



FORTUNE CARE v6

- OPERATIONS -

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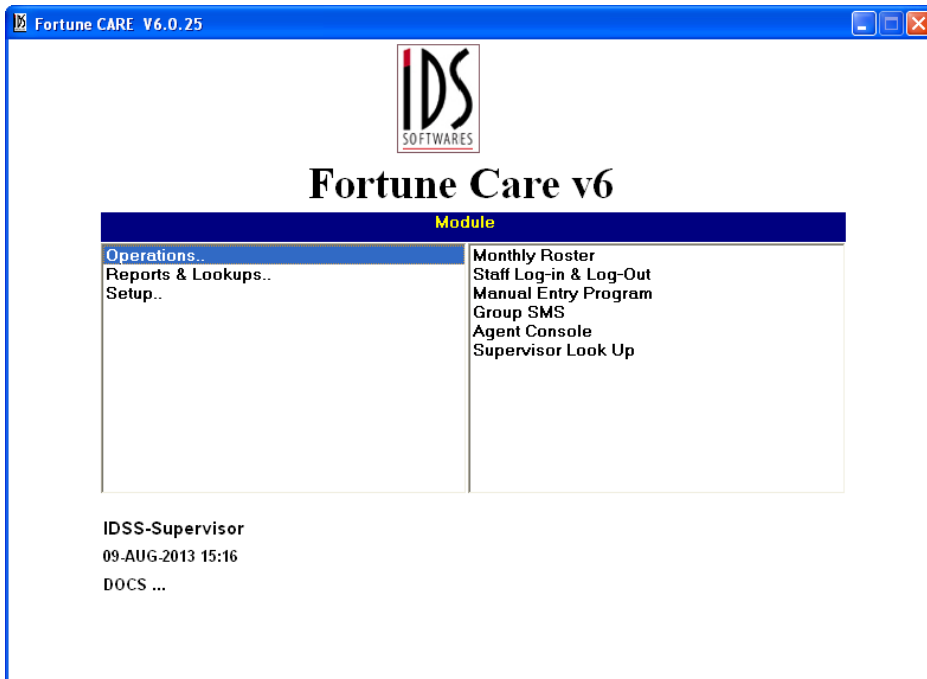
REVISION HISTORY

Version	Application As On	Approver Name
Version 1	9 August 2013	Sadanand/Noel

OPERATIONS

Operations - **Operations** is a module under **Fortune Care 6i**. It has sub menu items which are explained in detail in this document.

Operations under **Fortune Care 6i** is used to define the Staff Monthly Roster, Staff Login and Logout, Manual Entry of Tasks, Manage Group SMS, Agent Console and Supervisor Lookup.



1. Monthly Roster

This option is to define staff availability based on shifts and floors. Based on the staff availability the task allocation would be done to the staff joining the shift.

Note: The Shifts and Locations parameters are mapped from the Maintenance module in PMS.

Double-click **Monthly Roster** under **Setup** to view the following screen:

[illegible]

DEFINING STAFF ROSTER

1. Click **Add**.
2. Enter the month and year in the **Month and Year** field.

(Note: The month and year should be greater than or equal to the current month and year).

3. Select the Department from the **Department** dropdown list.

Note: To be able to view the departments, first the departments, designations and employees should be defined under the '**Organizational Structure**' option.

4. After selecting the department, press **Enter** on your keyboard.

The shifts, leaves and holidays are defined under the shift in the following color legends.

L On Leave

1 FIRST SHIFT

2 SECOND SHIFT

3 NIGHT SHIFT

H Holiday

4 GENERAL SHIFT

5 WEEKLY OFF

You will be able to view all the designations and employees under each designation on the grid along with the dates and days of the month as shown in the screenshot below. All rows with designations are highlighted in Yellow.

The column next to **Designation/Employee** is the **Floor** column where you can specify the floor where the employee will be working.

Designation/Employee	Default
	Floor
PURCHASE ASSISTANT	
Thomas Bill George	
Henry	
EXECUTIVES	
Peter	
UTILITY WORKER	
Jack asdlfk adflkj	

[illegible]

DEFINING SHIFTS

You can define the shift for an entire month and if required change the shift for a single day.

To Define A Shift For A Month:

Click and drag the shift from the shifts options (General Shift/Morning Shift/Evening Shift/Night Shift etc.) over the employee's name. The selected shift will be applied for the entire month.

[illegible]

To Modify A Shift For The Entire Month Or A Particular Day:

1. Right-click on the employee record and click **Clear**.

Designation/Employee	Default	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
	Floor	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	
PURCHASE ASSISTANT																																	
Thomas Bill G																																	
Henry																																	
EXECUTIVES																																	
Peter																																	
UTILITY WORKER																																	
Jack asdfklk adflkj																																	

The previous shift will be deleted.

Note: You cannot delete shifts for the past dates.

You can add any other shift by dragging and dropping on the employee name.

Designation/Employee	Default	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
	Floor	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	
PURCHASE ASSISTANT																																	
Thomas Bill George	B01,F00,F01	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	H	H	O	F00	F00	F00	F00	F00	H	O	F00	F00	F00	F00	F00	H	O	F00	F00	F00	
Henry																																	
EXECUTIVES																																	
Peter																																	
UTILITY WORKER																																	
Jack asdfklk adflkj																																	

After assigning the monthly shift to an employee, if you want to modify the shift for a **single or few days** in the month, drag the desired shift and drop it on the required dates.

To Define A Shift By Each Day For The Whole Month:

1. To define a shift for a particular day, click and drag the shift (General Shift/Morning Shift/Evening Shift/Night Shift) and drop it on the required date for the required employee. Follow the same procedure to apply a leave or a holiday for the employee.

Designation/Employee	Default	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
	Floor	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC
PURCHASE ASSISTANT																															
Thomas Bill George	B01,F00,F01	H	O																												
Henry																															
EXECUTIVES																															
Peter																															
UTILITY WORKER																															

DEFINING WEEKLY OFFS

To define a weekly off for an employee:

1. Right-click on the day of the week that you want to fix as a weekly off for the employee and click **Weekly Off**.

Designation/Employee	Default	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
	Floor	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC
PURCHASE ASSISTANT																															
Thomas Bill George	B01,F00,F01	H	O																												
Henry																															
EXECUTIVES																															
Peter																															
UTILITY WORKER																															
Jack asdfkj adfklj																															

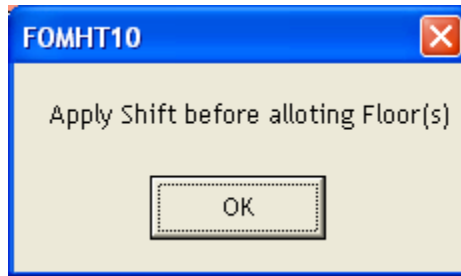
The weekly off will apply on all the similar days of the month. 'O' indicates **Weekly Off**.

Designation/Employee	Default	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
	Floor	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC
PURCHASE ASSISTANT																															
Thomas Bill George	B01,F00,F01	H	O																												
Henry																															
EXECUTIVES																															
Peter																															
UTILITY WORKER																															

Example: For an employee if you right-clicked on a Monday and selected the option **Weekly Off**, then all the Mondays of the month will automatically change to **Weekly Off** for that employee on the selected month.

DEFINING FLOORS

To define the floors you have to define the shifts first. If the shift is not defined and you are trying to define floors, then you will get the following message on screen:



For each shift, you can assign the floors on which the employee will be working.

Floors can be defined for the entire month or for a single day.

To Define The Floors For An Entire Month:

1. Click on the **employee record** or in the **Default Floor column**.
2. Right-click and click on the option '**Add or Change Floors**'.

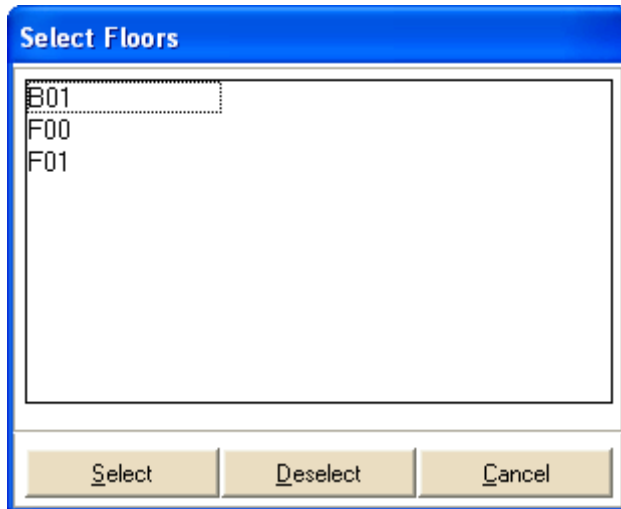
Designation/Employee	Default
	Floor
PURCHASE ASSISTANT	
Thomas Bill G	
Henry	
EXECUTIVES	
Peter	
UTILITY WORKER	
Jack asdlfk adflkj	

Add or Change Floors

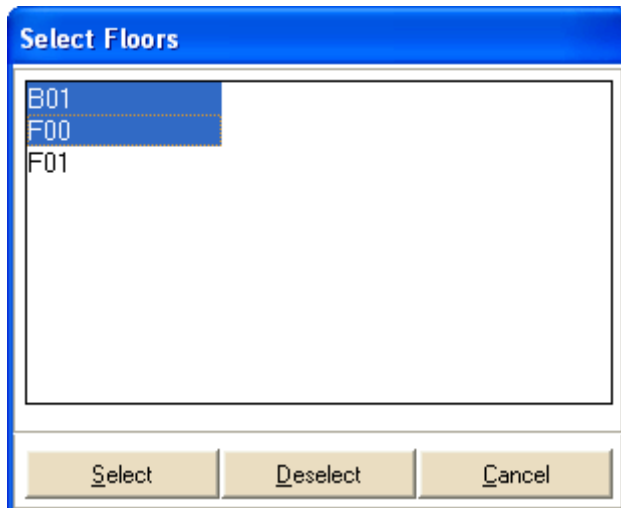
Clear

Week Off

The Available Floors will appear:



3. Select the floor/s you want to assign to the employee and click **Select**.



The floors will be assigned to the employee for the entire month as shown below:

Designation/Employee	Default
	Floor
PURCHASE ASSISTANT	
Thomas Bill George	B01,F00,F01
Henry	
EXECUTIVES	
Peter	
UTILITY WORKER	
Jack asdlfk adflkj	

To Modify A Floor For The Entire Month Or A Particular Day:

1. Right-click on the employee record and click **Add or Change Floors**.

Monthly Roster V2.0.3

Month and Year(MMYY): Department: Help <F1>

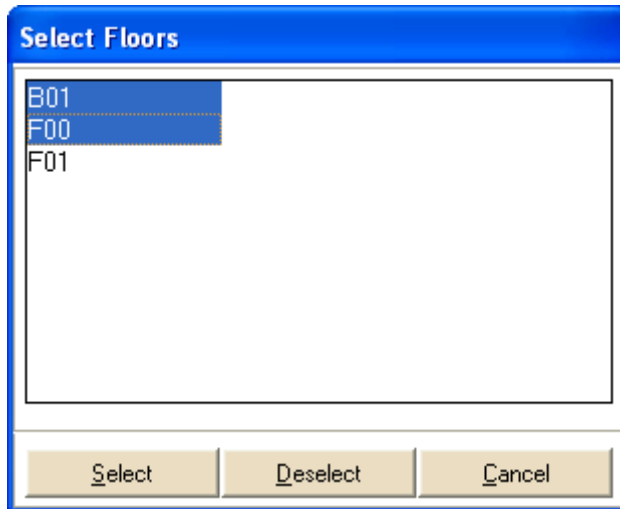
☐ On Leave
☐ FIRST SHIFT
☐ SECOND SHIFT
☐ NIGHT SHIFT
☐ WEEKLY OFF
☐ Holiday
☐ GENERAL SHIFT

Designation/Employee	Default	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
	Floor	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH
PURCHASE ASSISTANT	B01,F00,F01	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	
Thomas Bill George	B01,F00,F01	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	
Henry	B01,F00,F01	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	
EXECUTIVES																																
Peter																																
UTILITY WORKER																																
Jack asdlfk adflkj																																

Default Floors: B01,F00,F01

IDS Software (P) Ltd (NT) 06-AUG-2013 16:56 IDS Modify

The Select Floors window appears.



You can select additional floors or deselect the selected floors and click Select.

Note: If you click Deselect all the floors will be deselected.

After assigning the floor for the entire monthly for an employee, if you want to modify the floor for a **single or few days** in the month right-click on the desired date and click **Add or Change Floors**. The **Select Floor** window opens. Make the changes as required and click **Select** to save the floor information.

Note: In the modify mode alterations can be made only to the future days of the current month.

To Define A Floor By Each Day For The Whole Month:

1. Right-click on the **day** for which you want to change the floor for the respective employee.
2. Click on the option “Add or Change Floors’.

Monthly Roster V2.0.3

Month and Year(MMY) Department Help <F1>

☐ On Leave
 ☐ Holiday

☐ 1 FIRST SHIFT
 ☐ 2 SECOND SHIFT
 ☐ 3 NIGHT SHIFT
 ☐ 4 GENERAL SHIFT

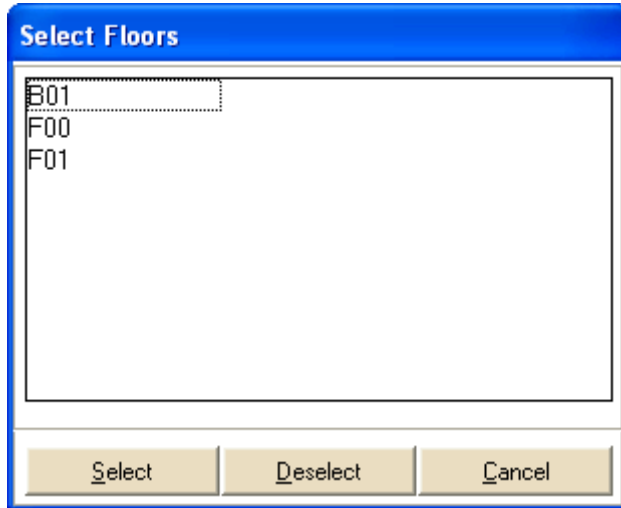
☐ 5 WEEKLY OFF

Designation/Employee	Default	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Floor		TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH
PURCHASE ASSISTANT																																
Thomas Bill George	B01,F00,F01	F00	F00	F00	F00	F00	O	F00	F00	F00	H	H	O	F00	F00	F00	F00	H	O	F00	F00	F00	F00	F00	F00	F00	H	O	F00	F00		
Henry	B01,F00,F01	F00	F00	F00	F00	O	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	F00	
EXECUTIVES																																
Peter																																
UTILITY WORKER																																
Jack.asdlfk.asdlfkj																																

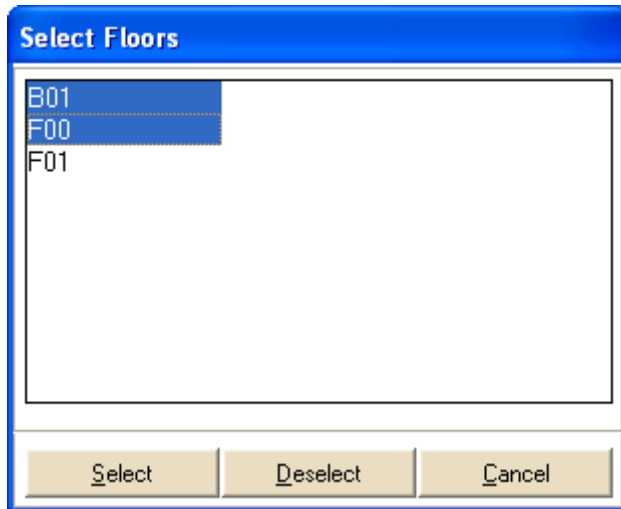
Name : Henry Date : 10/10/2013 Day : THU Selected Floors: B01,F00,F01

IDS Software (P) Ltd (NT) 06-AUG-2013 16:56 IDS Modify

The Available Floors will appear:



3. Select the floor/s you want to assign to the employee and click **Select**.



The following screen appears:

Monthly Roster V2.0.3

Month and Year(MMY) Department Help <F1>

☐ On Leave
 ☐ 1 FIRST SHIFT
 ☐ 2 SECOND SHIFT
 ☐ 3 NIGHT SHIFT
 ☐ H Holiday
 ☐ 4 GENERAL SHIFT
 ☐ 5 WEEKLY OFF

Designation/Employee	Default	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Floor		TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH	FR	SA	SU	MC	TU	WE	TH
PURCHASE ASSISTANT																																
Thomas Bill George	B01,F00,F01																															
Henry	B01,F00,F01																															
EXECUTIVES																																
Peter																																
UTILITY WORKER																																
Jack.asdfk.asdfkj																																

Name : Peter Date : 07/10/2013 Day : MON Selected Floors: F01

IDS Software (P) Ltd (NT) 06-AUG-2013 16:56 IDS Modify

Note: If you want to view the floors assigned to the employee on a particular date, right-click on the date and click **Add or Change Floors**. The floor details will appear.

4. Click **Save** once the shifts and floors are defined for all the employees.

Note: You can view the status of the shift and floor on the bottom of the screen.

Name : Henry Date : 03/10/2013 Day : THU Selected Floors: B01,F00,F01

You can add rosters for next months by clicking **Add** and following the same procedure as above.

If you want to make any changes to the roster, click **Modify**. You can select the roster to modify from the available rosters.

Schedule Help

Month & Ye	Department
SEP-2013	ROOMS DIVISION
SEP-2013	LAUNDRY
OCT-2013	LAUNDRY

1. Click **Modify** and select the required Department & Month from the available list.
2. Make the necessary changes by right-clicking on the fields and selecting the **floor/weekly Off** etc. click **Save** to save the changes.
3. Click **Restore** if you don't want to save any changes you made to the roster.

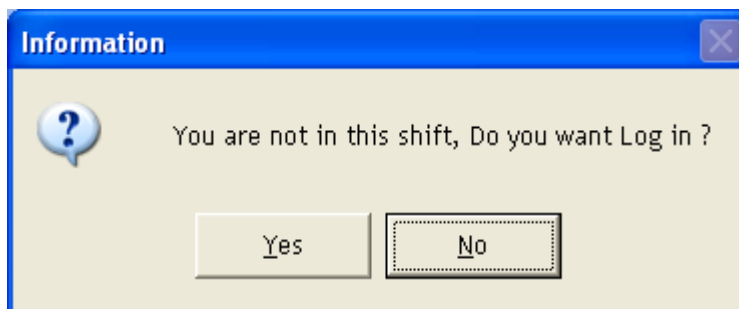
2. Staff Log-In and Log-Out

This option is to maintain staff login and logout time during their shifts with the mobile number for the allocation of task till their logoff time. The same mobile number will be reassigned to other personnel of the department in the next shift.

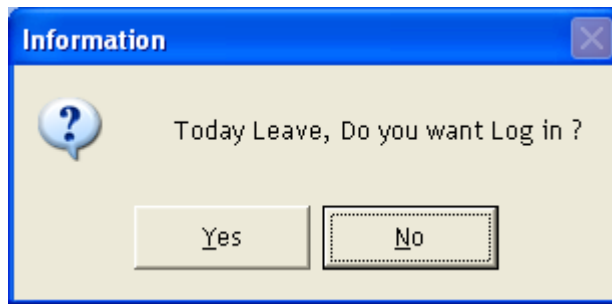
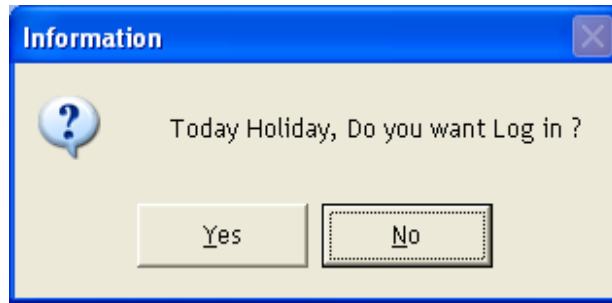
STAFF LOGIN

Here you can login with three user types - **Supervisor\Guest Relation Executive\Duty Manager**. In the Supervisor login you can retrieve an Employee's Shift in Monthly Roster. Anyone can login with Guest Relation Executive / Duty Manager.

If the Login user tries to Login in a shift which is **NOT** his assigned Shift, the system will allow him to Login only after indicating the Shift time variation by an alert message.



If the Login user tries to Login on a holiday/leave, the system will allow him to Login after indicating by an alert message that the selected date is a holiday/leave according to the monthly roster.

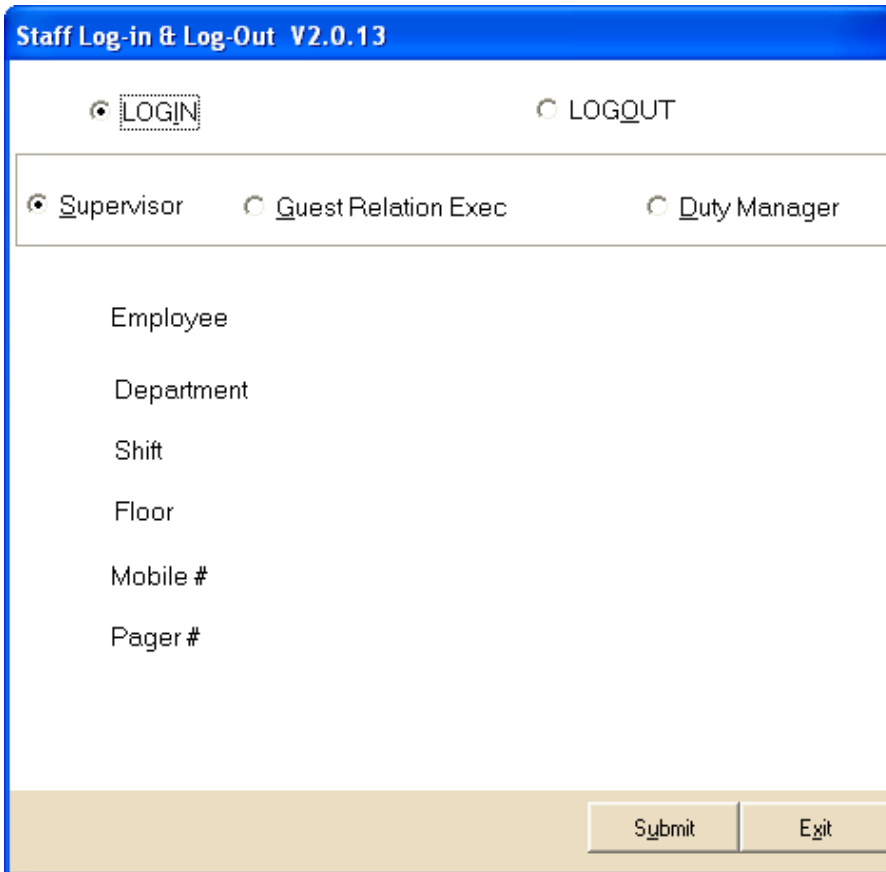


You can click **Yes** and continue to login the User.

Note: Users created through Organizational Structure can login with Guest Relation Executive and Duty Manager.

The staff login and logout is done on a daily basis. Hence, the **Monthly Roster** for the current month (**shift and floor**) should be defined first for the employee to be able to login. Else you get an error message '**Schedule Not Entered**'.

Double-click **Staff Log-in & Log-Out** under **Operations** to view the following screen:



Staff Log-in & Log-Out V2.0.13

☒ LOGIN ☐ LOGOUT

☒ Supervisor ☐ Guest Relation Exec ☐ Duty Manager

Employee

Department

Shift

Floor

Mobile #

Pager #

Submit Exit

1. Select the user type for login – **Supervisor/Guest Relation Exec/Duty Manager.**

Staff Log-in & Log-Out V2.0.13

☒ LOGIN
☐ LOGOUT

☒ Supervisor
☐ Quest Relation Exec
☐ Duty Manager

Employee

Department

Shift

Floor

Mobile #

Pager #

2. Enter the employee number in the **Employee** field. Alternatively, you can double-click in the field or Press **F1** to select the employee name from the **Employee Name** Help Screen.

[illegible]

3. The employee's name and department is displayed. Select the employee.

Staff Log-in & Log-Out V2.0.13

☒ LOGIN ☐ LOGOUT

☒ Supervisor ☐ Guest Relation Exec ☐ Duty Manager

Employee * George Bill Thomas

Department LAUNDRY

Shift SECOND SHIFT

Floor B01,F00,F01

Mobile #

Pager #

4. Select the Shift of the employee. Alternatively, double-click in the field or Press **F1** to select the employee's shift from the **Shift** Help Screen. **Note:** The available shifts during the login time will be listed.

Note: The option to select a shift will be enabled only if the employee is not assigned any shift in the monthly roster or if the employee is trying to login to a shift that is not assigned to him.

Shift Help

Shift.Code	Shift Name
2	SECOND SHIFT
4	GENERAL SHIFT

5. In the **Mobile#** field, enter the mobile number that has been assigned to the employee. (**Note:** On this mobile number the employee will be receiving the tasks). An employee can login with any of the available mobile numbers in the Organizational Structure.
6. In the **Pager#** field, enter the Pager number of the employee.

Staff Log-in & Log-Out V2.0.13

☒ LOGIN
☐ LOGOUT

☒ Supervisor
☐ Guest Relation Exec
☐ Duty Manager

Employee * George Bill Thomas

Department LAUNDRY

Shift GENERAL SHIFT

Floor

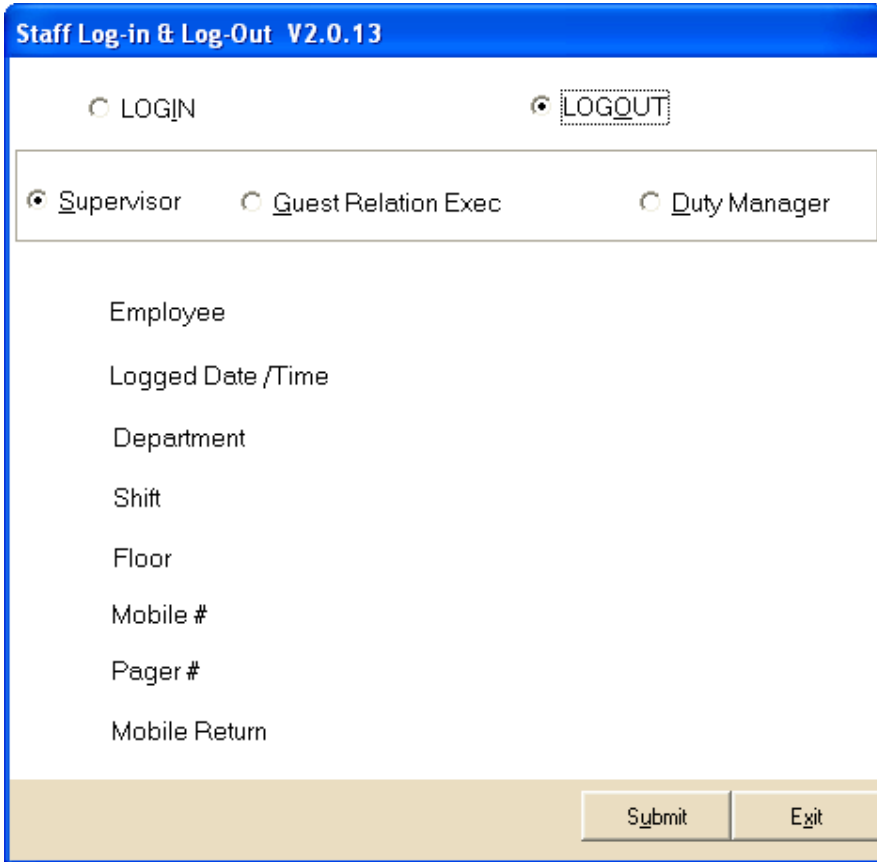
Mobile #

Pager #

7. Click **Submit**. The employee will be logged in to the selected shift.

STAFF LOGOUT

Once all the assigned tasks have been closed or transferred to the next employee logging in to the shift, and feedback entered for the required attended tasks, the logged in employees can logout from the shift using the **Staff Log-in & Log-Out** option.



Staff Log-in & Log-Out V2.0.13

☐ LOGIN ☒ LOGOUT

☒ Supervisor ☐ Guest Relation Exec ☐ Duty Manager

Employee

Logged Date /Time

Department

Shift

Floor

Mobile #

Pager #

Mobile Return

Submit Exit

1. Click **Logout**.
2. Select the User Type Supervisor/General Relation Exec/Duty Manager that has to be logged out.

3. Enter employee number of the logged in employee that has to be logged out. Alternatively press F1 on your keyboard to view the list of logged in employee.

The following screen appears:

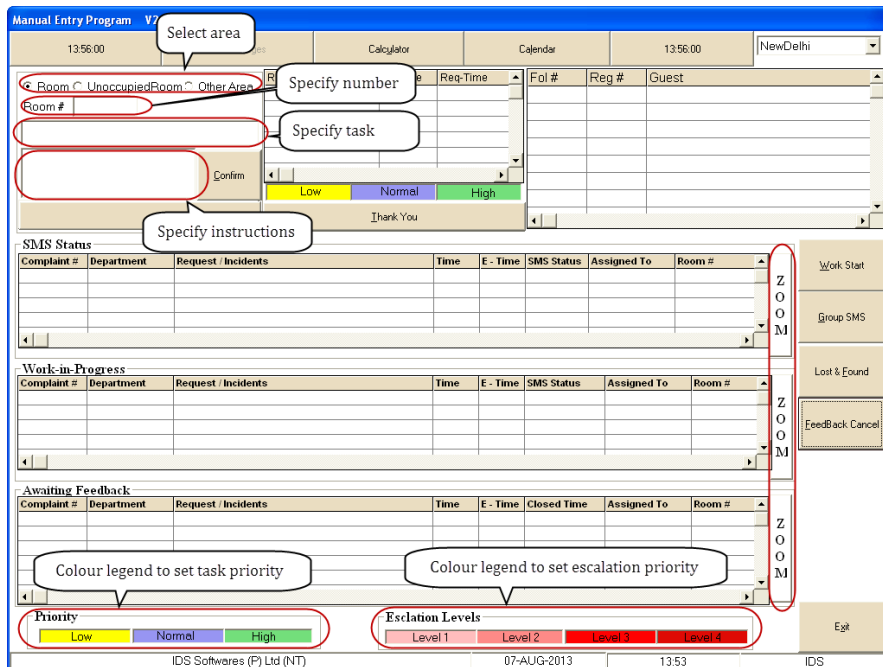
[illegible]

The selected employee details will appear on screen.

4. Select the checkboxes **'Mobile'** and **'Pager'** indicating that these items are returned back.
5. Click **Submit**.

3. Manual Entry Program

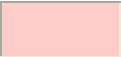
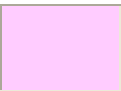
This option is to record Guest requests/complaints/incidents. This is an automated program, where, once the tasks are recorded, the system will automatically send SMS to the concerned department's logged in User. This will help the supervisors and managers to keep a track of the tasks.



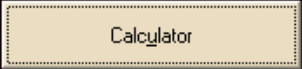
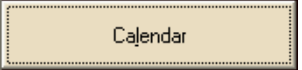
The screenshot shows the 'Manual Entry Program V2' interface. It includes a top navigation bar with 'Select area', 'Room #', 'UnoccupiedRoom', and 'Other Area'. Below this is a 'Specify number' field and a 'Specify task' field. A 'Confirm' button is present. The interface also features a 'Specify instructions' field. The main body contains three tables: 'SMS Status', 'Work-in-Progress', and 'Awaiting Feedback'. Each table has columns for 'Complaint #', 'Department', 'Request / Incidents', 'Time', 'E - Time', 'SMS Status', 'Assigned To', and 'Room #'. The 'SMS Status' table has an additional 'Closed Time' column. The 'Priority' section at the bottom shows a color legend for 'Low' (yellow), 'Normal' (blue), and 'High' (green). The 'Escalation Levels' section shows a color legend for 'Level 1' (light red), 'Level 2' (red), 'Level 3' (dark red), and 'Level 4' (black). The interface also includes a 'Work Start' button, a 'Group SMS' button, a 'Lost & Found' button, a 'Feedback Cancel' button, and an 'Exit' button. The bottom status bar shows 'IDS Softwares (P) Ltd (NT)', '07-AUG-2013', '13:53', and 'IDS'.

Note: The **Priority** shows the importance of the task and the **Escalation level** shows how far the issue was escalated with all statuses like SMS status, SMS delivered but no response from the Users, Work in Progress, etc.

COLOR LEGENDS

PRIORITY LEVELS	
	LOW
	NORMAL
	HIGH
ESCALATION LEVELS	
	LEVEL 1
	LEVEL 2
	LEVEL 3
	LEVEL 4
TASK/COMPLAINT RAISED FROM...	
	Pink color in the Guest Name column indicates that the complaint is raised for Unoccupied room.
	Magenta color in the Room# column indicates that the complaint is raised for Other Area.

MENU OPTIONS

ICONS	DESCRIPTION
	This is a menu option of 15 digit calculator for calculating purpose.
	This is the general calendar to view the dates of current day, past days & future days.
	Gives the standard time of the selected city. You can select the city from the dropdown list. 

ZOOM OPTION - You can use the Zoom control on the RIGHT side of the windows to zoom and view the respective sections.

[illegible]

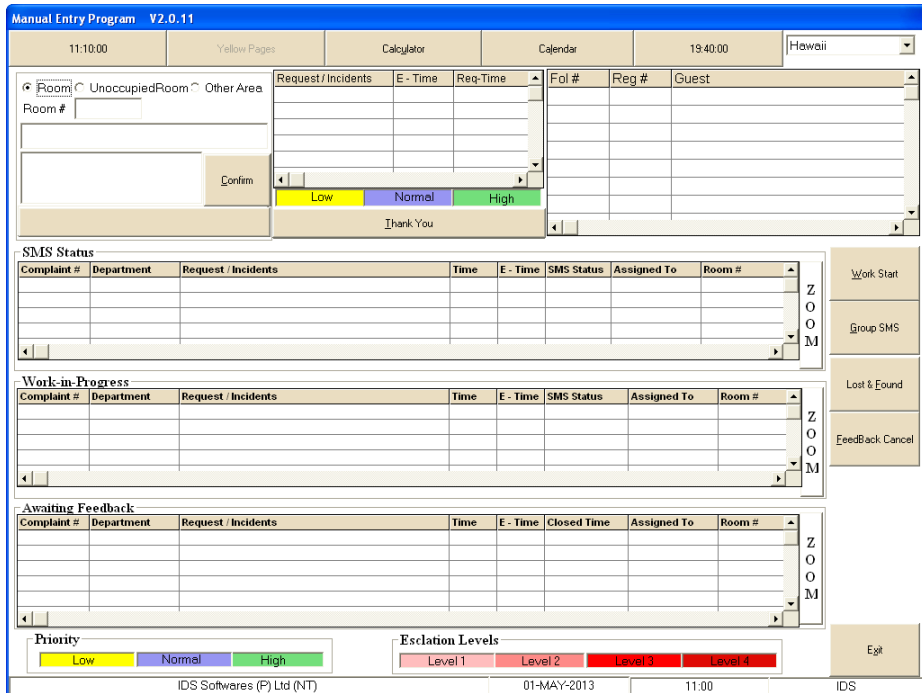
When you click **zoom**, the window will appear as follows:

[illegible]

Click **Close** to exit the zoom view.

RAISING A TASK/COMPLAINT

Double-click **Manual Entry Program** under **Operations** to view the following screen:



1. Select the option **Room/Unoccupied Room/Other Area** (**Note:** The Locations parameter is retrieved from the Maintenance module in PMS). Press **Enter** on your keyboard.
2. Based on your selection in step 1, press **F1** to select the Room/Unoccupied Room/Other Area.

☒ Room ☐ UnoccupiedRoom ☐ Other Area Room #	☐ Room ☒ UnoccupiedRoom ☐ Other Area Vacant Rooms	☐ Room ☐ UnoccupiedRoom ☒ Other Area Location
--	--	--

Search V2.0.11

Room Number	Guest Name
161	MATHEWS
187	Member 2
220	Member 4
211	second
225	third
143	Member 2
143	Member 3
136	Guest 2
135	Guest 3
251	Zen
555	ABCD
164	EFGH
165	ABCK
177	abcd
166	abcd
173	Ghiklmn
163	abcd
139	Henry

Select

Cancel

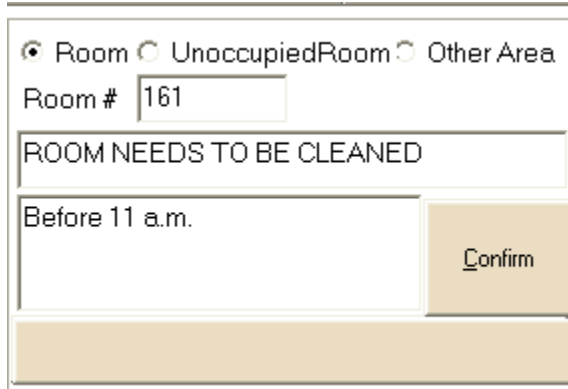
Note: When you select the **Room #**, Room # will appear in the Room # field and the respective Guest details will appear on the right side of the window.

Manual Entry Program V2.0.11									
11:23:00		Yellow Pages		Calculator		Calendar		19:53:00	
Hawaii									
☒ Room ☐ UnoccupiedRoom ☐ Other Area Room # 161		Request/Incidents		E - Time		Reg-Time		Fol # Reg # Guest	
								1(-) 1 MR MATHEWS	
								Company :	
								Arrival : 26-APR-2013	
								Departure : 30-MAY-2013	
								Status :	
Confirm									
		Low		Normal		High			
		Thank You							

3. In the field below the **Room #** field type the Task to select the **Task** (Matching Data will retrieve based on the search criteria entered).

[illegible]

4. Enter any **Special instruction** in the respective field (You Can enter a maximum of 25 alphanumeric characters in this field). Click **Confirm**.



☒ Room
 ☐ UnoccupiedRoom
 ☐ Other Area

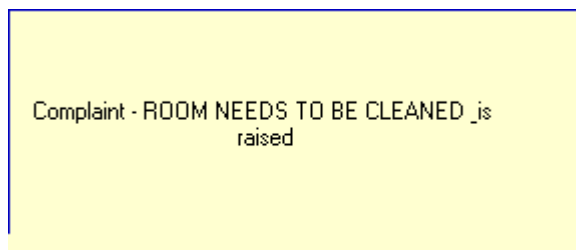
Room #

Note: You can enter more than one task/complaint for the selected Room/Unoccupied Room/Other Areas. Once entered, the task will move to Request/Incident List. The task priority and estimated time for each task/complaint will display.

5. Click **Thank You** to confirm the Task/Complaint.

Note: The Task Assigned Estimated/Escalation time starts once you click **Thank You**.

A message pops up at the bottom of the screen confirming that the complaint is raised.



Manual Entry Program V2.0.11

11:36:00 Yellow Pages Calculator Calendar 20:06:00 Hawaii

Room: UnoccupiedRoom Other Area
Room # 161

Request / Incidents E-Time Req-Time Fol # Reg # Guest

Confirm Low Normal High Thank You

SMS Status

Complaint #	Department	Request / Incidents	Time	E - Time	SMS Status	Assigned To	Room #
1	HOUSE KEEPING	ROOM NEEDS TO BE CLEANED	11:32	30	Queued	UnAssigned	161
2	BALL ROOM	ELECTRICAL OADGETS	11:32	60	Queued	UnAssigned	161

Work in Progress

Complaint #	Department	Request / Incidents	Time	E - Time	SMS Status	Assigned To	Room #

Awaiting Feedback

Complaint #	Department	Request / Incidents	Time	E - Time	Closed Time	Assigned To	Room #

Priority Low Normal High

Escalation Levels Level 1 Level 2 Level 3 Level 4

IDS Software (P) Ltd (NT) 01-MAY-2013 11:00 IDS

Complaint - ROOM NEEDS TO BE CLEANED, is raised

The task/complaint details appear under the **SMS Status** window with Delivered/Queued status.

Manual Entry Program V2.0.11

11:40:00 Yellow Pages Calculator Calendar 20:10:00 Hawaii

Room UnoccupiedRoom Other Area
Room # 161

Request/Incidents E-Time Req-Time Fol # Reg # Guest

Confirm

Low Normal High

Thank You

SMS Status

Complaint #	Department	Request / Incidents	Time	E-Time	SMS Status	Assigned To	Room #
1	HOUSE KEEPING	ROOM NEEDS TO BE CLEANED	11:32	30	Queued	UnAssigned	161
2	BALL ROOM	ELECTRICAL GADGETS	11:32	80	Queued	UnAssigned	161

Work-in-Progress

Complaint #	Department	Request / Incidents	Time	E-Time	SMS Status	Assigned To	Room #

Awaiting Feedback

Complaint #	Department	Request / Incidents	Time	E-Time	Closed Time	Assigned To	Room #

Priority Low Normal High

Escalation Levels Level 1 Level 2 Level 3 Level 4

Work Start
Group SMS
Lost & Found
FeedBack Cancel
Exit

IDS Software (P) Ltd (NT) 01-MAY-2013 11:00 IDS

When the task is assigned to the attendee, the attendee will get the following SMS:

<1> Complaint #: 1 Room #: OR0707 Task: Task details Spe. Ins: Special Instructions Est. Time: 10 mins Priority: High Esc Level: 0

Note:

- The complaint number, room number, estimated time, priority and escalation level mentioned in the example above is for illustration purpose.
- Depending on the level of escalation the escalation number changes in the SMS as 1/2/3/4. When the SMS task is assigned for the first time, the escalation level will be 0, which indicates that the task is not escalated.

Delivered Status

Manual Entry Program V2.0.11

16:56:00 Yellow Pages Calculator Calendar 16:56:00 NewDelhi

Room UnoccupiedRoom Other Area
Room #

Request/Incidents E-Time Reg-Time Fol # Reg # Guest

Confirm

Low Normal High

Thank You

SMS Status

Complaint #	Department	Request / Incidents	Time	E - Time	SMS Status	Assigned To	Room #
	House Keeping	PRESSING COLLECT	17:53	18	Delivered	Stevenson	0403

Work Start
Group SMS
Lost & Found
FeedBack Cancel

Work-in-Progress

Complaint #	Department	Request / Incidents	Time	E - Time	SMS Status	Assigned To	Room #

Awaiting Feedback

Complaint #	Department	Request / Incidents	Time	E - Time	Closed Time	Assigned To	Room #

Priority Low Normal High

Escalation Levels Level 1 Level 2 Level 3 Level 4

IDS Software (P) Ltd (NT) 09-AUG-2013 16:55 IDS

The SMS status window shows the Complaint #, department, the request, the time the request was made, the estimated time to complete the task, SMS status, the Assigned employee, Room #, Guest Name, Elapsed time , Request Date and Time.

To acknowledge and start working on the task, the attendee has to **reply** with the following SMS:

COMPLAINT # SPACE AND S

(S means start)

Example, if the complaint number is 1, then the SMS should be: 1 S

After the attendee acknowledges the SMS and starts working on the task, the attendee will get the following SMS:

TASK #1 WORK STARTED

The following are the SMS scenarios:

If the attendee by mistake **replies** with the work start message again, the attendee will get the following SMS:

TASK #1 IS ALREADY STARTED

If the attendee by mistake **replies** with the work start message for an unassigned task, the attendee will get the following SMS:

TASK #1 IS NOT ASSIGNED TO YOU. WORK NOT STARTED

If the attendee by mistake before **replying** with work started message sends the work closed message, the attendee will get the following SMS:

TASK #1 IS NOT YET STARTED

The Task will move from **SMS Status** to **Work in Progress** once it is acknowledged and started from the Attendee.

Manual Entry Program V2.0.11

16:56:00 Yellow Pages Calculator Calendar 16:56:00 NewDelhi

☒ Room ☐ UnoccupiedRoom ☐ Other Area

Room #

Confirm

Request/Incidents E-Time Req-Time Fol # Reg # Guest

Low Normal High

Thank You

SMS Status

Complaint #	Department	Request / Incidents	Time	E - Time	SMS Status	Assigned To	Room #

Work-in-Progress

Complaint #	Department	Request / Incidents	Time	E - Time	SMS Status	Assigned To	Room #
7	House Keeping	PRESSING COLLECT	17:53	19	Started	Stevenson	8403

Awaiting Feedback

Complaint #	Department	Request / Incidents	Time	E - Time	Closed Time	Assigned To	Room #

Priority

Low Normal High

Escalation Levels

Level 1 Level 2 Level 3 Level 4

IDS Software (P) Ltd (NT) 09-AUG-2013 16:55 IDS

Work Start
Group SMS
Lost & Found
Feedback Cancel
Exit

According to the Escalation levels, each task has been shown with the respective colors.

Manual Entry Program V2.0.11

16:56:00 Yellow Pages Calculator Calendar 16:56:00 NewDelhi

Room # ☐ Room ☐ UnoccupiedRoom ☐ Other Area

Request/Incidents E - Time Req-Time Fol # Reg # Guest

Confirm

Low Normal High

Thank You

SMS Status

Complaint #	Department	Request / Incidents	Time	E - Time	SMS Status	Assigned To	Room #
16	GUEST AMENITIES	TEA/COFFEE AMENITIES	18:09	15	Queued	Park	1295
15	GUEST SUPPLIES	NEWS PAPER	18:08	5	Delivered	Le Roux	1191
14	GUEST SUPPLIES	SOAP	18:07	2	Delivered	Le Roux	1195
13	Engineering	MAIN DOOR LOCK CHECK	18:06	30	Delivered	Stange	0605
12	House Keeping	FACE TISSUES	18:05	15	Delivered	Stevenson	0909

Work in Progress

Complaint #	Department	Request / Incidents	Time	E - Time	SMS Status	Assigned To	Room #
7	House Keeping	PRESSING COLLECT	17:53	10	Started	Stevenson	0403
8	Engineering	BATH ROOM TAP NOT WORKING	18:02	60	Started	Stange	0505

Awaiting Feedback

Complaint #	Department	Request / Incidents	Time	E - Time	Closed Time	Assigned To	Room #

Priority Low Normal High

Escalation Levels Level 1 Level 2 Level 3 Level 4

IDS Softwares (P) Ltd (NT) 09-AUG-2013 16:55 IDS

Work Start Group SMS Lost & Found Feedback Cancel Exit

Once the task is completed and closed, the attendee has to **reply** with the following SMS:

COMPLIANT # SPACE AND C

(C means closed.)

Example: if the compliant number is 1, then the SMS should be: 1 C

Once the task is completed and closed, the attendee will get the following SMS:

TASK #1 WORK CLOSED

Following are the SMS Scenarios:

If the attendee by mistake **replies** with the work close message again, the attendee will get the following SMS:

TASK #1 IS ALREADY CLOSED

If the **SUPERVISOR** closes the task while the attendee is still working on the task, the attendee will get the following SMS:

COMPLAINT #1 CLOSED. CLOSED BY: JOHN REASON: ISSUE RESOLVED

Once the Task is completed and closed, it will move from **Work in Progress** to **Awaiting Feedback** (If the Task requires Feedback) or disappears from the Main screen.

Manual Entry Program V2.0.11

18:56:00 Yellow Pages Calculator Calendar 18:56:00 NewDelhi

Room # UnoccupiedRoom ☐ Other Area ☐

Request / Incidents E - Time Req-Time Fol # Reg # Guest

Confirm

Low Normal High

Thank You

SMS Status

Complaint #	Department	Request / Incidents	Time	E - Time	SMS Status	Assigned To	Room #
16	GUEST AMENITIES	TEA/COFFEE AMENITIES	18:09	15	Queued	Park	1205
15	GUEST SUPPLIES	NEWS PAPER	18:08	5	Delivered	Le Roux	1101
14	GUEST SUPPLIES	SOAP	18:07	2	Delivered	Le Roux	1105
13	Engineering	MAIN DOOR LOCK CHECK	18:06	20	Delivered	Stange	8505
12	House Keeping	FACE TISSUES	18:05	15	Delivered	Stevenson	0909

Work-in-Progress

Complaint #	Department	Request / Incidents	Time	E - Time	SMS Status	Assigned To	Room #
8	Engineering	BATH ROOM TAP NOT WORKING	18:02	60	Started	Stange	8505

Awaiting Feedback

Complaint #	Department	Request / Incidents	Time	E - Time	Closed Time	Assigned To	Room #
7	House Keeping	PRESSING COLLECT	17:53	10	18:10	Stevenson	0403

Priority Low Normal High

Escalation Levels Level 1 Level 2 Level 3 Level 4

IDS Software (P) Ltd (NT) 09-AUG-2013 18:55 IDS

Work Start
Group SMS
Lost & Found
Feedback Cancel
Exit

Special Instructions

If there are any special instructions saved with the task assigned, you can view it by moving the cursor on the SMS Status as shown below:

SMS Status							
Complaint #	Department	Request / Incidents	Time	E - Time	SMS Status	Assigned To	Room #
19	Engineering	CARPENTRY PROBLEM	18:13	50	Delivered	Stange	0707
20	Engineering	SHOWER TO CHECK	18:13	30	Delivered	Stange	0406
13	Engineering	MAIN DOOR LOCK CHECK	18:08	30	Delivered	Stange	0805
11	GUEST SUPPLIES	SCRIBLING PAD/PEN	18:04	10	Delivered	Le Roux	1005

Unoccupied and Other location

In the **Room #** column, the room number displayed indicates that the task/incident has been raised that that room. If the task/incident raised is from any other location, the location name will display in the **Room #** column as shown below:

Note: In the **Guest Name** column if any records don't show any guest name, it indicates that such rooms are unoccupied rooms or the task/incident has been raised from any other location.

FEEDBACK CANCEL

This option is used to record the guest feedback after the completion of a task. Additionally, the agent can cancel or stop an assigned task by the instruction or request of a guest and supervisor at any time.

Manual Entry Program
V2.0.11

17:10:00
Yellow Pages
Calculator
Calendar
17:10:00
New Delhi

Room
UnoccupiedRoom
Other Area

Room #

Confirm

Request / Incidents
E - Time
Req-Time

Fol #
Reg #
Guest

Low
Normal
High

Thank You

SMS Status

Complaint #
Department
Request / Incidents
Time
E - Time
SMS Status
Assigned To
Room #

Work Start

Group SMS

Work-in-Progress

Complaint #
Department
Request / Incidents
Time
E - Time
SMS Status
Assigned To
Room #

Lost & Found

FeedBack Cancel

Awaiting Feedback

Complaint #
Department
Request / Incidents
Time
E - Time
Closed Time
Assigned To
Room #

Priority

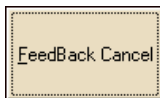
Low
Normal
High

Escalation Levels

Level 1
Level 2
Level 3
Level 4

Exit

IDS Softwares (P) Ltd (NT)
09-AUG-2013
16:55
IDS



Click  located on the right side of **Manual Entry Program**. The following screen appears:

[illegible]

1. If you want to accept feedback from the guest on any completed task/complaint select **Feedback** radio button.
2. Double-click on the task from the grid; will get populated in the respective fields.

Note: When you select the task, the selected task record will appear in white color and the Complaint #, Room # and allotted task details along with the guest details appear in the respective fields.

3. Select an option to specify the feedback rating given by the guest, such as Satisfied, Not Satisfied, Not Served and Guest Unavailable.

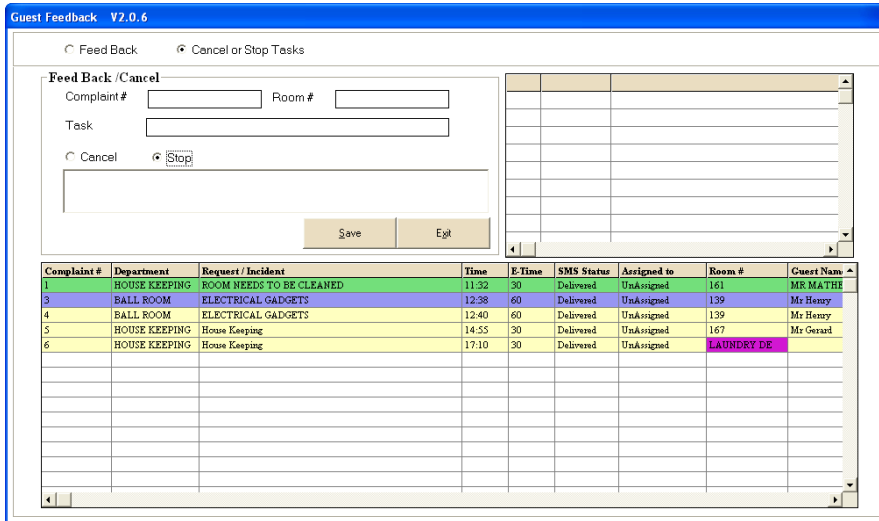
Below screenshot is a sample for Satisfied option rating:

[illegible]

4. Enter the feedback given by the guest and click **Save**.

CANCEL OR STOP TASKS

1. If you want to **Cancel or Stop** any task, select **Cancel or Stop Tasks** radio button. The following screen appears:



Complaint #	Department	Request / Incident	Time	E Time	SMS Status	Assigned to	Room #	Guest Name
1	HOUSE KEEPING	ROOM NEEDS TO BE CLEANED	11:32	30	Delivered	Unassigned	161	MR MATHE
3	BALL ROOM	ELECTRICAL GADGETS	12:38	60	Delivered	Unassigned	139	Mr Henry
4	BALL ROOM	ELECTRICAL GADGETS	12:40	60	Delivered	Unassigned	139	Mr Henry
5	HOUSE KEEPING	House Keeping	14:55	30	Delivered	Unassigned	167	Mr Gerard
6	HOUSE KEEPING	House Keeping	17:10	30	Delivered	Unassigned	LAUNDRY DE	

2. Select the task from the grid that you want to cancel.

Note: When you select the task to be cancelled, the selected task record will appear in white color and the task details along with the guest details appear in the respective fields.

3. Select Cancel / Stop radio button if you want to cancel / stop the tasks that are not yet started. (By default the Cancel radio button will be selected).
4. Enter the reason in Notes field.
5. Click Save. (The task will disappear from the grid).

Guest Feedback V2.0.6

☐ Feed Back ☒ Cancel or Stop Tasks

Feed Back /Cancel

Complaint # Room #

Task

☐ Cancel ☒ Stop

Batteries out of supply

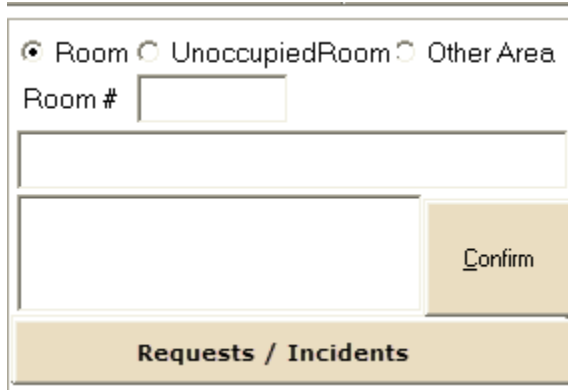
1(-)	24	Mr Henry
Company :		
Arrival : 27-APR-2013 15:48		
Departure : 30-APR-2013 12:00		
Status :		

Complaint #	Department	Request / Incident	Time	E-Time	SMS Status	Assigned to	Room #	Guest Name
1	HOUSE KEEPING	ROOM NEEDS TO BE CLEANED	11:32	30	Delivered	Unassigned	161	MR MATHS
3	BALL ROOM	ELECTRICAL GADGETS	12:38	60	Delivered	Unassigned	139	Mr Henry
4	BALL ROOM	ELECTRICAL GADGETS	12:40	60	Delivered	Unassigned	139	Mr Henry
5	HOUSE KEEPING	House Keeping	14:55	30	Delivered	Unassigned	167	Mr Gerard
6	HOUSE KEEPING	House Keeping	17:10	30	Delivered	Unassigned	LAUNDRY DE	

Note: When you select the task to stop, the selected task record will appear in white color and the task details along with the guest details appear in the respective fields.

VIEWING PENDING REQUESTS / INCIDENTS

You can view the status of the task/complaint by clicking on the **Request/Incidents** button available below the **Special Instructions** field.



If you select the option '**ROOM**', only then this option will be activated. You can view if there were any previous requests or incidents for the selected room.

This option is not available for '**UNOCCUPIED ROOM**' or '**OTHER AREA**'.

Details like request/incident, time of request/incident raised, estimated time, elapsed time and the Runner/Technician name can be viewed.

Manual Entry Program V2.0.11

18:20:00 Yellow Pages Calculator Calendar 18:20:00 NewDelhi

Room # 161

Request/Incidents E - Time Reg-Time Fol # Reg # Guest

1(-) 1 MR MATHEWS

Company :

Arrival : 26-APR-2013

Departure : 30-MAY-2013

Status :

Low Normal High

Thank You

Previous Request / Incidents for Room # : 161

Request / Incidents	Time	E - Time	Elapsed	Runner / Tech
ROOM NEEDS TO BE CLEANED	11:32	30:00	0 Days / 0 Hrs. / -30Mins.	Unassigned
ELECTRICAL GADGETS	11:32	60:00	0 Days / 0 Hrs. / -60Mins.	Unassigned

Assigned To Room #

UnAssigned LAUNDRY DE

UnAssigned 167

UnAssigned 161

UnAssigned 139

Work Start

Group SMS

Lost & Found

FeedBack Cancel

Show All Pending Close

Priority Low Normal High

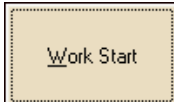
Escalation Levels Level 1 Level 2 Level 3 Level 4

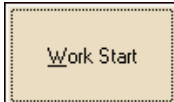
Exit

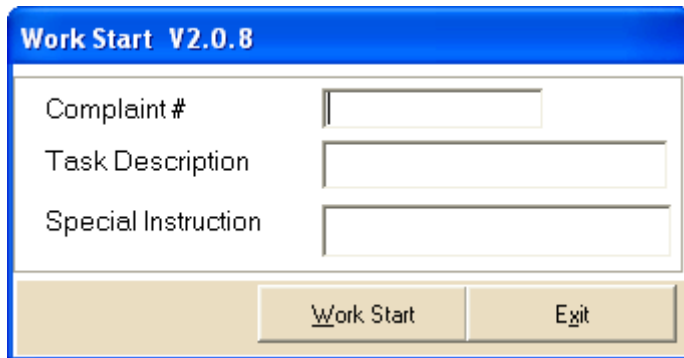
1. Click **Show All** to view all the requests or incidents from the selected room.
2. Click **Pending** to view only the pending requests or incidents from the selected room.
3. Click **Close** to exit from the **Request/Incidents** view.

WORK START

You can manually start the task/complaint using the Work Start option.



Click  located on the right side of **Manual Entry Program**. The following screen appears:



Work Start V2.0.8

Complaint #

Task Description

Special Instruction

1. Enter the Complaint number in the **Complaint #** field.

The task description and the special instruction details appear.

Manual Entry Program V2.0.11

18:22:00 Yellow Pages Calculator Calendar 18:22:00 NewDelhi

Room # 200

Request/Incidents E-Time Req-Time Fol # Reg # Guest

Confirm

Low Normal High

Thank You

SMS Status

Complaint #	Department	Request / Incidents	Time	E-Time	SMS Status	Assigned To	Room #
7	FITNESS	in GYM					200

Work Start V2.0.8

Complaint # 7

Task Description in GYM

Special Instruction Equipments maintenance

Work Start Exit

Work-in-Progress

Complaint #	Department	Request / Incidents	Time	E-Time	Closed Time	Assigned To	Room #
6	HOUSE KEEPING	House Keeping					167
5	HOUSE KEEPING	House Keeping					167
1	HOUSE KEEPING	ROOM NEEDS TO BE CLEANED	11:32	30	Started	UnAssigned	161
3	BALL ROOM	ELECTRICAL GADGETS	12:38	60	Started	UnAssigned	139

Awaiting Feedback

Complaint #	Department	Request / Incidents	Time	E-Time	Closed Time	Assigned To	Room #

Priority Low Normal High

Escalation Levels Level 1 Level 2 Level 3 Level 4

IDS Softwares (P) Ltd (NT) 08-AUG-2013 17:40 IDS

Work Start V2.0.8

Complaint # 7

Task Description in GYM

Special Instruction Equipments maintenance

Work Start Exit

- Click **Work Start**. The task can be assigned or transferred to the respective logged users in Supervisor lookup.

Supervisor Look Up V2.0.24

Department: All

Work Start

Clear Modem Buffer

SMS Status

Complaint #	Request / Incident	Time	E-Time	Elapsed	SMS Status	Assigned to	Req. Date	Room #

Work-in-progress

Complaint #	Request / Incident	Time	E-Time	Elapsed	SMS Status	Assigned to	Req. Date	Room #
1	ROOM NEEDS TO BE CLEANED	11:32	30	0 Days / 0 Hrs. / -30Mins.	Started		01-MAY-2013 11:30	161
3	ELECTRICAL GADGETS	12:38	60	0 Days / 0 Hrs. / -60Mins.	Started		01-MAY-2013 12:30	139
5	House Keeping	14:55	30	0 Days / 0 Hrs. / -30Mins.	Started		01-MAY-2013 14:50	167
6	House Keeping	17:10	30	0 Days / 0 Hrs. / -30Mins.	Started		08-AUG-2013 17:10	LAUNDRY
7	in GYM	18:22	10	0 Days / 0 Hrs. / -10Mins.	Started		08-AUG-2013 18:20	200

Assign
Transfer
Extend Est. Time

Awaiting Feed Back

Complaint #	Request / Incident	Time	E-Time	Elapsed	Closed Time	Assigned to	Req. Date	Room #

Priority

Low Normal High

Escalation levels

Level 1 Level 2 Level 3 Level 4

Exit

Note: If a task was started manually, and not assigned to an employee, you can assign the task to the logged in employee. Right-click on the record and click **Assign** to assign the task.

GROUP SMS

This program is used to send SMS to groups/individuals about events. The SMS can be sent to a group of individuals belonging to different departments. Example: Visiting of any VIP guests to a hotel can be intimated to concerned departments employees through this Group SMS.

Manual Entry Program V2.0.11

11:49:00 Yellow Pages Calculator Calendar 11:49:00 NewDelhi

Room UnoccupiedRoom Other Area

Room #

Confirm

Request / Incidents E - Time Req-Time

Fol # Reg # Guest

Low Normal High

Thank You

SMS Status

Complaint #	Department	Request / Incidents	Time	E - Time	SMS Status	Assigned To	Room #

Work Start

Group SMS

Lost & Found

FeedBack Cancel

Work-in-Progress

Complaint #	Department	Request / Incidents	Time	E - Time	SMS Status	Assigned To	Room #
1	HOUSE KEEPING	ROOM NEEDS TO BE CLEANED	11:32	30	Started	UnAssigned	161
6	HOUSE KEEPING	House Keeping	17:10	30	Started	UnAssigned	LAUNDRY DE
7	FITNESS	in GYM	18:22	10	Started	UnAssigned	200
5	HOUSE KEEPING	House Keeping	14:55	30	Started	UnAssigned	167

Awaiting Feedback

Complaint #	Department	Request / Incidents	Time	E - Time	Closed Time	Assigned To	Room #

Priority

Low Normal High

Escalation Levels

Level 1 Level 2 Level 3 Level 4

Exit

IDS Softwares (P) Ltd (NT) 09-AUG-2013 11:48 IDS

Group SMS

Click **Group SMS** located on the right side of **Manual Entry Program**. The following screen appears:

Group SMS V2.0.13

Department: All Mobile #: Add

EMPLOYEE DETAILS			Selected Details		
☐ Name	Designation	Mobile #	☐ Name	Designation	Mobile #
☐ adfj jasdf Jack	UTILITY WORKER	adfj			
☐ GeorgeBillThomas	PURCHASE ASSISTANT	8529637412			
☐ Henry	PURCHASE ASSISTANT	123			
☐ JOHNNPETER	CHEF DE CUSSIN	KL			
☐ McKinleyN efrey	PURCHASE ASSISTANT	23131			
☐ Peter	EXECUTIVES	adfjk			
☐ Rita	PURCHASE ASSISTANT	asdf			

Add Remove

SMS Message Text

Characters - (0/150)

Send Exit

Serial #	Sub Serial	Mobile #	Status	Message	Room #	Sche
1	1	8902001941	Queued	4		0
2	1	8529637412	Queued	123		0
3	1	adfj	Queued	Start		0
3	2	8529637412	Queued	Start		0
3	3	123	Queued	Start		0
3	4	KL	Queued	Start		0
3	5	23131	Queued	Start		0
3	6	adfj k	Queued	Start		0
3	7	asdf	Queued	Start		0
4	1	adfj	Queued	Hello		0
4	2	8529637412	Queued	Hello		0

1. Select the All/department from the drop down list. All/selected department's employee details will display.
2. Select the checkbox against each employee's name for whom you wish to send the message.
3. Click **Add** to add the employees to the **Selected Details** list.

Group SMS V2.0.13

Department: Mobile #:

EMPLOYEE DETAILS			Selected Details		
☐ Name	Designation	Mobile #	☐ Name	Designation	Mobile #
☒ adilkjasdfkJack	UTILITY WORKER	adlfj	☒ adilkjasdfkJack	UTILITY WORKER	adlfj
☒ GeorgeBillThomas	PURCHASE ASSISTANT	8529637412	☒ GeorgeBillThomas	PURCHASE ASSISTANT	8529637412
☒ Henry	PURCHASE ASSISTANT	123	☒ Henry	PURCHASE ASSISTANT	123
☒ JOHBNNPETER	CHEF DE CUSSIN	KL	☒ JOHBNNPETER	CHEF DE CUSSIN	KL
☒ McKinelyNJeffrey	PURCHASE ASSISTANT	23131	☒ McKinelyNJeffrey	PURCHASE ASSISTANT	23131
☒ Peter	EXECUTIVES	adlfjk	☒ Peter	EXECUTIVES	adlfjk
☒ Rita	PURCHASE ASSISTANT	asdf	☒ Rita	PURCHASE ASSISTANT	asdf

- Select the checkbox ☐ **Name** to select all the employees at a time.
- If you do not want to send any message to some employee's of the selected list then deselect the required checkboxes against the employees and click **Remove** to remove the names from the Selected Details list.
- If you want to enter extra mobile numbers other than those available in the CARE system, then enter the mobile number and click on the **Add** button available next to the Mobile # field.

Mobile #

- Type the message in the **SMS Message Text** field and click **Send**. Click **Exit** to close the Group SMS option.

SMS Message Text

All hands meeting postponed to evening

Characters - (38/150)

Send

Exit

The message will be sent to the selected employees. The **SMS Status** will show the status of the messages.

Serial #	Sub Serial	Mobile #	Status	Message	Room #	Sche
1	1	9902001941	Queued	4		0
2	1	8529637412	Queued	123		0
3	1	adlfj	Queued	Start		0
3	2	8529637412	Queued	Start		0
3	3	123	Queued	Start		0
3	4	KL	Queued	Start		0
3	5	23131	Queued	Start		0
3	6	adlfjk	Queued	Start		0
3	7	asdtf	Queued	Start		0
4	1	adlfj	Queued	Hello		0
4	2	8529637412	Queued	Hello		0

After the SMS is delivered, the status under the **Status** column will change to **SMS Sent**.

LOST AND FOUND

You have the option to view the list of all records, modify records if required, and print the list. You can view the PMS Lost and Found details from this option.

You can maintain a record of all articles that were lost and found at the Property and returned back to the guests. You can record details like value of article, location where the article was lost and the date and time when the article was lost.

If the article was found, name of the person who found the article, date and time, and location where the article was found.

You can also record the returned details like to whom and when the article was returned and the authorized person's name.

Manual Entry Program V2.0.11

12:06:00 Yellow Pages Calculator Calendar 12:06:00 New Delhi

Room # Unoccupied Room ☐ Other Area ☐

Request / Incidents E - Time Reg-Time Fol # Reg # Guest

Confirm

Low Normal High Thank You

SMS Status

Complaint #	Department	Request / Incidents	Time	E - Time	SMS Status	Assigned To	Room #

Work-in-Progress

Complaint #	Department	Request / Incidents	Time	E - Time	SMS Status	Assigned To	Room #
1	HOUSE KEEPING	ROOM NEEDS TO BE CLEANED	11:32	30	Started	UnAssigned	161
6	HOUSE KEEPING	House Keeping	17:10	30	Started	UnAssigned	LAUNDRY DE
7	FITNESS	in GYM	18:22	10	Started	UnAssigned	200
5	HOUSE KEEPING	House Keeping	14:55	30	Started	UnAssigned	167

Awaiting Feedback

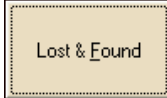
Complaint #	Department	Request / Incidents	Time	E - Time	Closed Time	Assigned To	Room #

Priority Low Normal High

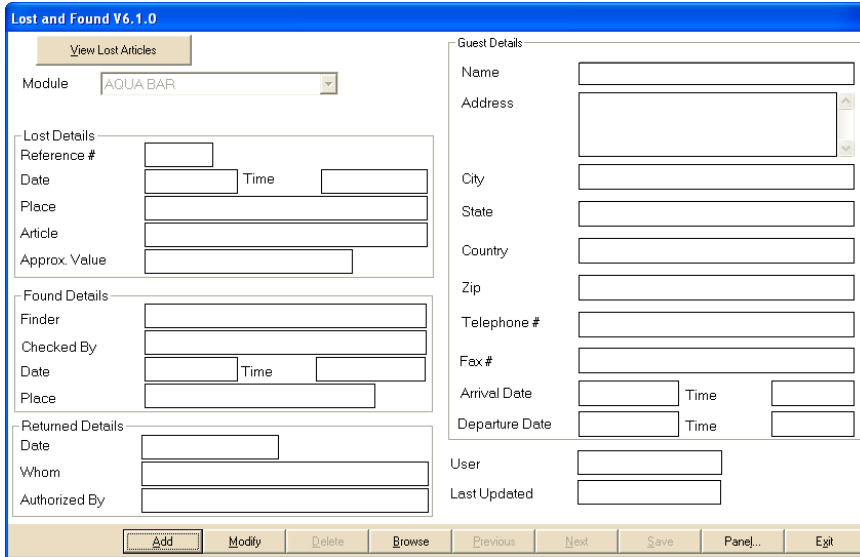
Escalation Levels Level 1 Level 2 Level 3 Level 4

Work Start Group SMS Lost & Found Feedback Cancel Exit

IDS Softwares (P) Ltd (NT) 09-AUG-2013 11:48 IDS



Click **Lost & Found** located on the right side of **Manual Entry Program**. The following screen appears:



The screenshot shows the "Lost and Found V6.1.0" application window. It features a blue title bar and a light beige background. At the top left, there is a "View Lost Articles" button and a "Module" dropdown menu currently set to "AQUA BAR". The main area is divided into three sections: "Lost Details", "Found Details", and "Returned Details", each with several input fields. To the right, a "Guest Details" section contains more input fields. At the bottom, a row of buttons includes "Add", "Modify", "Delete", "Browse", "Previous", "Next", "Save", "Panel...", and "Exit".

1. Click **View Lost Articles** to view all the lost articles. You have the option to enter the date range if you want to view the lost articles list for a specific date range, else click **Load**. The following screen appears:

[illegible]

2. Double-click on the record to view the details. Click cancel to close the Returned Details window.

Returned Details			
Found Details		Returned Details	
Finder	VISHVANATH	Date	
Checked By	VISHVANATH	Whom	
Found Date/Time	29-MAR-2009 15:00	Authorized By	
Place	118		

3. Click **Return** to view the list of articles that were found and returned.

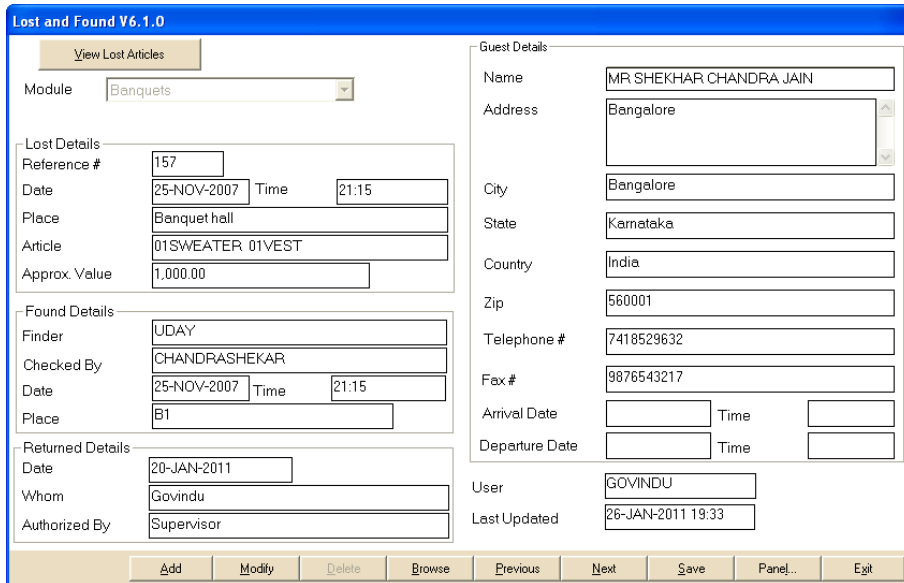
[illegible]

4. Double-click on the record to view the details. Click cancel to close the Returned Details window. Click Print if you want to print the details.

Returned Details			
Found Details		Returned Details	
Finder	Henry	Date	27-FEB-2013
Checked By	Peter	Whom	Henry
Found Date/Time	27-FEB-2013 16:00	Authorized By	Peter
Place	Lobby		

To Add

1. To add a lost article's details, on the main screen click **Add**, select the outlet under the **Module** dropdown list and enter the lost and found details as shown below:



2. Enter the Guest details and save the information.

If you want to modify any record, click **Modify** and select the record you want to modify from the Help Screen.

[illegible]

Modify the details as required and save the record.

4. Group SMS

This program is used to send SMS to groups/individuals about events. The SMS can be sent to a group of individuals belonging to different departments. Example: Visiting of any VIP guests to a hotel can be intimated to the concerned departments' employees through this Group SMS option.

Click **Group SMS** under **Operations** to view the following:

Group SMS V2.0.13

Department: Mobile #:

EMPLOYEE DETAILS			Selected Details				
☐	Name	Designation	Mobile #	☐	Name	Designation	Mobile #
☐	adikjasdikJack	UTILITY WORKER	adlj				
☐	GeorgeBillThomas	PURCHASE ASSISTANT	8529637412				
☐	Henry	PURCHASE ASSISTANT	123				
☐	JOHBNNPETER	CHEF DE CUSSIN	KL				
☐	McKinleyNJeffrey	PURCHASE ASSISTANT	23131				
☐	Peter	EXECUTIVES	adlfjk				
☐	Rita	PURCHASE ASSISTANT	asdf				

SMS Message Text

Characters - (0/150)

SMS Status

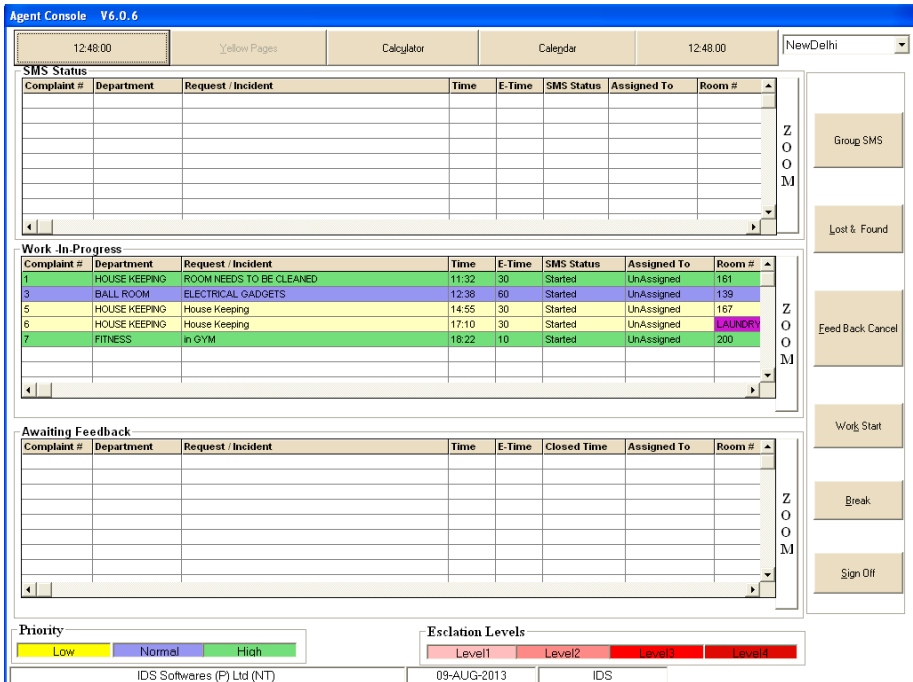
Serial #	Sub Serial	Mobile #	Status	Message	Room #	Sche
1	1	9902001941	Queued	4		0
2	1	8529637412	Queued	123		0
3	1	adlfj	Queued	Start		0
3	2	8529637412	Queued	Start		0
3	3	123	Queued	Start		0
3	4	KL	Queued	Start		0
3	5	23131	Queued	Start		0
3	6	adlfjk	Queued	Start		0
3	7	asdf	Queued	Start		0
4	1	adlfj	Queued	Hello		0
4	2	8529637412	Queued	Hello		0

For Detailed Explanation on Group SMS refer 'Group SMS' under the Menu Option "Manual Entry Program".

5. Agent Console

All the statuses of the Current Task can be viewed from the Agent Console option. Operations like Group SMS / Lost & Found / Feedback Cancel / Work Start (Manual Work Start option)/ Break can be performed from this menu option.

Click **Agent Console** under **Operations** to view the following:



Agent Console V6.0.6

12:48:00 Yellow Pages Calculator Calendar 12:48:00 NewDelhi

Complaint #	Department	Request / Incident	Time	E-Time	SMS Status	Assigned To	Room #

Work In Progress

Complaint #	Department	Request / Incident	Time	E-Time	SMS Status	Assigned To	Room #
1	HOUSE KEEPING	ROOM NEEDS TO BE CLEANED	11:32	30	Started	UnAssigned	161
3	BALL ROOM	ELECTRICAL GADGETS	12:36	60	Started	UnAssigned	139
5	HOUSE KEEPING	House Keeping	14:55	30	Started	UnAssigned	167
6	HOUSE KEEPING	House Keeping	17:10	30	Started	UnAssigned	LAUNDRY
7	FITNESS	in GYM	18:22	10	Started	UnAssigned	200

Awaiting Feedback

Complaint #	Department	Request / Incident	Time	E-Time	Closed Time	Assigned To	Room #

Priority
Low Normal High

Escalation Levels
Level1 Level2 Level3 Level4

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Operations Menu:
Z O M
Group SMS
Lost & Found
Feed Back Cancel
Work Start
Break
Sign Off

Refer [Chapter 3](#) for detailed explanation on all the options shown in the above screen.

Click **Sign Off** to exit the screen.

6. Supervisor Lookup

All the statuses of the Current Task can be viewed from the Supervisor Lookup menu option.

In this option, a Supervisor can:

- **View status** of a Task/Complaint. (A Supervisor can view the status of a Task/Complaint of any department by selecting the required department). Normal login users can view the status for all the departments.
- **Close** a Task/Complaint.
- **Transfer** tasks of one employee to another logged in employee.
- **Extend estimated time** by right-clicking on the particular Task.
- **Assign** a Task.

Click **Supervisor Lookup** under **Operations** to view the following:

[illegible]

Note: A Supervisor can view the tasks of the departments by selecting the Department from the dropdown list.

Click  to clear any pending SMS. The following screen appears:



You can **“Close”/“Transfer”** any task or **“Extend the Estimated Time”** of any task for the department you select. Each of the operations is explained below:

CLOSE A TASK

1. Right-click on the task you want to close and select option **Close**.

[illegible]

The **Close Comp/Req** # window pops up.

Close Comp/Req #9

Reason	Morning already done wrongly entered
Approximate Cost, if	

2. Enter the reason for closing the task in the **Reason** field.
3. In the **Approximate Cost, if** field, enter value of charges incurred if any.
4. Click **Close**.

TRANSFER A TASK

A task assigned to an employee may be required to be assigned to another employee for any reason. (Example: The assigned employee is asked to work on any emergency adhoc request). In such cases, the task can be transferred to another employee who is logged in to the shift of the same department.

1. Right-click on the task you want to transfer and select option **Transfer**.

[illegible]

The **Transferred To** window pops up and will display the logged in users of the same department.

Transferred To V2.0.24					
Code	Name	Desig	Total Job	On Job	Time
6	Jeffrey	PURCHASE /	0	0	0

Reason

2. Select the user to whom the task will be transferred.

Transferred To **V2.0.24 Jeffrey**

Code	Name	Desig	Total Job	On Job	Time
6	Jeffrey	PURCHASE /	0	0	0

Reason

Jeffrey will handle

3. Enter the reason in the **Reason** field.
4. Click **More** for additional information.
5. Click **Confirm**.

EXTEND EST. TIME OF A TASK

You can extend the estimated time of a Task.

1. Right-click on the task you want to extend and select option **Extend Est. Time**.

Supervisor Look Up V2.0.24

Department: SFA Work Start Clear Modern Buffer

SMS Status

Complaint #	Request / Incident	Time	E-Time	Elapsed	SMS Status	Assigned to	Req. Date	Room #
27	TOILET CLEANING	18:44	15	0 Days / 0 Hrs. / 15Mins.	Unbuffered	Stevenson	30-MAY-2011 18:4	1010

Close
Transfer
Extend Est. Time

Work-in-progress

Complaint #	Request / Incident	Time	E-Time	Elapsed	SMS Status	Assigned to	Req. Date	Room #
9	EXTRA BED REQUIRED	18:03	15	0 Days / 0 Hrs. / 60Mins.	Started	Stevenson	30-MAY-2011 18:03	0407
21	BED MAKING	18:14	30	0 Days / 0 Hrs. / 34Mins.	Started	Stevenson	30-MAY-2011 18:1	0902
22	EXTRA TOWEL REQUIRE	18:15	5	0 Days / 0 Hrs. / -5Mins.	Started		30-MAY-2011 18:1	1101

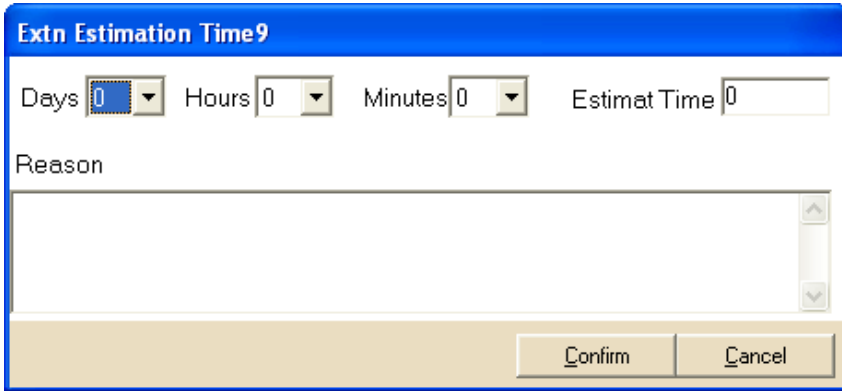
Awaiting Feed Back

Complaint #	Request / Incident	Time	E-Time	Elapsed	Closed Time	Assigned to	Req. Date	Room #
7	PRESSING COLLECT	17:53	10	0 Days / 1 Hrs. / 15Mins.	18.1	Stevenson	30-MAY-2011 17:5	0403
17	IRON BOX AND BOARD	18:11	10	0 Days / 0 Hrs. / 57Mins.	19.02	Stevenson	30-MAY-2011 18:1	0406

Priority: Low Normal High

Escalation levels: Level 1 Level 2 Level 3 Level 4 Exit

The following screen appears:

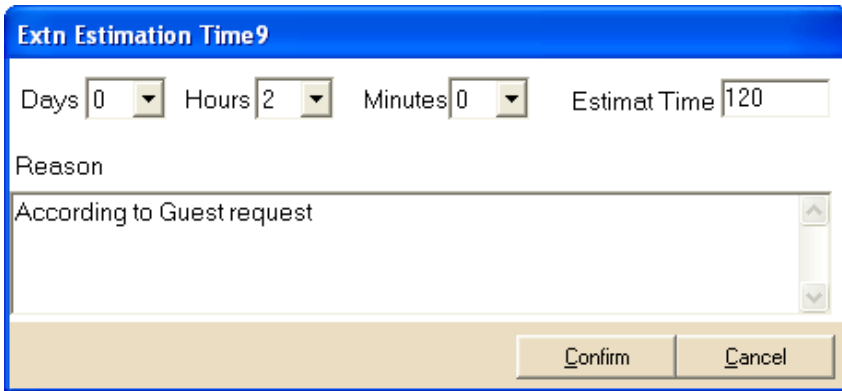


Extn Estimation Time9

Days Hours Minutes Estimat Time

Reason

2. Select the estimated extension time in **days**, **hours** and **minutes**. (The elapsed time will extend automatically).



Extn Estimation Time9

Days Hours Minutes Estimat Time

Reason

According to Guest request

3. Enter the reason in the **Reason** field.
4. Click **Confirm**.

ASSIGNING A TASK

If no agent has logged in to the department, and a complaint/task has been raised for that department, the complaint/task will be started manually using the option Work Start.

Once the work is started manually, the task will appear in the **Work - In - Progress** section with the **Assigned To** column blank as shown in the following screenshot:

Supervisor Look Up

V2.0.24

Department

All

Work Start

Clear Modern Buffer

SMS Status

Complaint #	Request / Incident	Time	E-Time	Elapsed	SMS Status	Assigned to	Req. Date	Room #
4	ELECTRICAL GADGETS	12:40	60	0 Days / 0 Hrs. / -60Mins.	Queued	UnAssigned	01-MAY-2013 12:41	139
3	ELECTRICAL GADGETS	12:38	60	0 Days / 0 Hrs. / -60Mins.	Queued	UnAssigned	01-MAY-2013 12:38	139
2	ELECTRICAL GADGETS	11:32	60	0 Days / 0 Hrs. / -60Mins.	Queued	UnAssigned	01-MAY-2013 11:32	161

Work-in-progress

Complaint #	Request / Incident	Time	E-Time	Elapsed	SMS Status	Assigned to	Req. Date	Room #
1	ROOM NEEDS TO BE CLEANED	11:32	30	0 Days / 0 Hrs. / -30Mins.	Started		01-MAY-2013 11:32	161

Awaiting Feed Back

Complaint #	Request / Incident	Time	E-Time	Elapsed	Closed Time	Assigned to	Req. Date	Room #

Priority

Low

Normal

High

Escalation levels

Level 1

Level 2

Level 3

Level 4

Exit

1. Right-click and select the option **Assign**.

Supervisor Look Up V2.0.24

Department: HOUSE KEEPING Work Start Clear Modem Buffer

SMS Status

Complaint #	Request / Incident	Time	E-Time	Elapsed	SMS Status	Assigned to	Req. Date	Room #

Work in progress

Complaint #	Request / Incident	Time	E-Time	Elapsed	SMS Status	Assigned to	Req. Date	Room #
1	ROOM NEEDS TO BE CLEANED	11:32	30	0 Days / 0 Hrs. / -30Mins.	Started		3/11/3	161
5	House Keeping	14:55	30	0 Days / 0 Hrs. / -30Mins.	Started		3/14/5	167

Awaiting Feed Back

Complaint #	Request / Incident	Time	E-Time	Elapsed	Closed Time	Assigned to	Req. Date	Room #

Priority Low Normal High **Escalation levels** Level 1 Level 2 Level 3 Level 4 Exit

The following screen appears:

[illegible]

2. Select the attendee to whom the task has to be assigned. The attendee's name who has logged in and to whom the task is assigned appears in the **Assigned To** column and the attendee will get the work assigned SMS.

Supervisor Look Up V2.0.24

Department: All Work Start Clear Modern Buffer

SMS Status

Complaint #	Request / Incident	Time	E-Time	Elapsed	SMS Status	Assigned to	Req. Date	Room #

Work-in-progress

Complaint #	Request / Incident	Time	E-Time	Elapsed	SMS Status	Assigned to	Req. Date	Room #
1	ROOM NEEDS TO BE CLEANED	11:32	30	0 Days / 0 Hrs. / -30Mins.	Started	Park	01.MAY-2013 11:32	161

Awaiting Feed Back

Complaint #	Request / Incident	Time	E-Time	Elapsed	Closed Time	Assigned to	Req. Date	Room #

Priority: Low Normal High

Escalation levels: Level 1 Level 2 Level 3 Level 4

Exit

UNASSIGNED STATUS

Under the '**Assigned To**' column a task will show as unassigned if no employee has logged in for the shift under the respective department. The same Task can be transferred to the respective Department's logged users through Supervisor log-in.

[illegible]