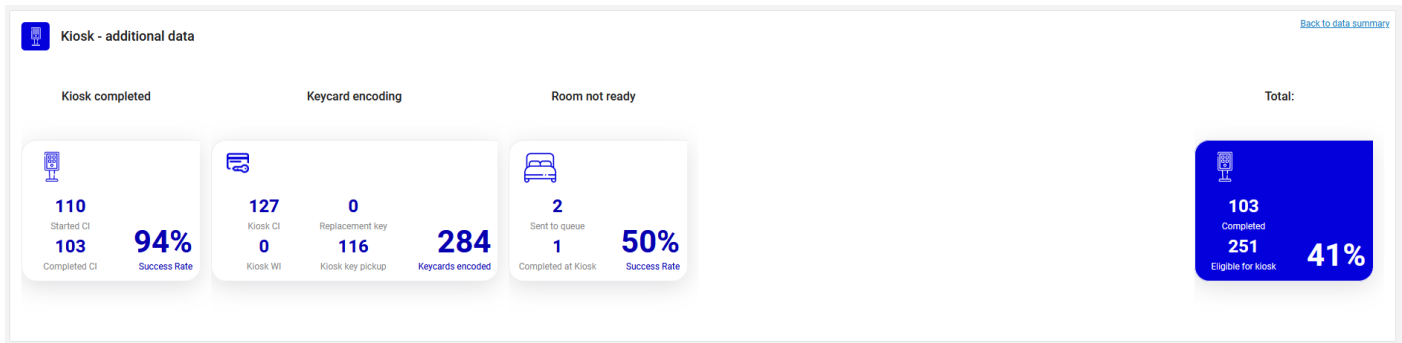
*How many completed it?*

*How many checks in done messages were sent?*

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

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

## Kiosk – additional data:



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

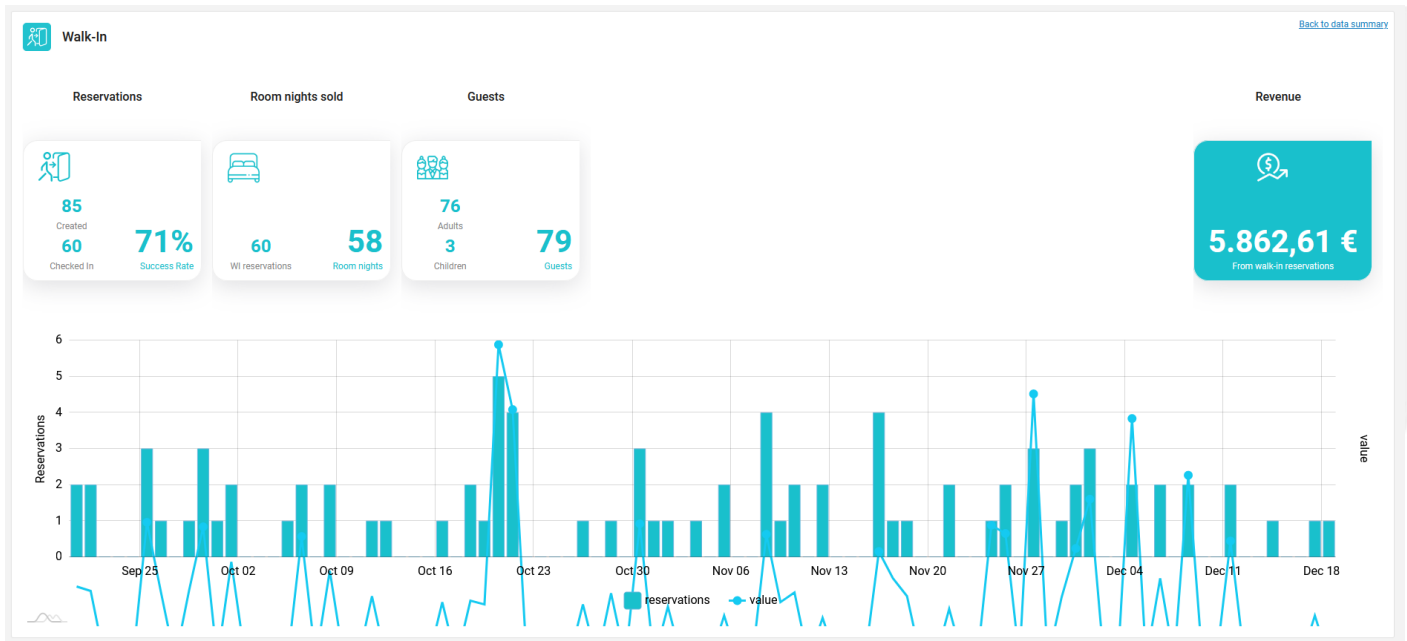
The first tile displays the total number of check-ins started at the kiosk and number of completions, with a percentage of success rate, a low number could indicate that the scenario might be too long or complicated and might need to be adjusted.

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

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

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

## Walk-in:



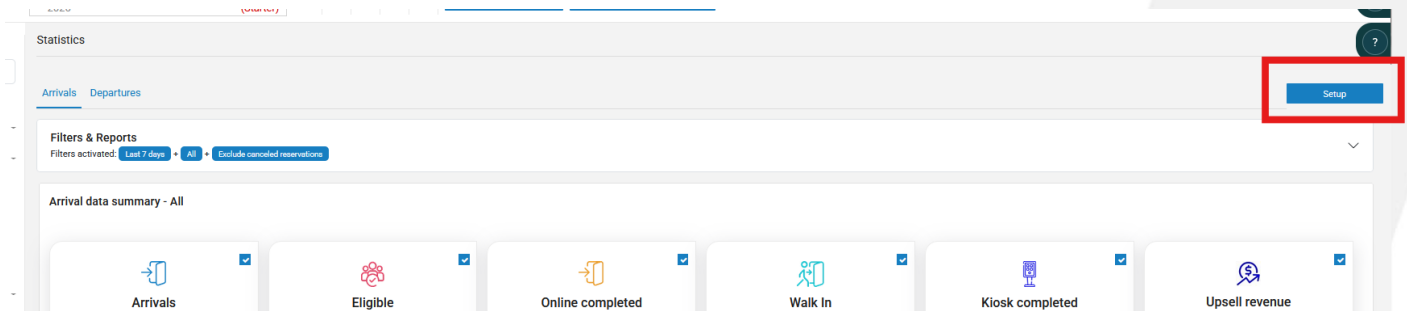
The Walk-in is a special section at the end of the statistics portal, it is only available when the hotel has enabled walk-ins' scenarios at the kiosk. The walk-in scenario refers to guests coming to the hotel and creating a reservation on the kiosk.

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

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

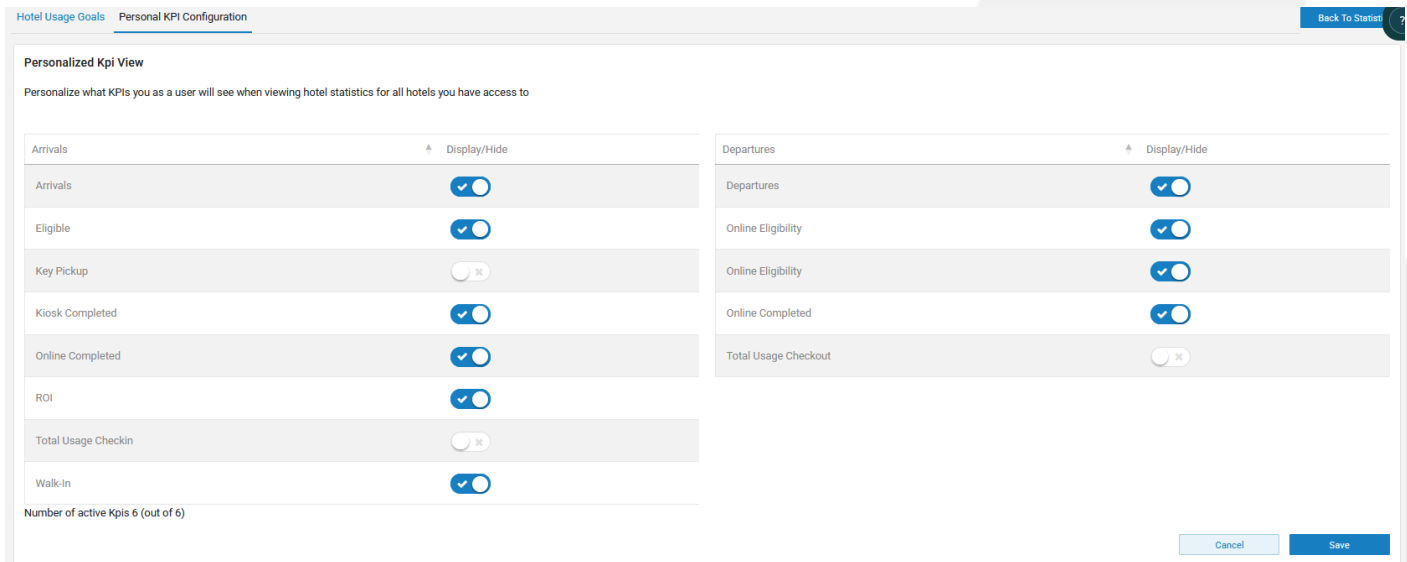
### How to setup the goals and KPI visibility:

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



## KPI visibility

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



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

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

Arrivals	Display/Hide	Departures	Display/Hide
Arrivals	<input checked="" type="checkbox"/>	Departures	<input checked="" type="checkbox"/>
Eligible	<input checked="" type="checkbox"/>	Online Eligibility	<input checked="" type="checkbox"/>
Key Pickup	<input type="checkbox"/>	Online Eligibility	<input checked="" type="checkbox"/>
Kiosk Completed	<input checked="" type="checkbox"/>	Online Completed	<input checked="" type="checkbox"/>
Online Completed	<input checked="" type="checkbox"/>	Total Usage Checkout	<input type="checkbox"/>
ROI	<input checked="" type="checkbox"/>		
Total Usage Checkin	<input type="checkbox"/>		
Walk-In	<input checked="" type="checkbox"/>		

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

## Hotel usage goals

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

Statistics ?

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

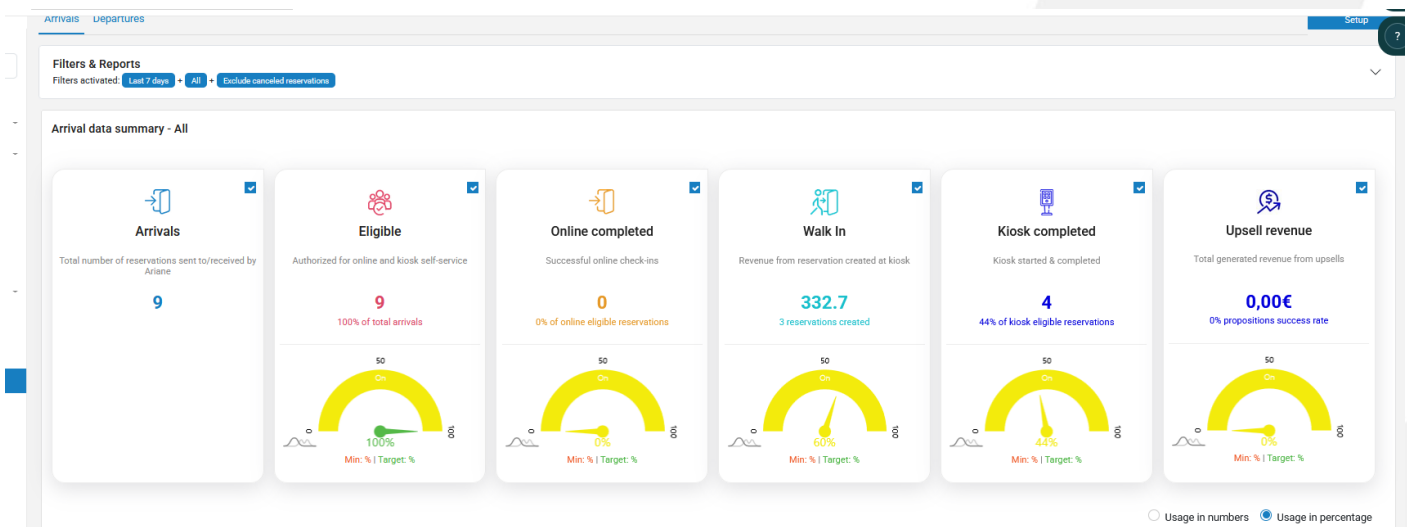
Arrivals	Display/Hide	Maximum usage goal (yellow zone)	Target usage goal (yellow zone)
Eligibility	<input checked="" type="checkbox"/>	Minimum eligibility (%) <input type="text"/>	Target eligibility (%) <input type="text"/>
Online completion	<input checked="" type="checkbox"/>	Minimum usage (%) <input type="text"/>	Target usage (%) <input type="text"/>
Keypickup completion	<input checked="" type="checkbox"/>	Minimum usage (%) <input type="text"/>	Target usage (%) <input type="text"/>
Kiosk completion	<input checked="" type="checkbox"/>	Minimum usage (%) <input type="text"/>	Target usage (%) <input type="text"/>
Walk in revenue	<input checked="" type="checkbox"/>	Minimum revenue (%) <input type="text"/>	Target revenue (%) <input type="text"/>
Upsell revenue	<input checked="" type="checkbox"/>	Minimum revenue (%) <input type="text"/>	Target revenue (%) <input type="text"/>
Total usage	<input checked="" type="checkbox"/>	Minimum usage (%) <input type="text"/>	Target usage (%) <input type="text"/>

Departures	Display/Hide	Maximum usage goal (yellow zone)	Target usage goal (yellow zone)
Eligibility	<input checked="" type="checkbox"/>	Minimum eligibility (%) <input type="text"/>	Target eligibility (%) <input type="text"/>

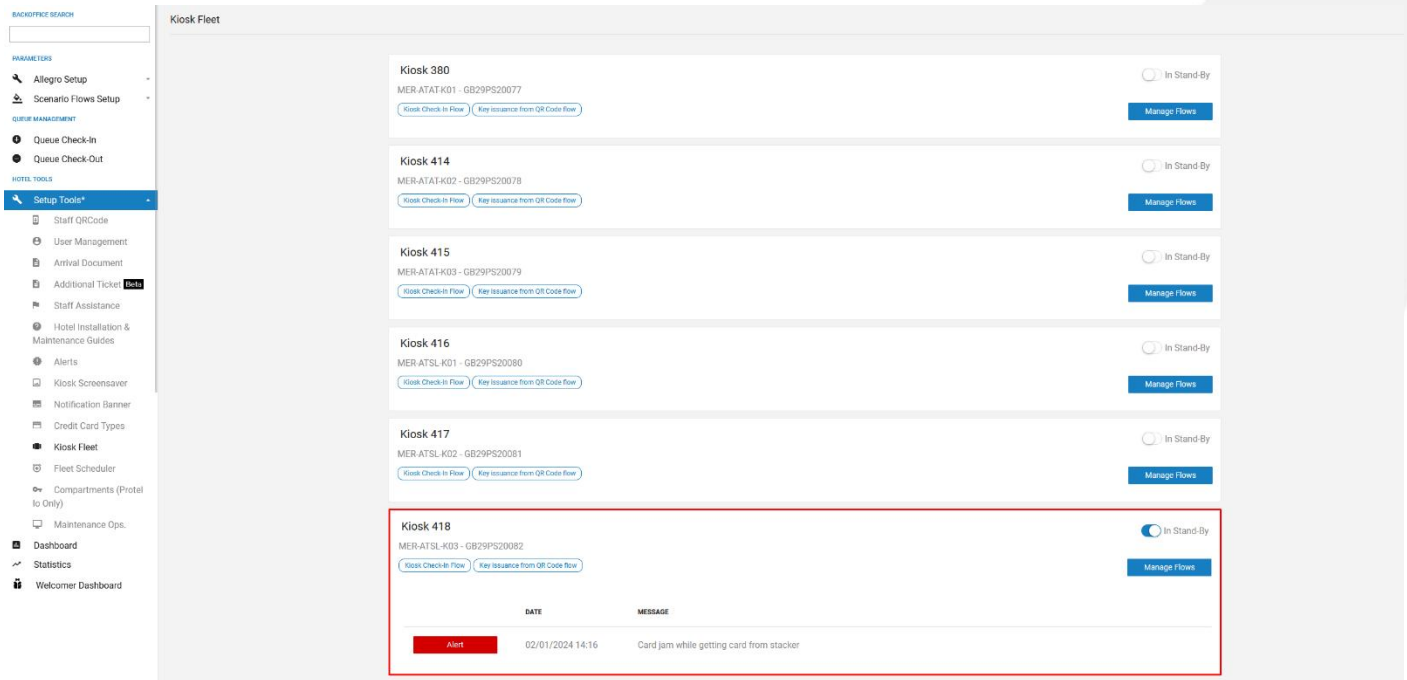
## Viewing Performance with Speedometer KPI Gauges:

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

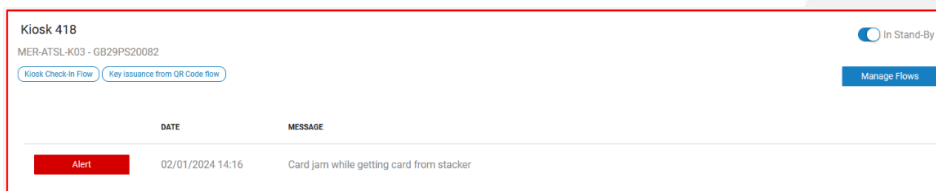


## KIOSK FLEET

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

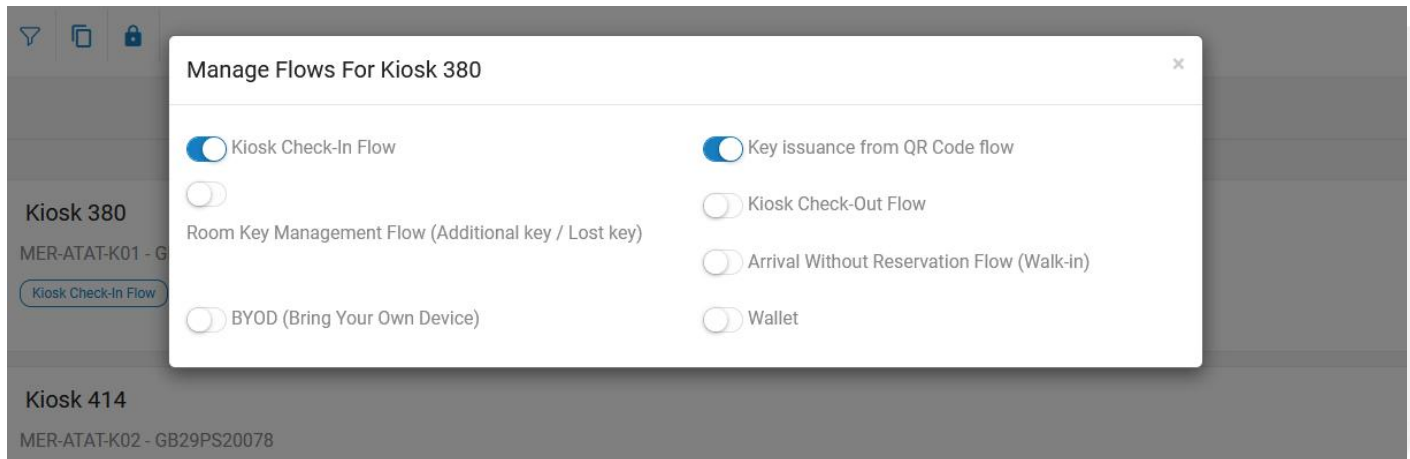


- The number of the kiosk (A)
- The name of the kiosk (B)
- The different flows enabled on the kiosk (C)
- The button to put the kiosk in standby mode (D)
- The button to manage the different flows on the kiosk (E)



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

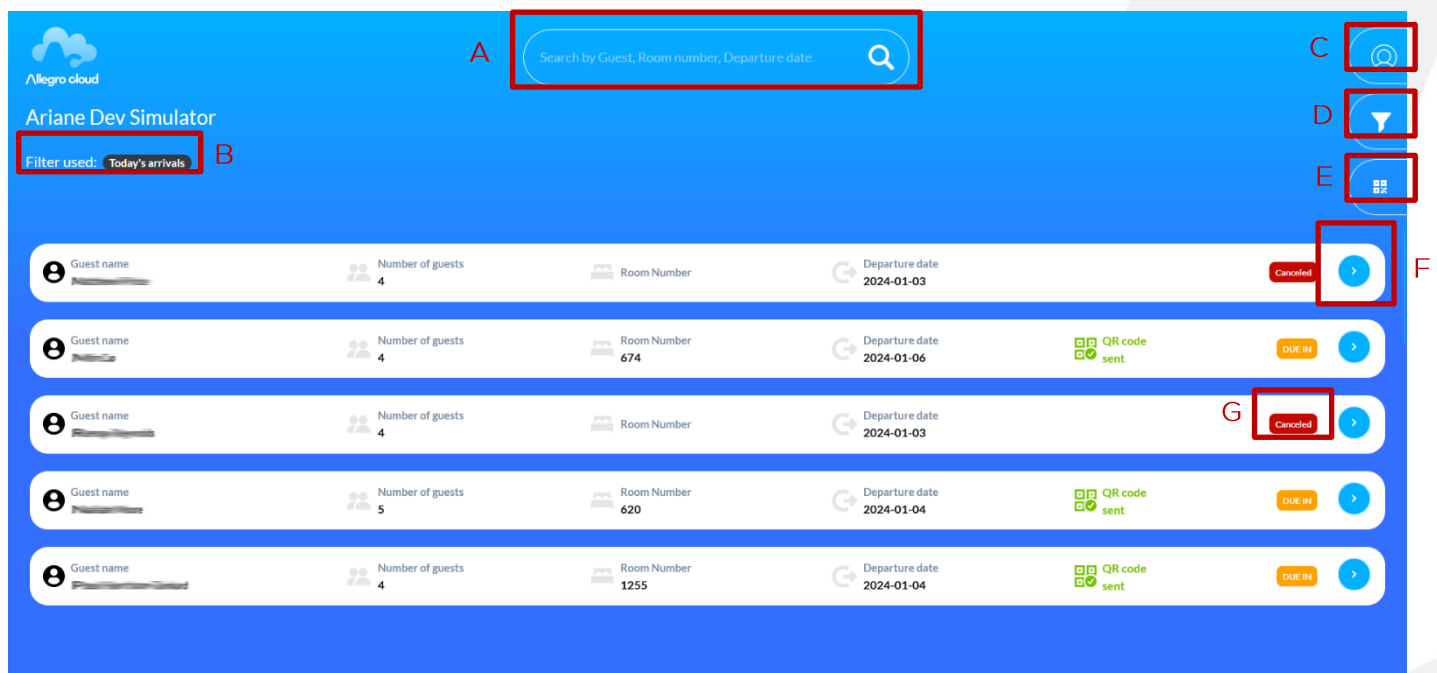
When clicking on the “manage flow” button it opens the pop-up below. Using the different toggle button, it is possible enable or disable the different flow on the kiosk.



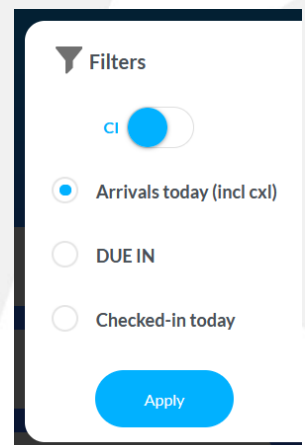
## WELCOMER DASHBOARD

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

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



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



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

**ID verification** **Display QR Code**

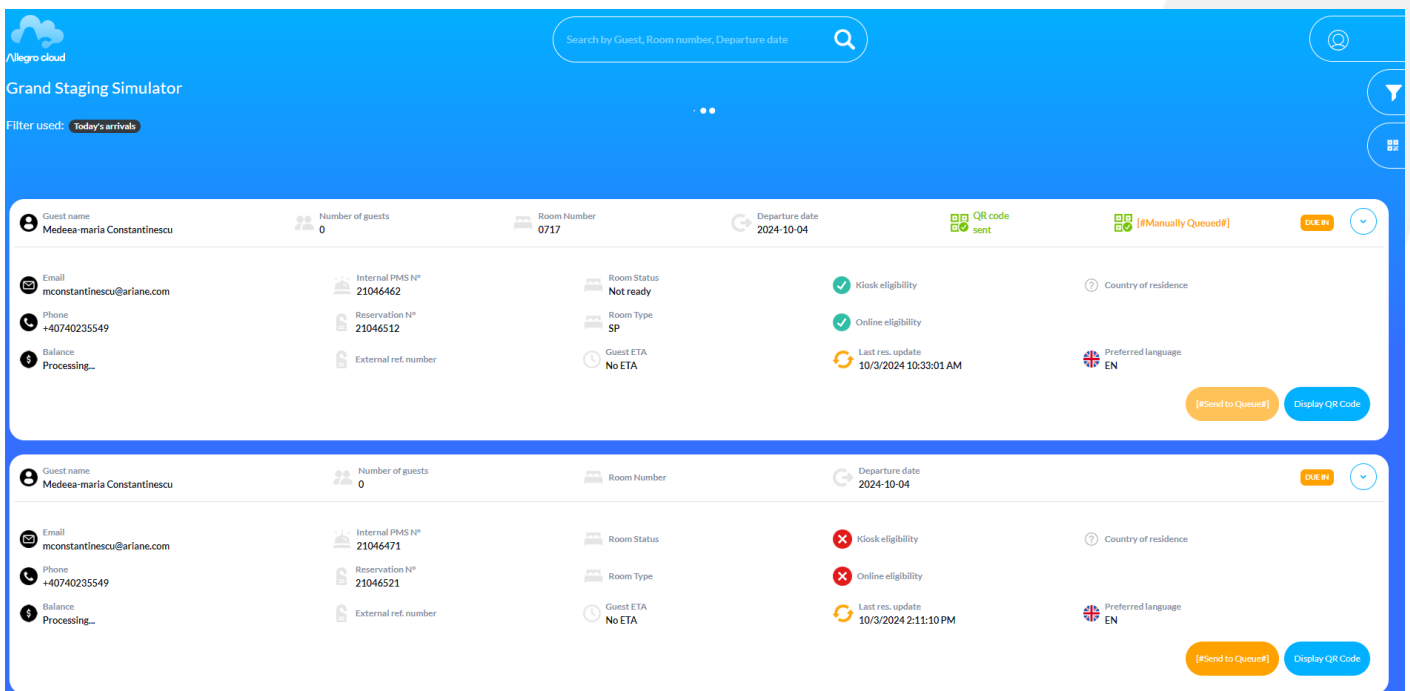
When clicking on the expand button on the list of reservation it opens the reservations detail's view like above.

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

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

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

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



**Grand Staging Simulator**

Filter used: **Today's arrivals**

**Reservation 1:**

- Guest name: Medeea-maria Constantinescu
- Number of guests: 0
- Room Number: 0717
- Departure date: 2024-10-04
- QR code: sent
- [#Manually Queued#]
- [Send to Queue]

**Guest Details:**

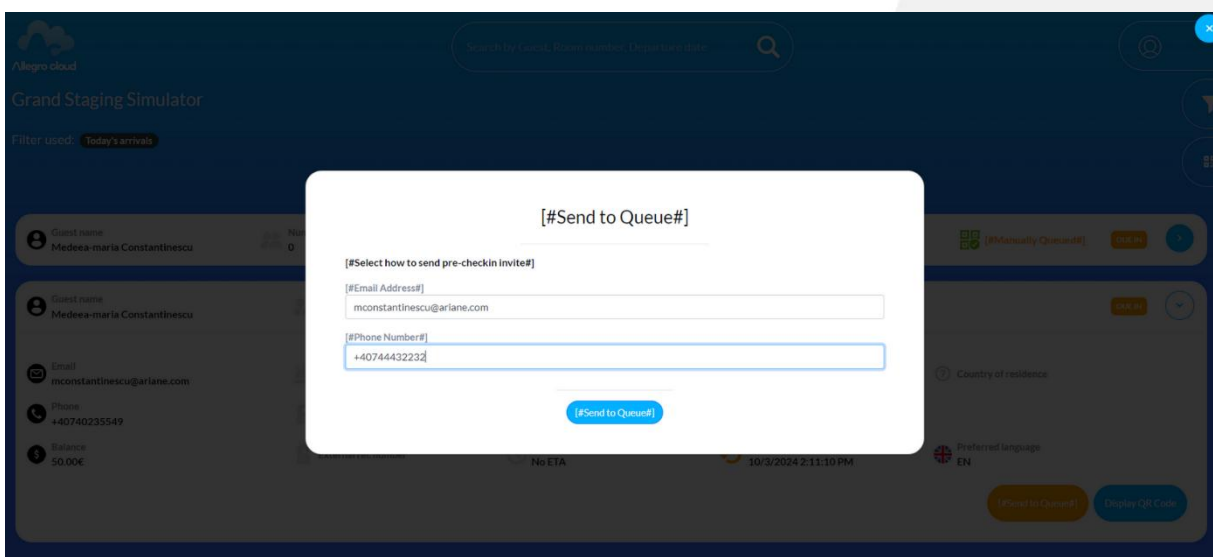
- Email: mconstantinescu@ariane.com
- Phone: +40740235549
- Balance: Processing...
- Internal PMS N°: 21046462
- Reservation N°: 21046512
- External ref. number:
- Room Status: Not ready
- Room Type: SP
- Guest ETA: No ETA
- Kiosk eligibility: ✓
- Online eligibility: ✓
- Last res. update: 10/3/2024 10:33:01 AM
- Country of residence:
- Preferred language: EN

**Reservation 2:**

- Guest name: Medeea-maria Constantinescu
- Number of guests: 0
- Room Number:
- Departure date: 2024-10-04
- [Send to Queue]

**Guest Details:**

- Email: mconstantinescu@ariane.com
- Phone: +40740235549
- Balance: Processing...
- Internal PMS N°: 21046471
- Reservation N°: 21046521
- External ref. number:
- Room Status:
- Room Type:
- Guest ETA: No ETA
- Kiosk eligibility: ✗
- Online eligibility: ✗
- Last res. update: 10/3/2024 2:11:10 PM
- Country of residence:
- Preferred language: EN



**Grand Staging Simulator**

Filter used: **Today's arrivals**

**Modal Dialog: [#Send to Queue#]**

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

[#Email Address#]  
mconstantinescu@ariane.com

[#Phone Number#]  
+40744432232

[#Send to Queue#]