



Second Guest - Quick Start Guide

Quick Start Guide, version 3.07

Contents

Contents	1
Adding guests to your Waitlist & Paging them	2
Users and Staff	3
Primary / Members Accounts.	3
Secondary / Staff Accounts.	3
If you already have an account	3
If you don't have an account, and no one else in your organization does.....	3
If you don't have an account, but someone in your organization does	3
Logging Out	4
Organizations, Locations and Settings	4
Location Specific Settings	4
Workflow Matrix – When to Call, when to SMS Text and when to do nothing.	5
Workflow Timers	6
Contextual Events	6
Notification (SMS Text and Call) Templates	7
Usage Suggestions (Hints & Tips)	8
Measuring “nudges” with Conversion Codes.....	8
Automated Voice Calls aka Robo-Calls	8
Text Message Length.....	9
Additional Features	9
Most Recent Average data in Real-time	9
Big Board for LCD or Plasma TV display	9
Radio Pagers / Buzzers / Beepers	9
No Phone.....	9
Self Service Kiosk (SSK)	9
API.....	10
Queue Watcher	10
Instant Reports	10
iFrame for waitlist registration via your website	10
Appointment Book.....	10

Adding guests to your Waitlist & Paging them

After logging in with your Primary/Members login, select “Waitlist & Paging” on the left. If you only have one location you will now see this, whereas if you have access to multiple locations you may see a message prompting you to choose a location from a list, each location name is preceded by a pin icon: 📍. At the top of the screen enter your Staff Pin and

click or tap the blue button on the right:

If you are the first user, or you’ve just registered a new account, you can use the **built-in staff pin number: 0000**

Then select the green Add Party button in the top right:



You will now see the Add Party screen and can capture:

- **Contact Name** of your guest.
- **Contact Number** of your guest along with the corresponding country code.
- Specifics to your business type such as: **covers** for a restaurant, how many **bowlers** for a bowling center or what **game type** a player is waiting for if you’re a poker room.
- **Quoted Wait Time** – This is the estimated amount of time you advise your guest they should expect to wait. You don’t have to use this field and if you don’t quote this time to your guests, or include it in your message templates then there’s no impact – although this scenario is generally more common in poker rooms where it’s very difficult to estimate the wait time.
- **Preferred Contact Method** – This box may not appear depending on how your location is configured, if it does appear you can ask your guest if they would prefer to receive notifications via; Call, SMS Text, or Both.
- **Contact Language** – This will determine what language we communicate to the guest in.
- **Notes** – Use this field to capture any notes you wish to record about the guest such as a table preference, lane number, birthday cake in the back etc. You can also use the grey “quick buttons” to capture notes faster.

Once the guest is added to the list they will appear in a **Card** format although you can change the **View**, the **Order** and apply a **Filter** such as guests **Waiting**, or earlier guests who have **Cancelled** or **Arrived**.

Click the **Guests Name** to edit Covers or view History

Click this Button to **Cancel** the Guest

The **ready time & remaining minutes** counts down showing when the guest expects you to be ready for them.

Click this to **push back** or **pull-forward** the **Quoted Wait Time**.

The **Note** icon and first part of any notes (if taken) appear here

The **Page** button is used to page the guest and changes color to indicate the page status (paged, accepted etc)

The **Arrived** button is used to mark the guest as arrived when they return in response to having been paged.

The **Guests status** appears here, more detail found in **History** (click Guests Name), along with the **time they were added** to the waitlist.

Please note the first party added each day takes a bit longer to register. When a guest is first added the whole card background will appear **Grey**, it changes background color to denote how long remains until the guests advised “Ready” time, as follows: **Blue** (Turquoise) for 15 minutes to go, **Yellow** for 5 minutes to go and **Red** when the guest is overdue. This provides instant visibility of the status, you can change these timings in your location specific settings.

The **Page** button remains grey and changes to **Blue** (turquoise) when the party is paged. If you leverage the 2-way interactive Robo-Call paging the **Page** button will change **Green** when the guest accepts, and **Yellow** if the guest is delayed. In the event the guest declines when paged they will be automatically cancelled – removed from the **Waiting** view, but visible on the **Cancelled** filter view.

Users and Staff

Access the Second Guest platform by visiting: <https://app.secondguest.com> from a supported web browser where you will find the **Login screen**.

In order to balance the need to protect data, as well as ease and speed of usability, the Second Guest platform operates a two-stage login model with both a primary (email) and secondary (4-digit staff pin). Some staff may only have a staff pin.

Primary / Members Accounts.

The primary login uses an email address and password, we call this type of account “**Members**”.

Secondary / Staff Accounts.

The secondary login uses a 4-digit staff pin, we call this type of account “**Staff**”. In order to access the wait-list, add guests, manage them, page them etc the 4digit pin number must be entered. This allows for quick switching between staff throughout the day, it also means that once the primary login has taken place the platform can be left logged in all day without any security concerns, as only the secondary staff login will be logged out, after a period of inactivity.

If you already have an account

You can login by entering your username and password and then clicking one of the Login buttons;



Staff Mode: Use this when you’re leaving the platform logged in all day under normal operations, this is for Staff.

The Grey “**Login – Staff Mode**” button prevents access to; configuration, message templates etc. Instead presenting a locked down staff kiosk view which only allows permits waitlist & paging functionality.



Full Login: Use this when making configuration changes.

The Blue “**Login**” button allows full configuration of your organization, message templates, users – and of course the ability to add guests to your waitlist and page them. If you don’t require this functionality you should use the Grey button.

Note: There is a third login button named “**Login – Kiosk Mode**” which is the Public Kiosk function to be used when offering Self Service Waitlist Registration directly to your Guests (members of the public, not staff).

If you don’t have an account, and no one else in your organization does

From the Login screen simply select the “**Register**” link and follow the on-screen instructions to create your account, this will also create an “**organization**” and an initial “**location**” within your organization.

You will be able to use the **built-in staff pin 0000** until you create your first staff pin (irrespective of who the first staff pin is for) after which the 0000 built-in staff pin is blocked. Both the organization and location will also be created and will be named as your name by default, this can then be changed later. See Organization on page 4 of this guide for more information on this.

If you don’t have an account, but someone in your organization does

In order to make you part of the organization that already exists someone who already has an account should create you either a primary “**Member**” account, or a secondary “**Staff**” account. See the top of this page for more information on these two account types.

The person who already has an account will need to follow these steps:

Login via “Login (FULL)” > select “Manage Configuration” on the left > Against the organization/location they want to grant you access to select one of these icons:



Primary / Member: Click this icon and follow the onscreen instructions to invite someone to join your existing account (and organization) by entering their email address.



Secondary / Staff: Click this icon and follow the onscreen instructions to create a secondary staff pin.

If a Primary / Member account is being created they will receive an email inviting them to sign-up to the Second Guest platform. **Note:** you should check the spam or junk folder as the language in this email means it could be blocked.

1. When the email invitation is received click the link in the email to be taken the Second Guest login screen.
2. Click the **“Sign-up using invite from colleague”** link at the bottom of the login screen. **Note:** If this doesn't appear the invite may have expired (there's a resend button), or you have arrived directly at the login screen.
3. Following the User Registration process.
4. Upon successful registration you will be asked to **“accept”** or **“reject”** the invitation.
5. Click **accept** and you will receive a message advising you are now a member of the organization.
6. Click on the organization name and you will see the account under **“Your Organizations”**.
7. **Note:** if the platform functionality is restricted in any way this is due to the permissions selected by the person who invited you to join their existing account. The person who invited you to join can re-visit the **“Members”** icon and adjust the permissions assigned to you as necessary. There are permissions for the Staff pin too.

Logging Out

Secondary / Staff logins can logout by using the red door icon at the top of the screen, appears only when staff are logged in. Primary / Members can logout by clicking their name in the top right-hand corner and selecting logout.

Organizations, Locations and Settings

Under Manage Configuration, accessed via **“Login (FULL)”** > select **“Manage Configuration”** on the left, you will see an organizational structure as follows;

The **Plus** button is used to add locations or logical group types to build your organization, such as adding regions, you can then grant access to your regional managers from this level on down.



This is your **total location count**, each location requires a software license.

Bowling Center

A **location** is denoted by a pin icon at the start of the name.

Location Specific Settings

When you click on an organization level node, or a location name, you can then change between tabs to access different settings: General, Workflow Timers, License Info, Batch Paging and Custom Fields. You can change settings such as;

- **Rename the location** or other logical grouping.
- Configure the **Audience type of the location:** Bowling, Restaurant, Poker Room or Retail / Other – this makes changes to the user interfaces that make it more suitable for the selected location type.
- Set your **region:** UK or US.
- Set the **Time Zone** where the location is based, even if you're in a remote office in a different time zone.
- **Waiting For / Game Types** can be set (for Retail & Poker only) where guests may be waiting for something **specific** (i.e. a stylist, advisor or game type), as opposed to a **general** wait which is typically first come first served. The platform operates in **general** wait mode until **Waiting For / Game types** are added, **Enable multi-select of Waiting For** to permit guests to join multiple waitlists simultaneously i.e. a player joins the list for 2 types of poker game. Waiting For / Game Type is described further on Page 6 of the Big Board Guide.
- Enable (box checked/ticked) or disable (box not checked/unticked) **2-way interactive Robo-Calls** and guest response processing. This is turned **on** by default.
- **Capture Membership** expands the **Add Party** screen adding fields for: email, membership # and marketing prefs.
- Control **Workflow Timers**, how many minutes elapse before different guest interactions take place.
- Activate **Batch Paging** (for Retail & Poker only) where you'll Page multiple party leads at the same time.
- Add **Custom Fields** that can appear on the Add Party screen (or Kiosk) allowing you to collect more data.

Workflow Matrix – When to Call, when to SMS Text and when to do nothing.

The Workflow Matrix puts you in complete control of when to call, when to SMS Text and when to do nothing. Any changes you make are immediate and will come into effect on the next communication of this context type.

Navigate to Workflow Matrix: Login via “Login (FULL)” > select “Manage Configuration” on the left > Select the organization **or** location you want to configure > Click or tap the  Workflow Matrix icon:

You will then be presented with a screen as follows;

		SMS/Text	Page/Call	Guest Pref.
Party Created	Clear	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Party Delayed	Clear	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Party Expedited	Clear	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Party Ready		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Party Reminded	Clear	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Party Cancelled	Clear	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Save Back

If you want to turn off all communications for a context type simply click the “Clear” button, which will have the same effect as unchecking all boxes on a row. E.g. If you don’t want to send a welcome message, simply click clear on the Party Created row and then click Save.

You may also want to **use both an SMS/Text and a Call** to notify a guest that you’re now ready for them, in this scenario simply check the SMS/Text column and the Call column on the Party Ready row.

You may want to use the **Guest Preference** as captured when the guest was registered on waitlist for some (or all) types of communication. If you don’t have Guest Preference active for at least one context then the **guest preference option will not appear on the “Add Party” screen**. If you select Guest Preference for a given context, as well as another option (SMS/Text or Call) we will de-duplicate contexts e.g. if Party Ready has Guest Pref checked and SMS/Text checked, and a particular guest stated a preference for SMS/Text, that same guest will only receive one Party Ready context message – not two.

Workflow Timers

Navigate to the Workflow Timer configuration screen: Login via “Login (FULL)” > select “Manage Configuration” on the left > Select the organization or location you want to configure > Select the “Workflow Timers” tab at the top.

Elapsed time to removal, after a staff complete (mins)

How long, in minutes, should a guest remain on the **Arrived** (after being marked as arrived), or **Cancelled** (after staff or guest self-cancellation) filter view before being automatically removed?

Elapsed time to removal, after auto-complete (mins)

If a guest is cancelled by an automatic platform-initiated cancellation (as opposed to staff or guest-initiated cancellation), then how long (in minutes) should the guest remain on the **Cancelled** filter view before being automatically removed?

Elapsed time before removal, due to inactivity (mins)

The time, in minutes, after which a Guest Party entry should be automatically cancelled by the platform due to inactivity. If a guest is added to the waitlist but never paged they will be cancelled from the waitlist (and moved to the Cancelled filter view) this many minutes after they were told you would be ready for them. E.g. You add someone to the list and quote them 30 mins, if you don't page them or change their advised wait time and this setting was set to 10 mins they would therefore be cancelled (and moved from the waitlist to the cancelled view) after 40 mins (30 + 10). When the Guest Party is cancelled they will receive a notification of context type: “Party Cancelled”.

Elapsed time for a Party ‘no show’ (mins)

Once a Party has been paged, they will have a period of time in which to arrive (and be marked as arrived in the system) before they're considered a no show. You may of course choose to send them a reminder before designating them a no show. The value entered here is the elapsed time in minutes to that event.

Elapsed waiting time before reminder (mins)

Once a party has been paged, this is the time in minutes before they are reminded (paged again) if there was no response to the first page. Don't want to send a reminder? Set the value in minutes to be higher than the **Elapsed time for a Party ‘no show’ (mins)** value so that they'll be designated a no show before the reminder is due to be sent.

Elapsed time to automatically mark as arrived (mins). Zero to disable

Set this to 0 (Zero) to disable. It's only used for food collection notifications driven by API's, a very specific use-case.

Queue is first come first served

If you serve your Guests in the order in which they're added to the waitlist and don't provide them a **Quoted Wait Time**, or need to advise of updates (pull-forward/expedited or push-back/delayed) you can check this box to hide the **Quoted Wait Time** from the Add Party screen and disable the ability to change **Time Quoted**. **Note:** You should also set the **order by** or **sort by** setting to **Time Added** on; General, Big Board, Queue Watcher & Batch Paging – config tabs as applicable.

Contextual Events

The Second Guest platform leverages a workflow engine to send guests contextual notifications that relate to a specific event in their guest journey. If you're not familiar with these concepts just think of it as a big flow chart with lots of actions that are assessed and progressed based on events happening – e.g. if you won't be ready for the guest when you advised (the specific event), then when you update the wait time in Second Guest we automatically notify the guest using; a prebuilt template, or your custom template, and by whatever means you've elected to send such notifications.

The following contexts exist;

- **Party Created** – When you first register a guest on your waitlist, used for; a welcome message, to send a menu link, a suggestion of how to spend their wait time, or an initial promotional nudge.
- **Party Delayed** – When you need to push back the advised wait time beyond the time you initially advised the guest at the point when they were initially added/registered on your waitlist.

- **Party Expedited** – When you’re able to pull forward the guest and service them earlier than you had initially advised. Given they may be enjoying a drink on the other side of the street it’s important to give them notice so they’re not caught out when you page them. You can manage the guest’s expectations and service them when you’re ready to.
- **Party Ready** – This is the “We’re now ready for you Page” to advise the guest to return.
- **Party Reminded** – In the event a guest has been paged but hasn’t yet been marked as arrived, or hasn’t interacted with a 2-way notification, this is a second Page notification to remind them.
- **Party Cancelled** – This notification is sent in the event; you cancel the guest, or the guest cancels themselves by declining when paged if you’re using 2-way. It’s also sent when the guest times out and is cancelled (removed) from the list due to inactivity.

Notification (SMS Text and Call) Templates

This is where you build custom templates for your SMS text messages and/or automated phone calls that will be made to your guests for a given context (see immediately above for more on contexts). Building your own custom templates will allow you to convey your own brand and style to your guests.

In order to allow you get going quickly and easily with Second Guest we have pre-built both Call and SMS/Text templates for all contexts of communication in; English, Spanish, German and French. For simplicity the built-in templates are hidden and therefore can’t be amended, when you build your own custom template for a; Call, SMS/Text, certain context or specific language we will use your template thereby preferring it over the built-in templates for as long as it exists. This approach means you don’t need to sit down and build all your own templates in one go. Instead you could build one template to welcome your guests when they’re first registered on your waitlist which will be sent via SMS/Text in the selected language only. In this scenario the Second Guest built-in templates would cover every other eventuality. If you delete one of your templates, we will again revert to using the built-in template, until such time that you create a new template.

Navigate to Notification templates: Login via “**Login (FULL)**” > select “**Manage Configuration**” on the left > Select the organization or location you want to configure > Click or tap the **Notification Templates** icon:



A filter tool will appear allowing you to search for templates you have created previously, remember if no template is found there’s no need to worry as the built-in templates will be used. Once you’ve found an existing template you have created previously you can choose to edit it or delete it.

In order to create a new template, you will need to click the green “**Add New Message Template**” button in the top right, you will then see the template builder as follows:

General

Interactions

Name

Type

SMS/Text Message
▼

Context

Party Created
▼

Language

English
▼

Two Way Template

Body

{{PartyName}}

{{LocationName}}

{{QuotedWaitTime}}

{{HoldTime}}

{{PartyWaitingFor}}

{{QueueWatcherLink}}

Click a placeholder to add it to your message body

+ Add Message Template

↶ Back

There are two tabs at the top “General” and “Interactions”, the “Interactions” tab is only enabled (turns blue) if you change the “Type” to Call (from SMS/Text Message). **Note:** your location settings will need to have 2-way interactions enabled as well, this is turned on by default. The fields are as follows:

- **Name:** What do you want to call this template?
- **Type:** Is this template for “SMS text” or “Calls”? SMS text are great for sending a welcome greeting, promo-codes, sending web links, app download links and WiFi codes. Calls will be heard, whereas an SMS text is usually a single beep and you can then also process the guests responses via 2 way interactions in real time.
- **Context:** What’s the context under which this template should be used?
- **Language:** What language will your template contain?
- **Two Way Template:** You may not be able to change this, but it remains on the screen for informational purposes, if you’ve enabled 2-way Calls on your location settings you’ll need to build 2 way templates!
- **Body:** This is; what you want to say if you’ve opted for a Call (we use speech synthesis to convert your text into speech automatically), **or** this is the contents of the SMS text that will be sent. You can include dynamic information (similar to Microsoft Words Mail Merge) in your Body by using the grey buttons below the “Body”. We will dynamically replace these fields with current information pertaining to your guest at the point the template is used. You do not have to use any dynamic fields in your template unless you wish to do so. The dynamic fields will be populated as follows:
 - **Party Name:** Substituted for the “Party Name” captured when the guest was registered.
 - **Location Name:** This is the location name, if you have 50 restaurants this is a handy feature to allow you to create templates at the organizational level.
 - **PartySize:** Used for restaurants and bowling centers to advise how many covers or bowlers you have recorded on the wait-list.
 - **QuotedWaitTime:** This is the amount of time you have advised your guest they should expect to wait when you registered them on the wait-list. If you push back or pull forward the table/lane etc then this field will contain the newly revised wait time when used in conjunction other contexts, such as with “Party Delayed” or “Party Expedited” templates.
 - **HoldTime:** This is how long you will give the guest to get back when paged, how long you are willing to hold the table/lane for before cancelling the guest and paging the next guest? This is dynamically set by the Workflow timer: **Elapsed time for a Party ‘no show’ (mins).**

Usage Suggestions (Hints & Tips)

Measuring “nudges” with Conversion Codes

The Second Guest platform can send a variety of contextual communications or service updates via SMS Text Message or Robo-Call. These service updates present a range of upselling opportunities you can use to boost sales. If you’re sending a “Party Delayed” update to advise the guest you expect to serve them after the time you had initially quoted them then why not compensate them with an offer that ultimately benefits both parties: a discount on a round of drinks, a free side subject to a minimum spend on mains etc. We call these “nudges”, as you’re leveraging the power of suggestion to change behavior and upsell at the point of consumption.

You’ll no doubt be keen to verify your nudges are converting as expected so that you can then optimize your nudges when they don’t. This can be achieved through the inclusion of codes in your SMS Text Messages which the customer then shows to your staff during redemption. Tracking could be as simple as a tally chart, or you may prefer to set-up corresponding voucher codes in your EPOS system for improved correlation when assessing the conversion ratio (percentage sent versus redeemed). As an example, let’s say you’re a bowling center operator, your delayed message could be: “We’re sorry but it looks like we won’t be able to get you bowling until XX:XX now, show this Text at the bar and get \$5 off when spend \$15 using code BEER15”. Meanwhile the Party Cancelled context is a great opportunity for a “come back soon” offer.

Automated Voice Calls aka Robo-Calls

We strongly advise not sending; Conversion Codes, WiFi codes, or web links via Robo-Calls. Robo-Calls are much better for “hey we’re ready for you”, reminders, or reconfirmation on quoted time changes and receiving interactive responses.

Text Message Length

Every 160 GSM-encoded characters of your text message will consume one message, beyond this is a multi-part message with up to 320 characters being 2 Text Messages, 480 being 3 and so on. However up to 14 characters of the second and subsequent parts of a message are consumed by hidden characters that are used by a phone handset to identify multi-part messages and the correct order of the parts. A multi-part message made up of 2 parts therefore has 306 characters available for you to use.

When building Text Message templates you should always check the number of characters, if you're a little over a multiple of 160 then you may be able to reduce your message length slightly and in turn make your allowance go a lot further! Microsoft Word shows a word count in the bottom left, if you click this you can also see a count of characters including spaces (as spaces also count as a character).

Additional Features

The features in this section are all **licensed separately**, they can be added to free/trial accounts upon request.

Most Recent Average data in Real-time

The Second Guest platform can display actionable data on the Waitlist & Paging screen for a given location:



The most recent **average customer wait time** display allows you to provide guests with an accurate estimate of their wait time at the point you're registering them on the waitlist. They will of course still receive updates on their wait time whenever you pull forward or push back the wait time post registration. If using the SSK (Self Service Kiosk) you can optionally advise your guests of this data point on the final screen after they have registered i.e. "your estimated wait time is 25 minutes".



The most recent **average page response time** display provides insights that allow you to page the next guest early based on their anticipated response time between being paged and being marked as arrived. This cuts down on unutilized periods by turning your resources faster and avoiding you holding empty tables, seats, advisors etc.

Big Board for LCD or Plasma TV display

If you wish to display your waitlist on an LCD or Plasma TV screen whether it's in your reception area, window or elsewhere in your resort the Big Board feature will be required. If you are licensed for this feature, please request a copy of the separate Big Board user guide for details on usage and configuration.

Radio Pagers / Buzzers / Beepers

You can add Guests to your waitlist and provide them a traditional radio pager / buzzer whilst recording the pager ID number and tracking them on the waitlist, along with the rest of your Guests so you know when to Page them. An icon will appear to allow for immediate identification of Guests who have been provided a radio pager.

No Phone

You can add guests to your waitlist without the need for them to provide a phone number. The guest will either need to wait close by or be within range of an announcement. You could also add notes on where they will be if you plan to go and find them. This feature allows you to track all your waiting guests in one platform, regardless of how you will retrieve them when it's their turn. An icon will appear to allow for immediate identification of Guests who can't be paged via phone to avoid any confusion.

Self Service Kiosk (SSK)

You may decide to allow your guests to register themselves directly onto your waitlist, rather than a member of your staff entering the guest's details into the software on their behalf. The SSK is a locked down intuitive interface aimed at facilitating registration directly from the public and can operate on a PC, touch screen PC, Tablet etc which would typically be mounted in a case that prevents its removal. If you are licensed for this feature, please request a copy of the separate SSK user guide for details on usage and configuration.

API

Guests can be registered on the waitlist via API, allowing you to offer waitlist registration via; your App, your website, the Apps or Websites of third parties you may partner with, or from other devices that can call an API – such as a POS system or Sat Nav. If you are licensed for this feature, please request a copy of the separate API reference for full details.

Queue Watcher

Guests can receive a unique web link via text message which allows them to both monitor their place in the queue, and/or; cancel, accept or advise of a delay returning, as may be appropriate. The Queue Watcher updates automatically without the need for guests to refresh their web browser.

The Queue Watcher link is used by selecting this button: `{{QueueWatcherLink}}` just like the other mail-merge type fields available when building templates, such as including the guests name for personalization in the Call or Message, the Second Guest platform takes care of everything else. **Note:** this field is not used in any of the pre-built notification templates.

There are two potential use-cases for Queue Watcher, they may be used separately or in tandem:

1. **At the outset:** When you send your guests a welcome text message (Party Created context for SMS/Text) you may also decide to include a Queue Watcher link to allow guests to track their queue position on the waitlist or self-cancel at any time all from their phone, and without the need to download or install an app.
2. **When Paged:** When you send your guests a **we're now ready for you** text message (Party Ready context for SMS/Text) you can send them a Queue Watcher link which will allow them to provide an interactive response to being paged: accept, cancel or delay returning. This is then processed in the same way as it would be if it were received via an interactive Robo-Call, but instead allowing for interactive real-time Page responses that are initiated via Text Message. Albeit there is still the risk of delay if the guest isn't watching the Queue Watcher or fails to hear the SMS Text Message arrive, for this reason you may still prefer to Page via Robo-Call. You may even choose to do both, see Workflow Matrix on page 5 of this guide for more on this topic.

Instant Reports

On demand reporting that can be run at any time basis the data collected from the day to day operation of your waitlist. Select the; date ranges, report name and click run – then review or export (to CSV for import to other systems or Excel) the data. Set permissions to control who can report on which of your locations i.e. store managers can report on their store only, whilst regional managers can report on multiple waitlist locations either as separate or combined reports.

iFrame for waitlist registration via your website

If you wish to accept self-service Guest registrations via your website the iFrame will allow you to do this with minimal effort by virtue of leveraging a pre-built web form, both the design and fields available on the form are all customized via configuration within the platform – rather than requiring code. If you are licensed for this feature, please request a copy of the separate iFrame user guide for details on usage and configuration.

Appointment Book

If you wish to accept appointments scheduled in advance (also sometimes referred to as reservations or bookings) you can do so with this additional feature. It integrates seamlessly into the waitlist platform by extending the Add Party user interface to allow a future date and time to be selected. The appointment can optionally be loaded onto the waitlist, either manually or automatically, shortly before the scheduled appointment time thereby allowing the flow of all arriving guests to be managed via the waitlist.