Glitch
User Guide

Version 5.0

Document version 5.0.2278

Contents

Introduction to Glitch version 5.0

Glitch is a powerful module in the Operations product suite. It enables hotels to capture, track, investigate, and satisfactorily close general operational incidents or incidents that have caused an inconvenience to guests due to breakdowns in the service provided. This complaint tracking system gives hotels complete control over their guest services and prevents slipups from repeating.

Note: Some functions are PMS-dependent and might not work as described. Consult with your IT Manager for more information.

For information on how to use Mobile, see the *Mobile User Guide*.

Launch an internet browser for an engaging and interactive experience. (Google Chrome or Mozilla Firefox are recommended.) To begin using the system, go to login.knowcross.com or use the method communicated by your IT Department.

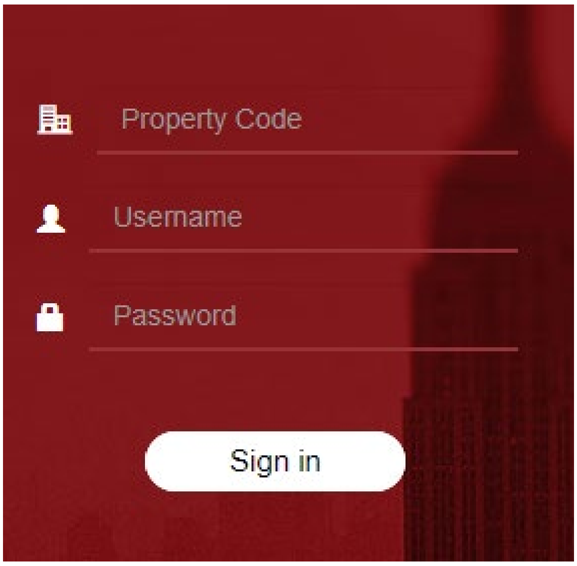
Logging in to Glitch

Logging in

1. In your browser, enter the URL in the address bar:

   https://login.knowcross.com/

   (For quicker and direct access, you can save this link on your desktop).

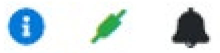


2. On the login screen, enter your Property Code, Username, and Password.

   The home screen opens to the Glitch console screen that is set up for your property.

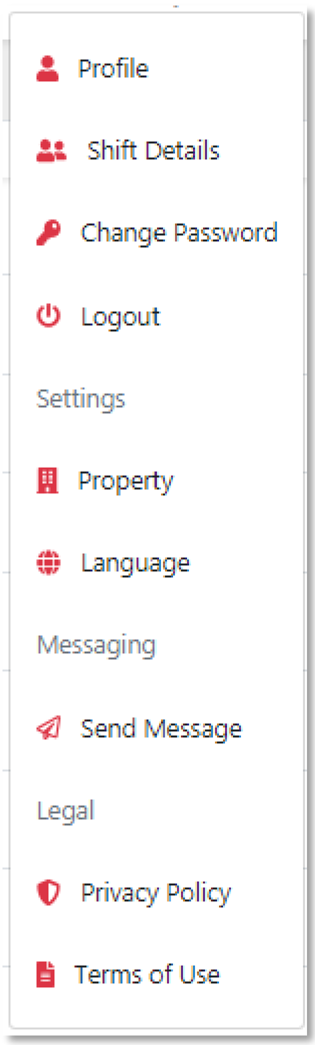
Home screen

On the home screen, the property name of the system appears at the center of the screen, followed by the screen name below it. On the right side, the username is displayed with 3 icons:

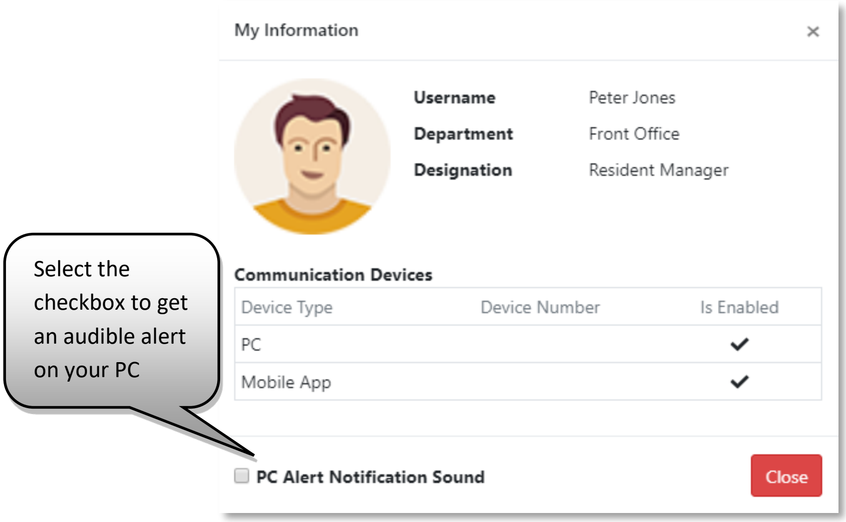


User icon

Select this icon to view the below options 



Profile: Select to view department, designation, and communication device information. Select the **PC Alert Notification Sound** checkbox to enable sound for notifications on PC.

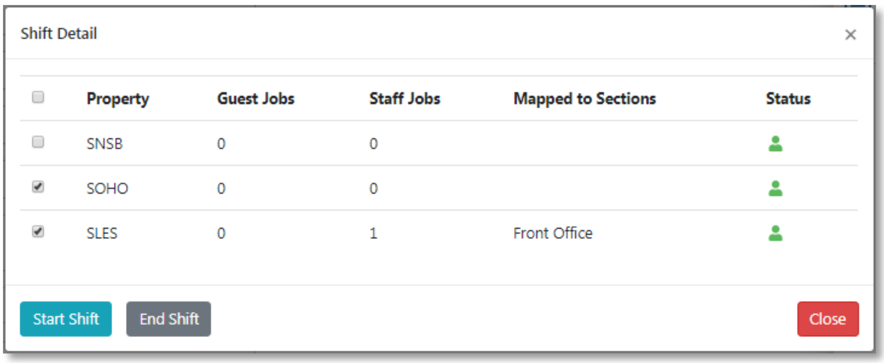


Shift Details: Log in to your shift and make yourself available for auto job assignment or log out from your shift. (Multi-property users can make their shift changes for multiple or all properties from here.)

This provides an easy view of the assigned properties, pending jobs, and sections allotted to a staff member in different properties.

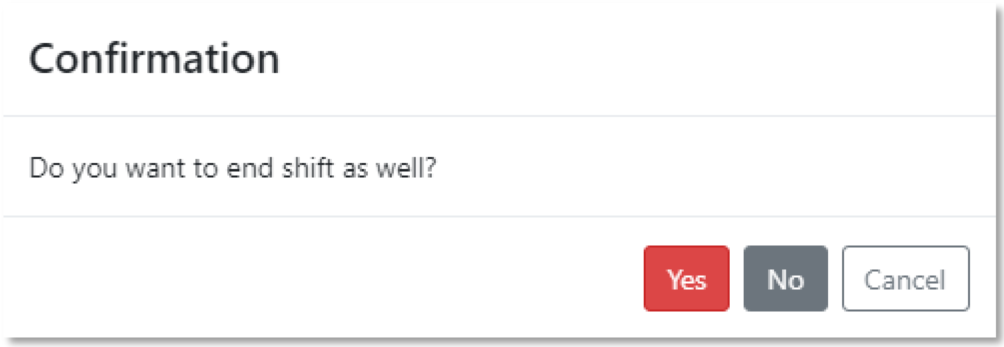
Staff can also log in/log out from the shift on this screen.

> **Note:** If your property does not use Service, you only have access to On Duty Status alerts.



Change password: Select to change the password. Enter the existing password and then the new one.

Logout: Selecting this option opens a Confirmation dialog box to end the shift.



Property: For users with a multi-property version of the Operations suite, use this option to switch to another property within the same chain. This icon is visible only if you have the required permissions for more than one property.

Language: Multilingual users can switch language options from this icon.

Send Message: You can send a message to any staff member or preconfigured group from the home screen. The message will be received on the communication device assigned to the staff member. You can change this device in the Shift Setup module.

> **Note:** The *Send message* feature is only available on desktop. Messages can be received on all devices but only sent from the desktop.

Privacy Policy: This icon opens a separate page that displays the privacy policy.

Terms of Use: This icon opens a separate page that displays terms and conditions.

> **Note:** You can only end a shift if there are no jobs assigned to your user ID.

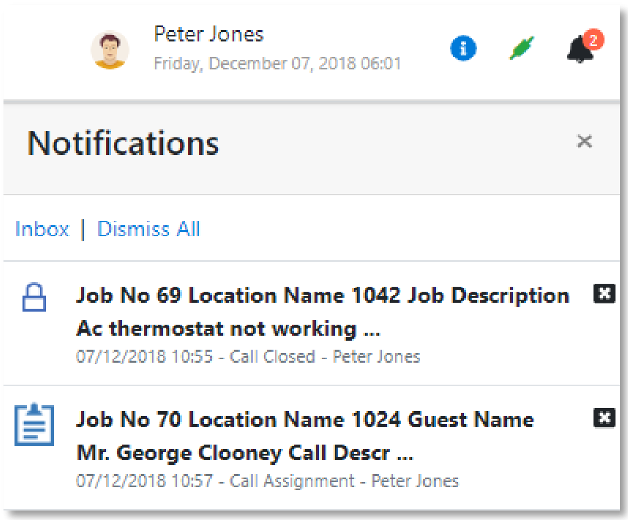
Connection service

The connection service icon shows you whether the software is functioning correctly. If this icon is green, it means that the system is functioning correctly. If this icon is red, it means that a connection is not working as expected. This could mean that there is an internet connectivity or interface connectivity issue. Refresh your browser. (Typically, you can press F5 to refresh your connection.) If this does not work, contact your IT department.

Notifications pane

Select to view notifications.

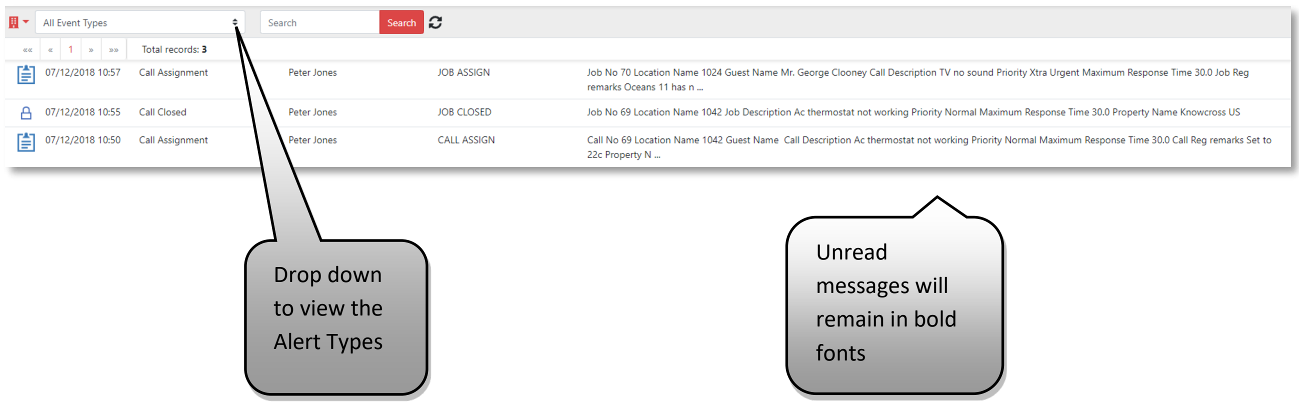
This shows the most recent notifications. New notifications are shown in bold. Select a message to open the full details window.



The Inbox shows all received messages, with options to search for specific ones or filter by types.

Once the Inbox screen opens, you can view various type of messages, including Assigned Jobs, Delayed Alerts, Enterprise Alerts, PMS Alerts, and so on.

The default view displays all messages unless you choose to filter to a specific type using the Alert Type drop-down menu.



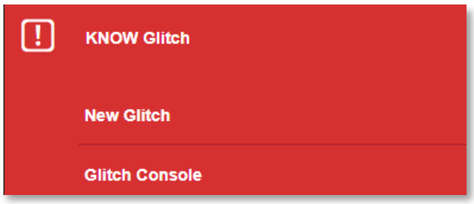
Note: The alerts are read-only; therefore, no action can be performed from the inbox screen. By default, the screen shows unread messages for the last three days only; however, the number of days can be changed on the backend with the help of the IT department.

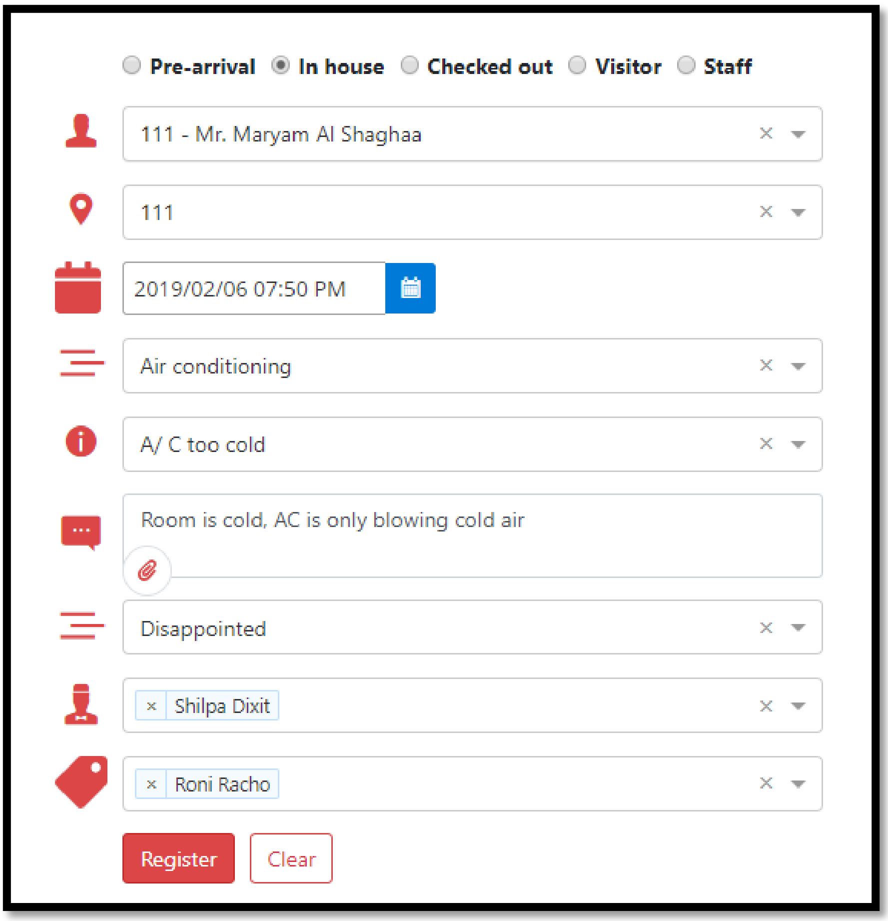
Glitch registration

Registering a new glitch

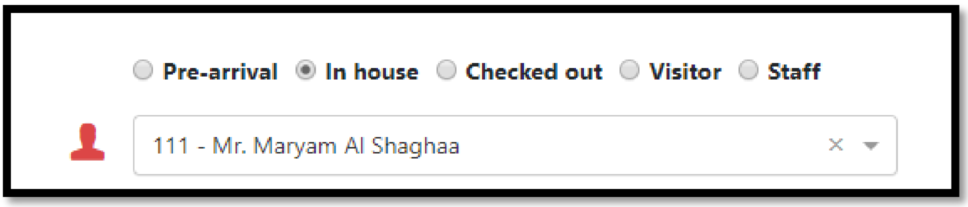
1. Select the second icon from the left navigation section to view all the options under Glitch.
2. Select **New Glitch** from the displayed options.

   The Glitch registration screen opens in the same browser window.





Mandatory fields



A glitch is always associated with a name of either a guest or a staff member. Start by selecting from the available options:

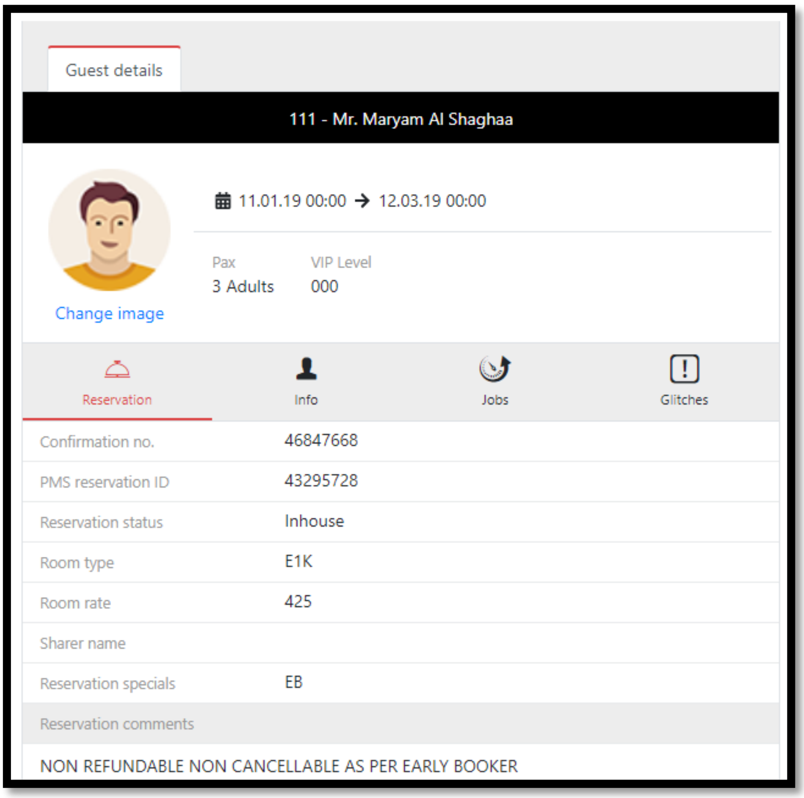
Pre Arrival	Guest due to check in today or in the next few days.
In House	Guest currently inhouse.

Checked Out	Guest checked out since the interface was activated.
Visitor	Opens field for registering the visitor in Glitch.
Staff	All configured hotel employees.

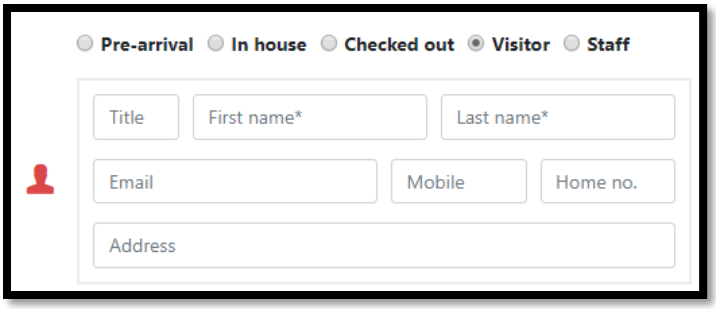
The names of the guest/staff automatically change depending on your choice of filter.

Note: If you have a multi-property installation, you can change property first. The number of days for pre-arrival data depends on your interface configuration.

When an **In house** guest name is selected, a window displays the relevant guest details received from the PMS.

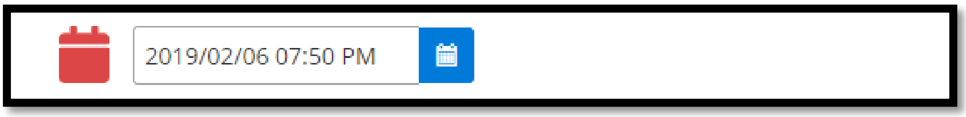


For all the Visitor guest types, Glitch prompts you to enter one of the contact details of the guest.

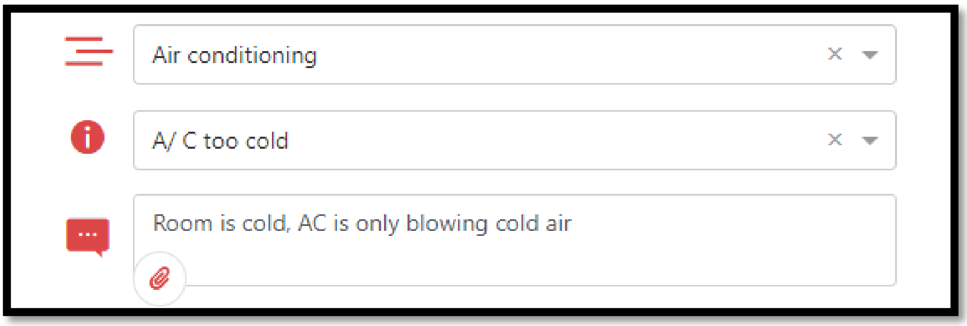


From the drop-down box, select the incident location. This can be the same location where the guest is staying or any other location in the hotel, as configured in the system. It does not need to match the room number.

Update the incident date and time. The default is the date and time when you started the registration process. It is best to try to make this information as accurate as possible.



Select the relevant glitch description that best describes the issue. After selecting the glitch description, the category and description automatically updates. Use the Remarks field to further explain the issue.



If appropriate, you can also attach pictures, PFDs, or Word documents to the glitch by selecting the paperclip icon.

Optional fields

Guest Temperament indicates how the guest reacted to the incident—for example, whether the guest was calm or angry.

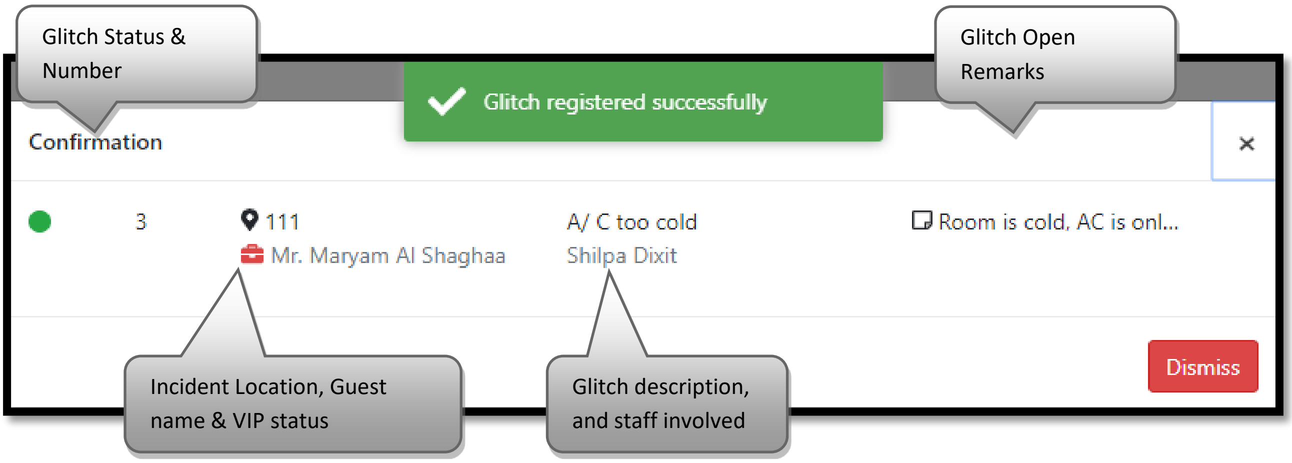
> **Note**: Temperament is only available for guest glitches, not for staff glitches.

Staff involved allows you to link staff members to the incident. To add multiple staff names, click **Add and continue**.

Tag Staff allows you to alert specific staff members to this glitch. They will then receive all following updates. Enter the name and use the **Add and continue** button to select more as required.

Glitch registration confirmation

When all the fields have been completed, select **Register** to register the glitch. The confirmation box displays the glitch number and other details.



The traffic light tells you:

Green	Glitch has been successfully registered .
Grey	Glitch with the same description for the same location already exists in an open status and has not been accepted to prevent duplications.

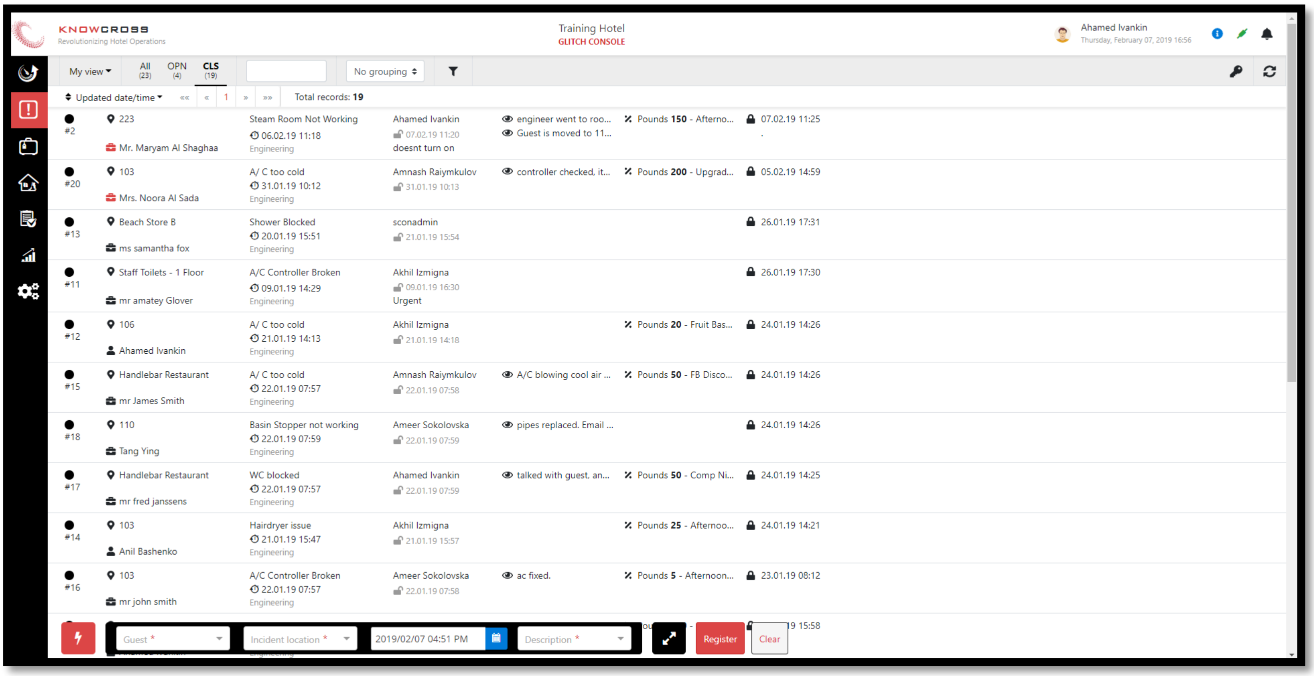
The other fields mean the following:

Glitch No	Every glitch gets a tracking number, which resets to 1 at the beginning of each month.
Incident Location	Location where the incident occurred.
Guest Name	Name of the guest to whom the glitch is registered.
Glitch Description	Job description.
Staff Involved	Name of the staff member(s) involved.
Remarks	Remarks added to the glitch.

By selecting the glitch description in this confirmation window, a detailed glitch report opens in a new tab with all details for easy printing.

Glitch console

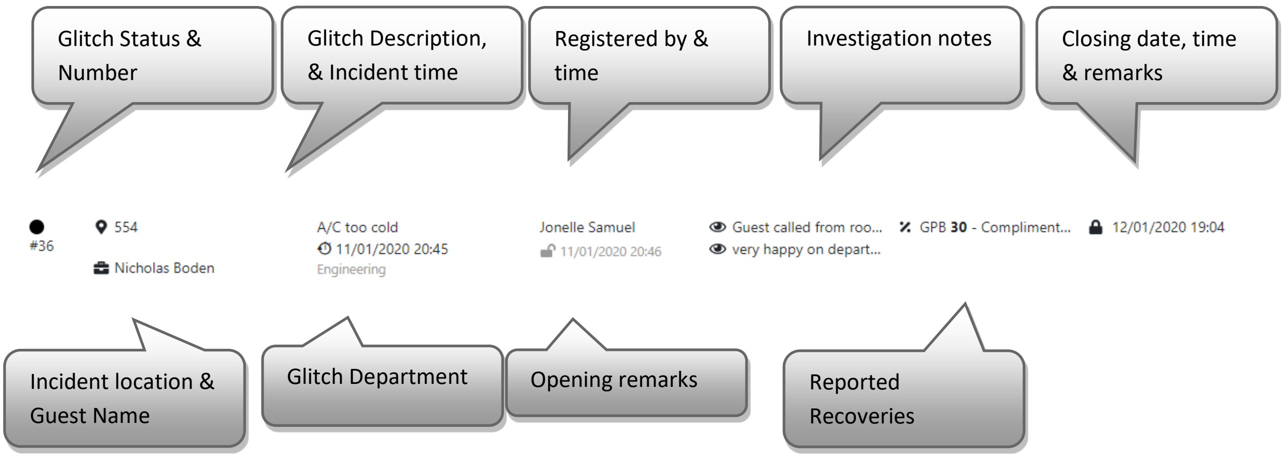
The Glitch console allows you to view all the glitches that have been registered, take actions by updating the status and other remarks, and review recently closed statuses and remarks. Glitches will remain accessible on the console for as long as they are open. Closed glitches can be reviewed for 31 days on the console.



Glitch card view

All glitches that have been registered and are open or have been closed in the past 31 days are available for viewing or further actions. Glitches are displayed in a card view for easy access with all key information displayed directly on the console. Further detailed information can be obtained by selecting a glitch.

Below is the card view of a single glitch as displayed on the console.



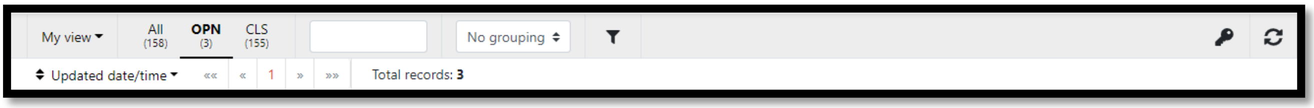
Glitch status indicator — Displays the status of the guest.
Glitch number #36 — Displays the number of each reported glitch in a sequential order.
Attachment — Appears if an attachment is added to the glitch.
Incident Location — Displays the location where the reported glitch occurred.

VIP Indicator	Appears if the guest has a VIP status. Red indicates VIP status.
Glitch Description	Description of the glitch.
Incident date & time	Date and time when the incident occurred.
Department	Department associated with the glitch.
Logged by	Name of the staff member registering the glitch.
Logged date & time	Date and time when the glitch was registered.
Remarks	Remarks entered during registration.
Investigation notes	Notes added to the glitch.
Recovery	Reported recovery and value.
Closed date & time	Date and time when the glitch was closed.
Closing remarks	Remarks added when glitch was closed.
GSR Conducted	Guest Satisfaction Audit was completed.

To view all possible icons, see the system legend.

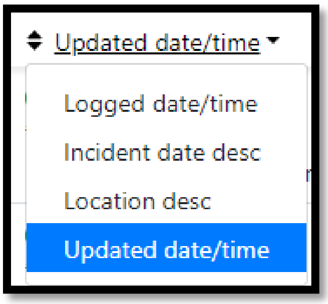
Customizing the console

The console is a highly customizable screen that can be configured to your needs. By using the below features, you can change the view to your personal preferences.

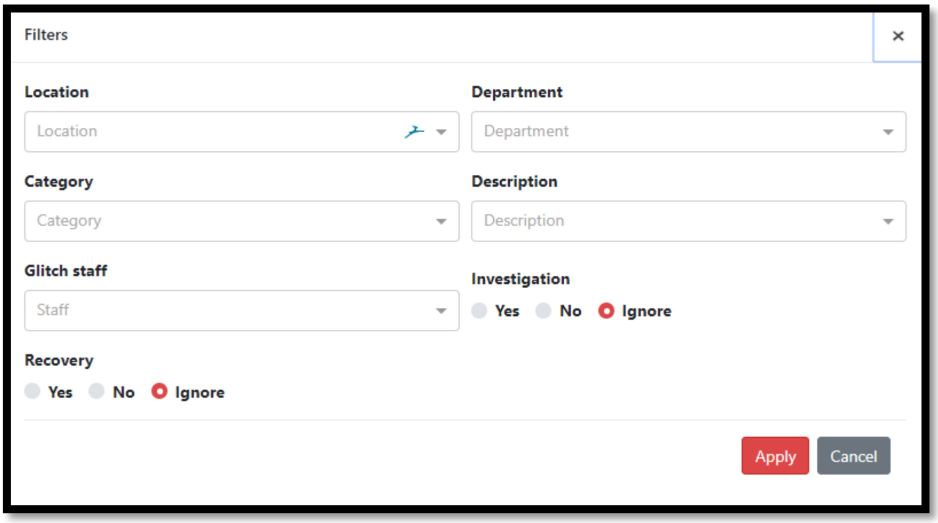


Glitch Status: The console can be filtered on the current status, All, OPN, or CLS. The console updates all visible glitches with immediate effect when you select a status or refresh.

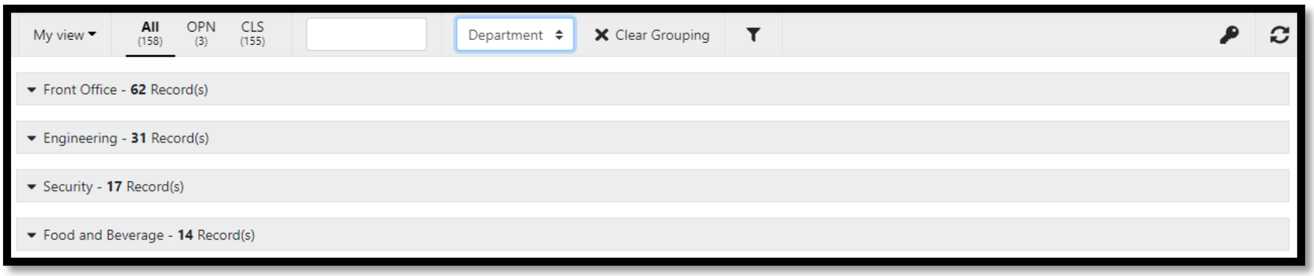
Sort Glitches: By selecting the icon , you can sort the glitches by Logged date / time, Incident date descending, Location descending, or Updated date/time.



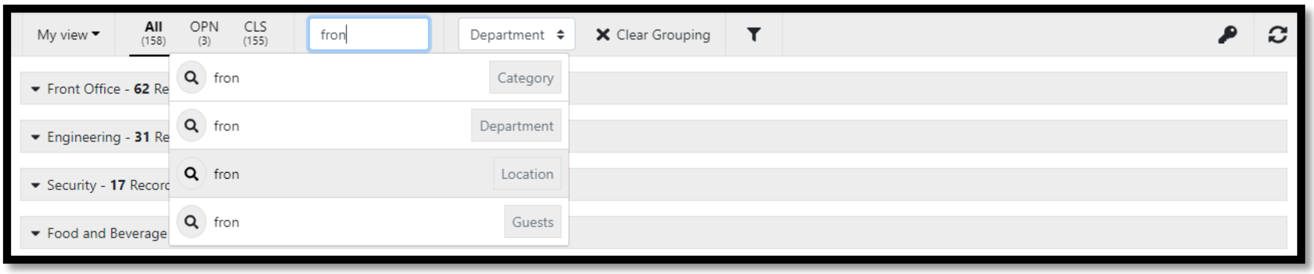
Filters: You can reduce the number of visible records by applying various filters, such as the Description, Location, Category, or Department containing recovery or investigation notes. You can apply multiple filters at the same time.



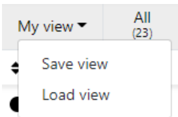
Record Grouping: The displayed records can be grouped based on Location, Department, Category, or Description.



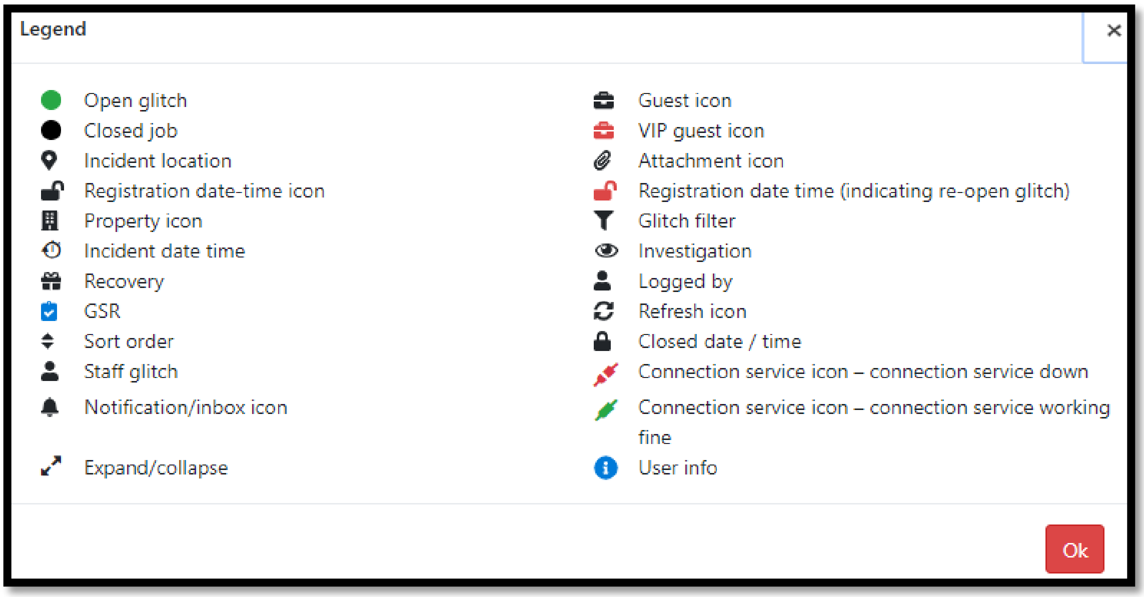
Predictive Search: Enter a keyword, and the software provides suggestions as you type. Results include related labels, such as Category or Guest (name).



Save View: If you have created a preferred view using a Filter, Group, or combination of the two, you can save this view for future sessions using the Save View button. A saved view is associated with your user profile.

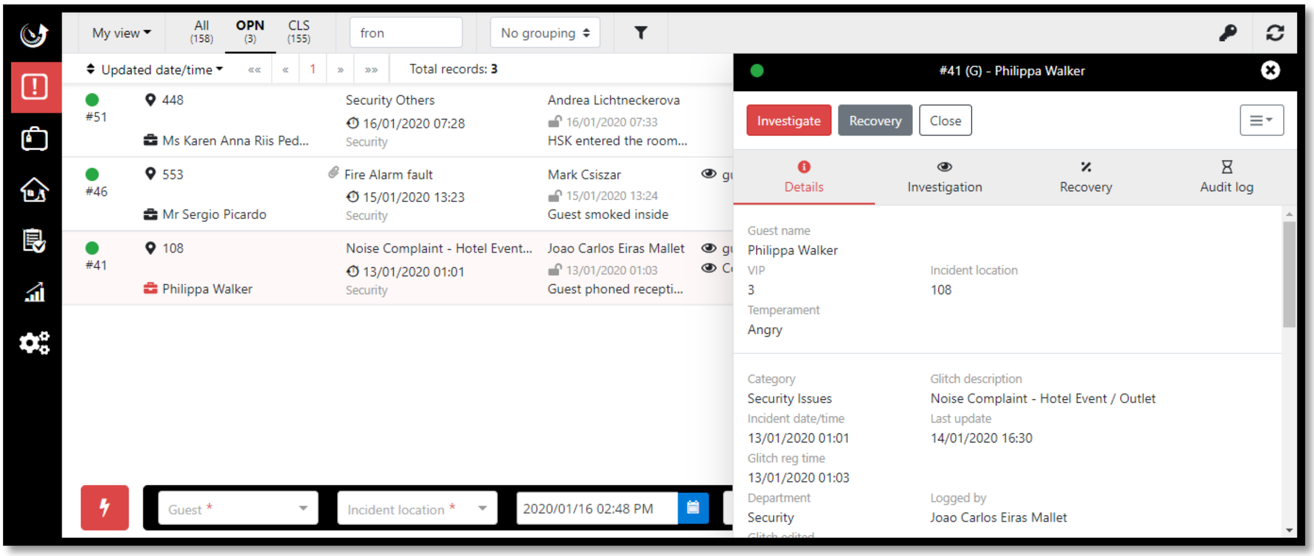


Other Notification Icons: A standard set of icons is located at the bottom-right of the Console screen to indicate the necessary information and details. 



Glitch details pane

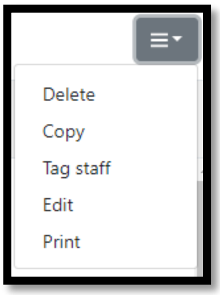
When you select a glitch, this pane opens from the right-hand side of the of the Glitch console. It displays the data about the glitch and all the transactions related to the glitch.



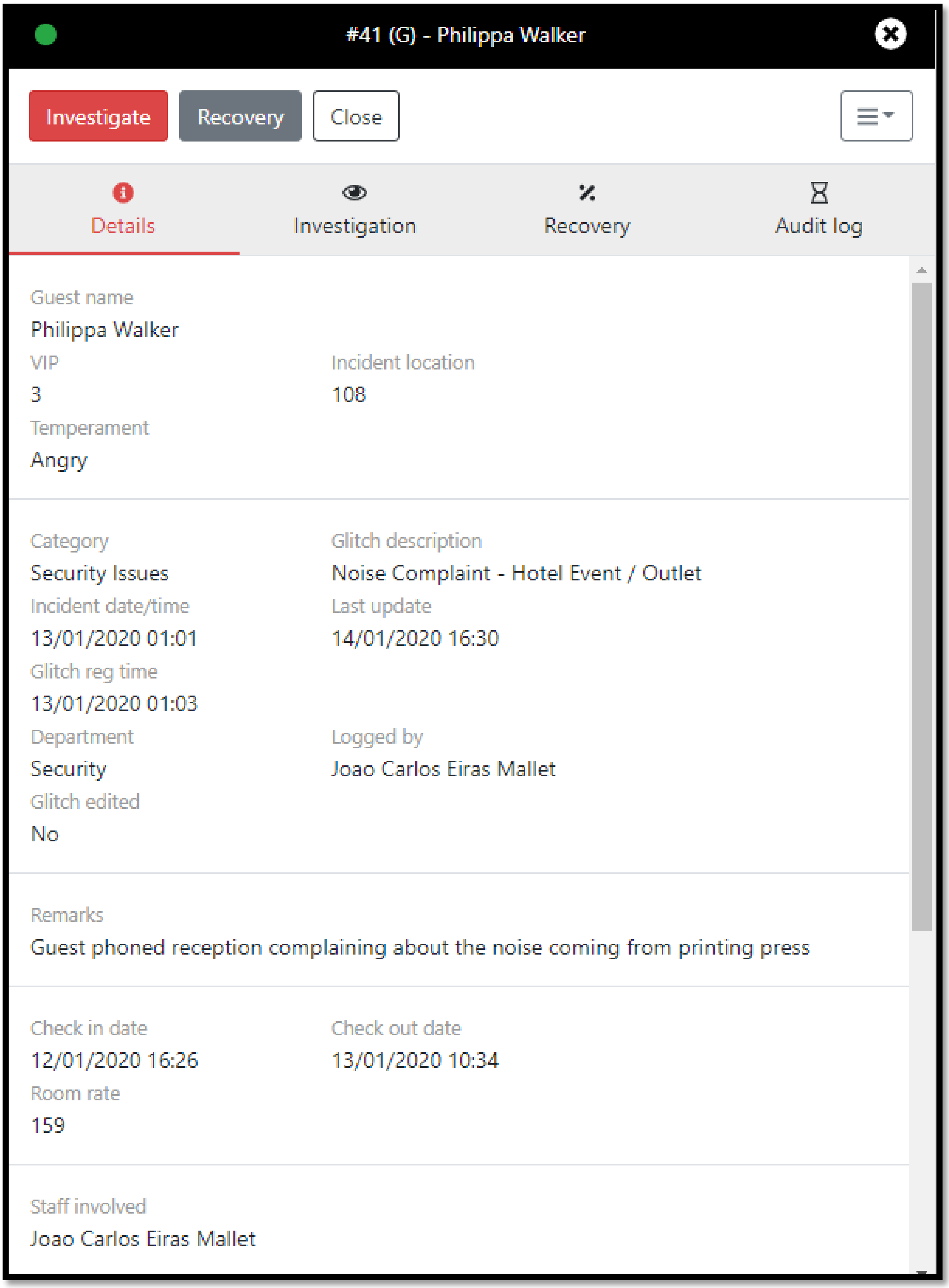
The top of the details screen displays the three actions you can take:

Investigate	Add/Review the investigation comments.
Recovery	Add/Review the reported recoveries.
Close	Close the glitch.

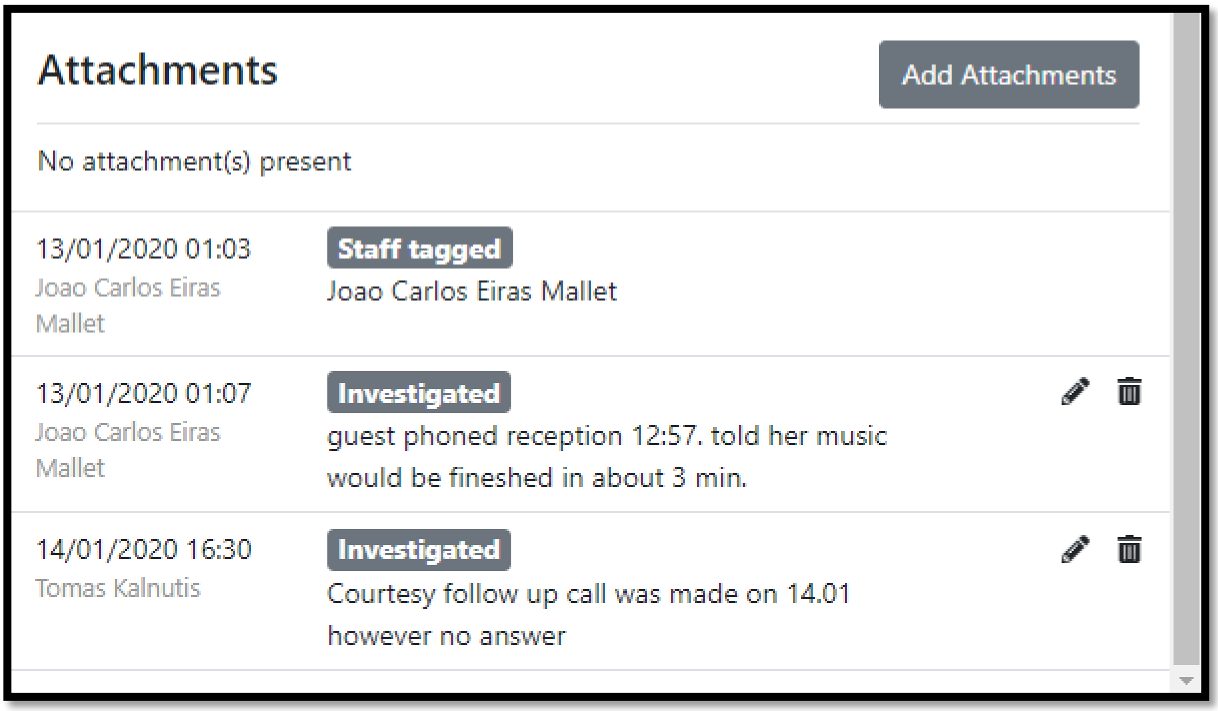
Other actions such as Delete, Copy, Tag Staff, Edit, or Print can be accessed from the top-right menu.



The glitch details contain all information about the glitch, such as the time of registration, guest temperament, room rate, and all actions/updates. You can view the Details tab or go directly to the added Investigations, Recovery, or Audit Log. The Audit log shows all changes made.



Glitch details continued:



Available actions on a glitch

A typical glitch follows this workflow:

- A glitch is **registered**. See *Registering a new glitch* for more information.
- The glitch is updated with **investigation** notes, which contain information for what happened and how it was handled.
- **Recovery** is updated, if applicable, to track the financial impact of the issue.
- The glitch is **closed**, generally when the issue is resolved.

Glitch console actions: Investigate

Select **Investigate** to update a glitch with new remarks or steps taken. You can add as many investigation notes as required.

Glitch console actions: Recovery

Select **Recovery** to update a glitch with a new recovery or compensation. From the drop-down options, select the offered recovery. In the **Cost** field, enter the value. In the remarks field, update relevant comments and confirm.

If multiple different recoveries are given, you can create different entries for more accurate tracking.

Glitch console actions: Close

When the glitch has been resolved, select **Close** to close the glitch. Select an appropriate reason and add further detailed comments.

Glitch console actions: Delete

Use the **Delete** option to delete the entire glitch from the system.

> **Caution:** Once a glitch has been deleted, it cannot be retrieved.

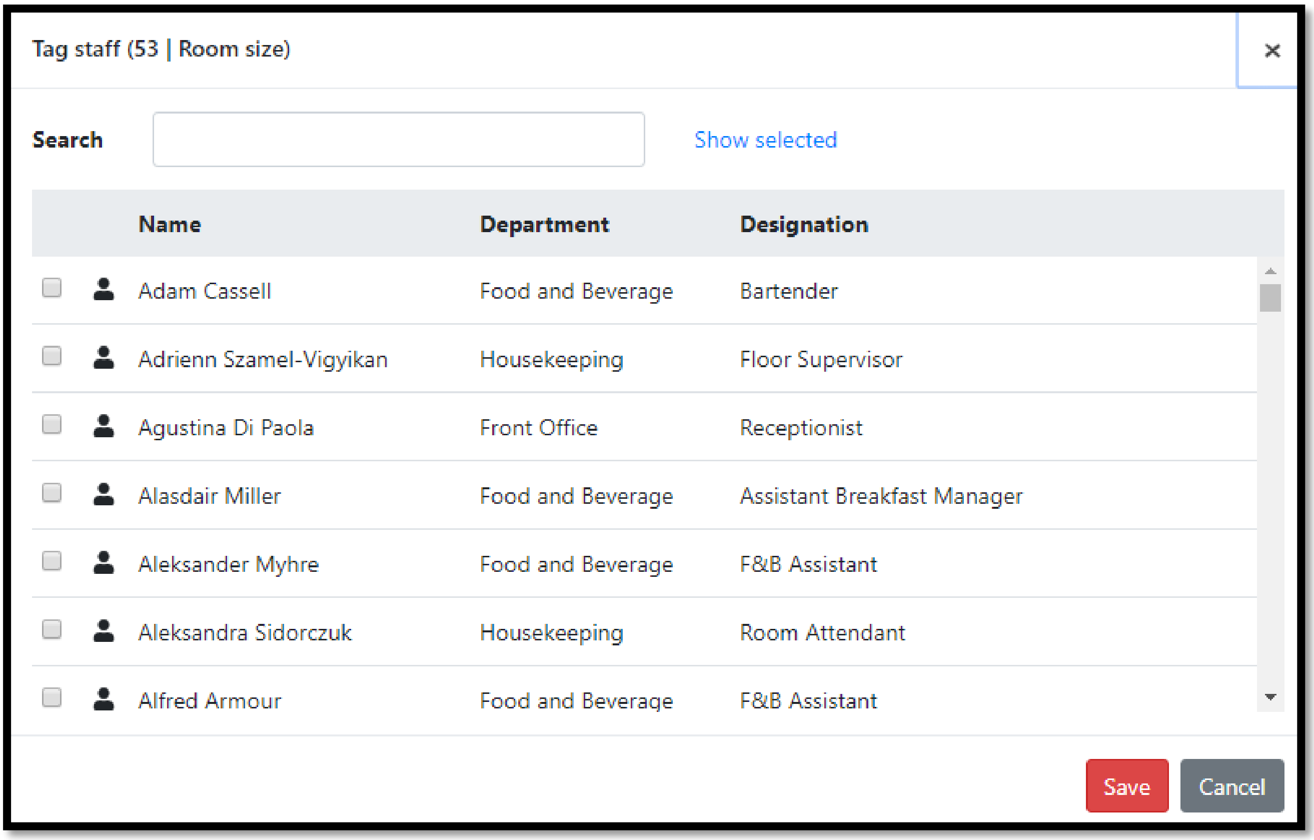
> **Note**: This functionality is available only for Admin users.

Glitch console actions: Copy

Use the **Copy** option to copy all fields (except the guest name) into a new Glitch Registration form. Use the copy function if multiple guests have commented on the same incident.

Glitch console actions: Tag Staff

Use the **Tag Staff** option to link specific staff members to a glitch so that they can receive notifications for all future updates or changes to the glitch. Select the checkboxes of the relevant staff members and select **Save**.



Glitch console actions: Edit

Use the **Edit** option to change the initial registration of the glitch, such as Incident Location, Time, Glitch Description, or Remarks. You might need to use this functionality to correct glitches if an error was made in the initial process.

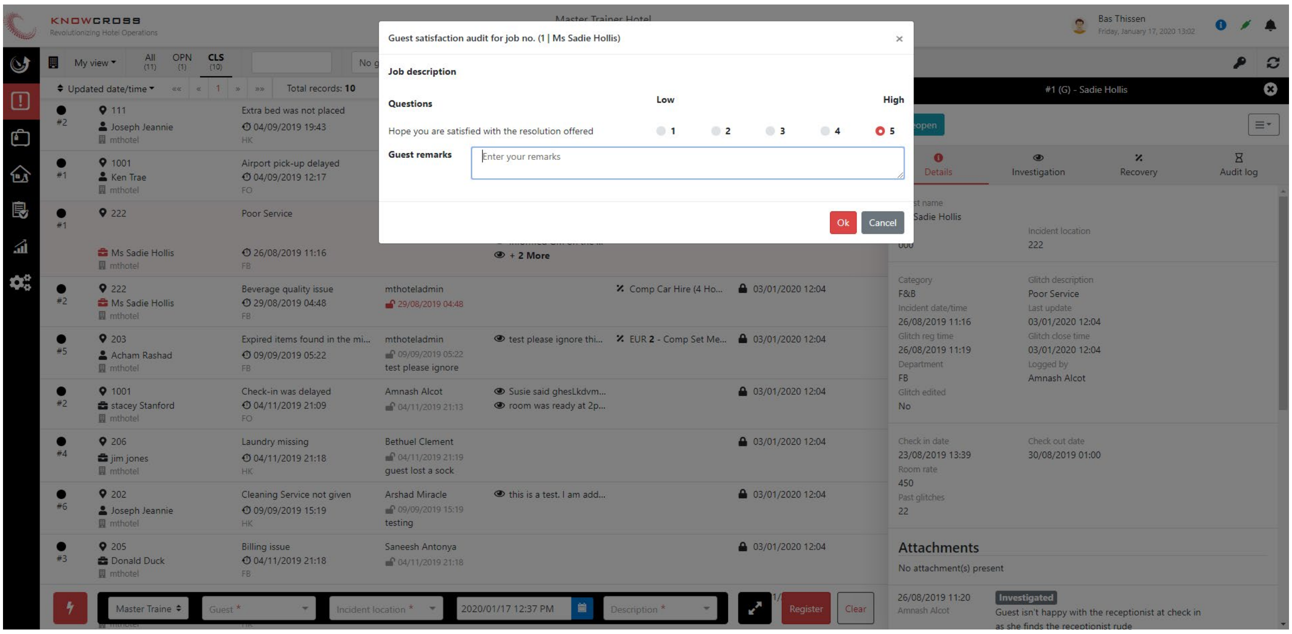
> **Note**: This functionality is available only for Admin users. To edit a closed glitch, you must first reopen it.

Glitch console actions: Print

Use the **Print** option to generate a PDF copy of the glitch, including all actions taken.

Glitch console actions: GSR

Guest Satisfaction Response—Use the **GSR** option to track the satisfaction of a guest with the provided resolution. You can score one or more questions and add optional remarks.



Note: This feature must be configured and will appear only for closed glitches.

Glitch console actions: View/Edit Attachment

You can view, add, or remove attachments from the Glitch Detail pane. Select **Add Attachments** to add new attachments or select the attachment you want to view.

Glitch Console Actions: Reopen

Use the **Reopen** option if you need to reopen a glitch for further updates. Select a reason why the glitch is reopened and add optional remarks.

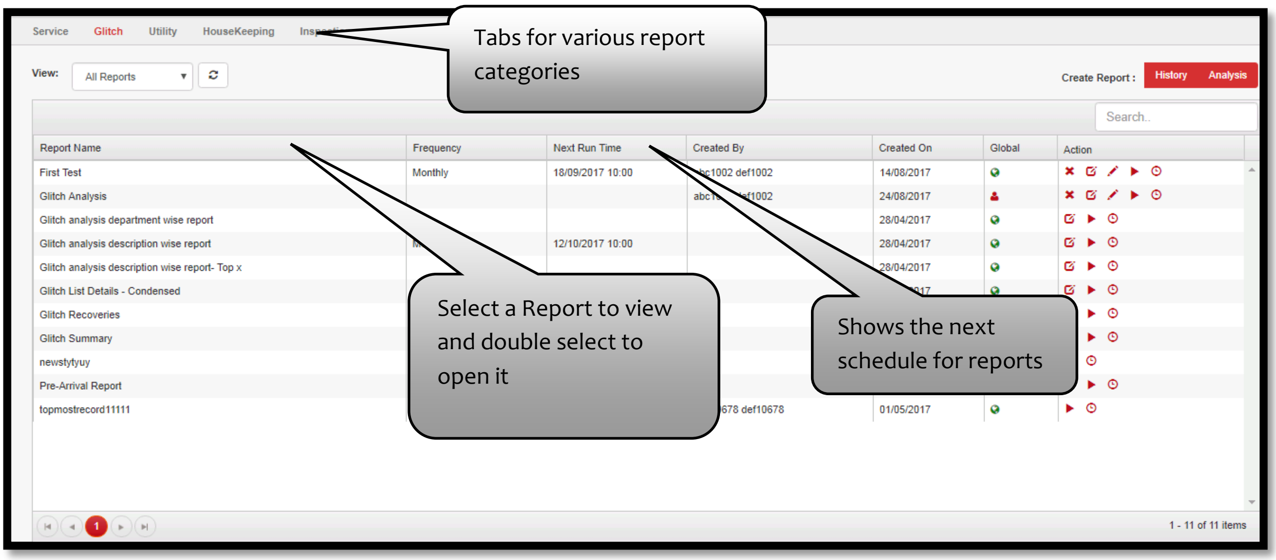
Note: A glitch that has been reopened displays a red lock icon in the console. To edit a closed glitch, you must first reopen it.

Reports

Use the Reports module as a management tool to identify and address operational issues across departments. Access Reports from the Reports icon on the Home Screen.

The upper-left side of the Reports screen includes options to view various preconfigured reports, which are classified under tabs:

- **Service:** Preconfigured reports.
- **Glitch:** Preconfigured Glitch reports.
- **Utility:** Reports pertaining to minibar postings, message logs, Six Sigma analyses, and databases.
- **Inspections:** Reports for the Inspection module.



The screen also provides the following details:

- **Report Name:** Name of the report as saved.
- **Frequency:** Interval at which these reports are sent by emails.
- **Next Run Time:** Next scheduled time for the report auto-generation email.
- **Created by:** Name of the user who created the report.
- **Global report:** Whether the report is visible to other users.
- **Action:** View, edit, and schedule the report by using any of the icons in this column.

Running a preconfigured report

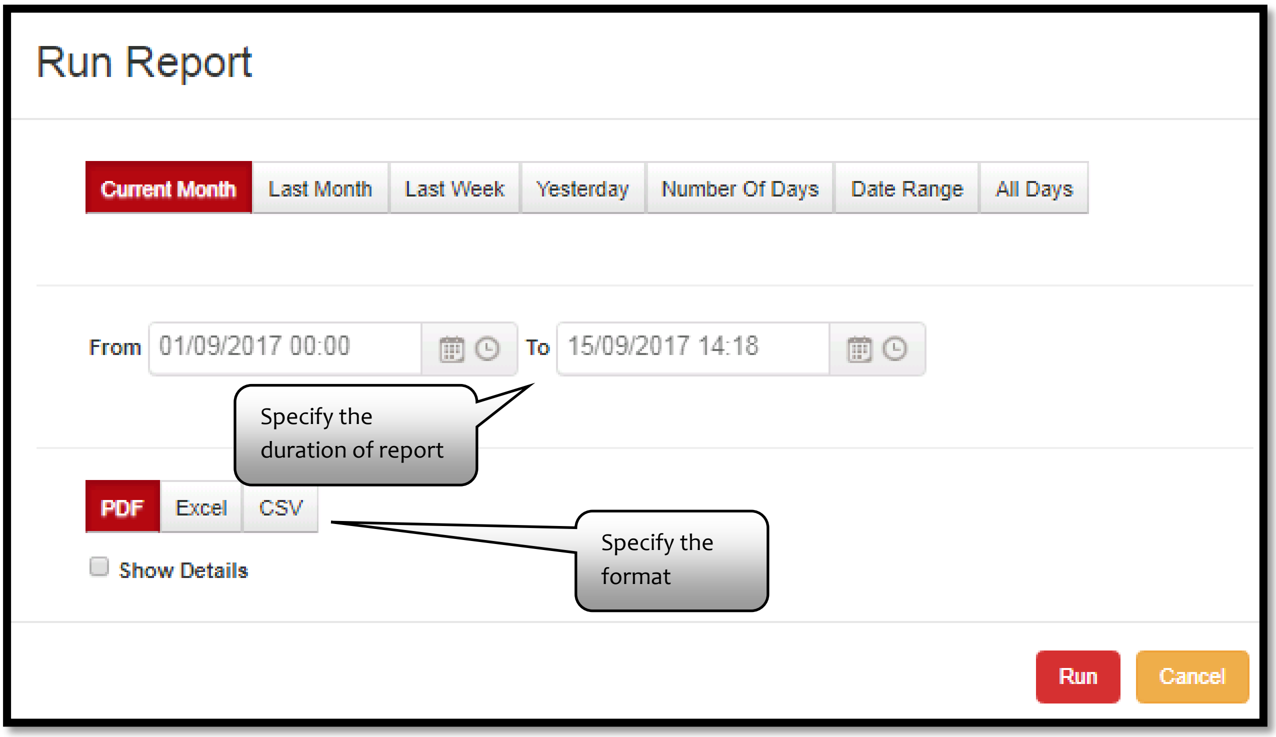
The Reports module comes with several preconfigured reports.

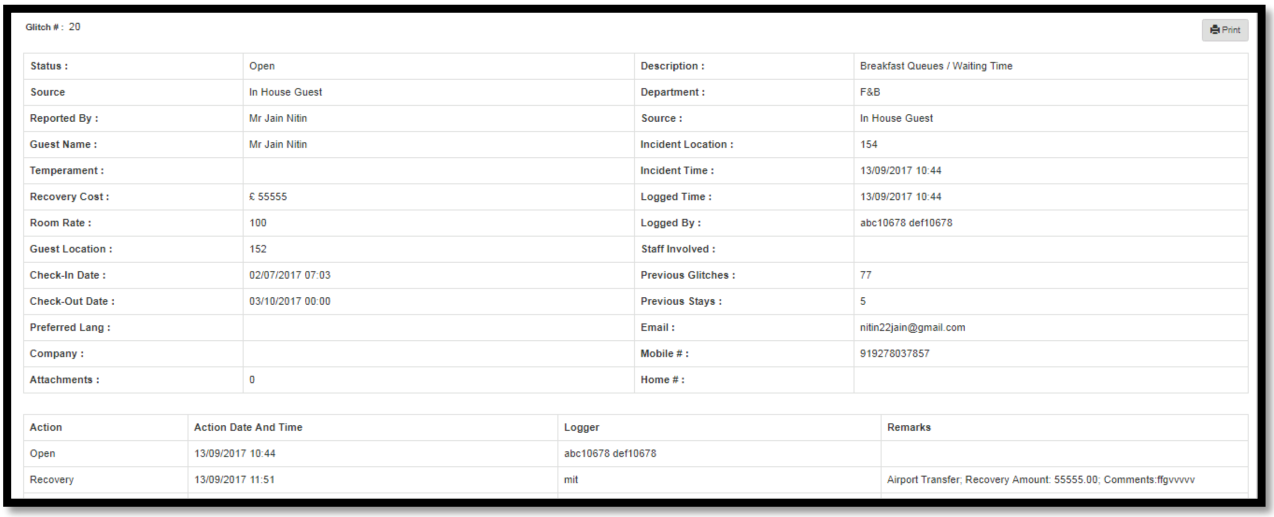
To run a preconfigured report:

1. Right-click a report and select **Run** ▶.

   The Run Report window appears.

2. Select the date range.
3. Select the export format (PDF, Excel, or CSV) for the report.
4. Select **Run**.





Glitch # : 20

Print

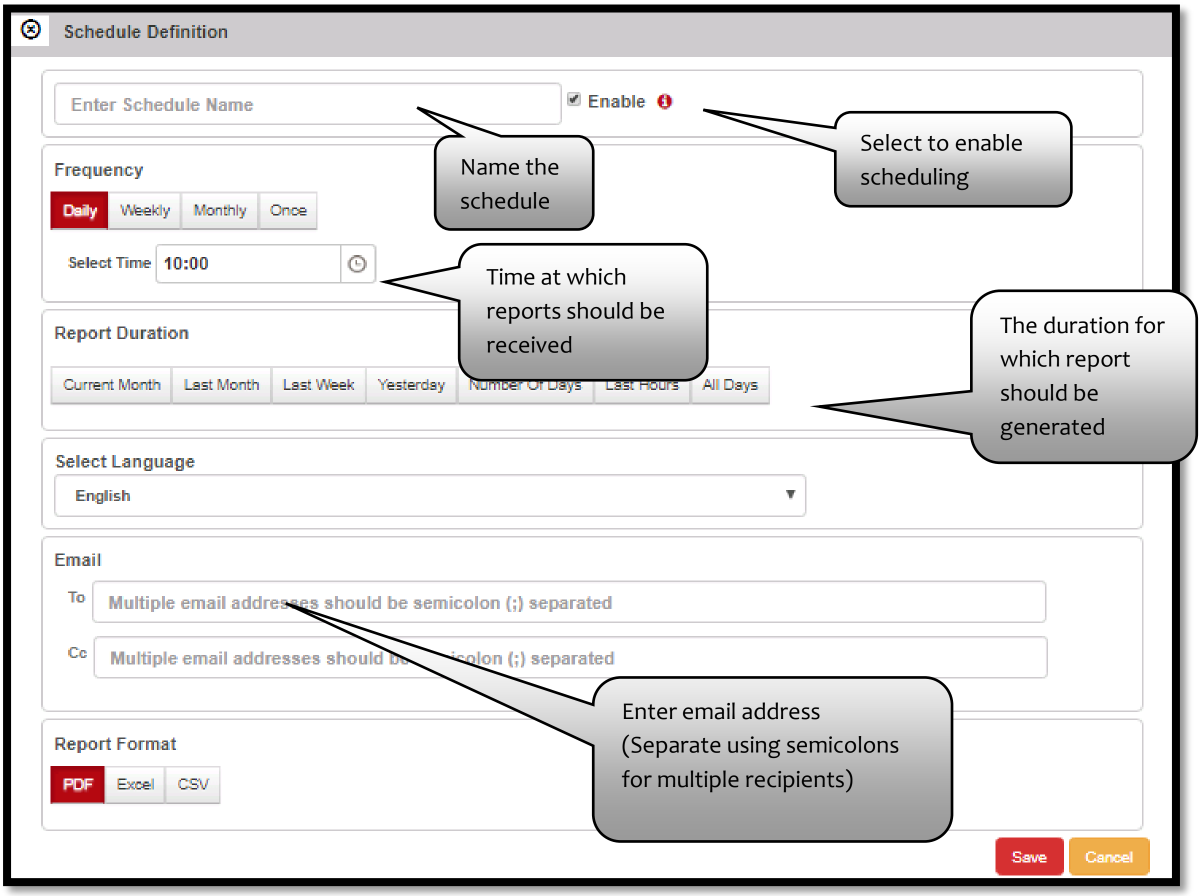
Status :	Open	Description :	Breakfast Queues / Waiting Time
Source	In House Guest	Department :	F&B
Reported By :	Mr Jain Nitin	Source :	In House Guest
Guest Name :	Mr Jain Nitin	Incident Location :	154
Temperament :		Incident Time :	13/09/2017 10:44
Recovery Cost :	£ 55555	Logged Time :	13/09/2017 10:44
Room Rate :	100	Logged By :	abc10678 def10678
Guest Location :	152	Staff Involved :	
Check-In Date :	02/07/2017 07:03	Previous Glitches :	77
Check-Out Date :	03/10/2017 00:00	Previous Stays :	5
Preferred Lang :		Email :	nitin22jain@gmail.com
Company :		Mobile # :	919278037857
Attachments :	0	Home # :	

Action	Action Date And Time	Logger	Remarks
Open	13/09/2017 10:44	abc10678 def10678	
Recovery	13/09/2017 11:51	mit	Airport Transfer; Recovery Amount: 55555.00; Comments:ffgvvvvv

Scheduling a report

You can schedule a report to be automatically emailed.

1. In the **Action** column, select **Schedule** .
   - Select **Add** to define a new schedule.
   - Select **Edit** to modify and schedule an existing report schedule.
   - Select **Delete** to remove an existing report schedule.



2. When the Schedule Definition box appears, complete the fields:
   - Type a name for the schedule.
   - Select the **Enabled** checkbox for the schedule to start immediately.
   - Choose the frequency to receive the report: daily, weekly, monthly, once.
   - Select the time for the report delivery.
   - Select the duration of the report: current month, last month, last week, yesterday, or a specified number of days only.
   - If this is a multilingual system, select the language in which you would like to receive the report.
   - Complete the email I.D. of the recipient(s).
   - To enter multiple recipients, separate by semicolon and **do not** enter space after the semi-colon.
   - Choose the report format: PDF, Excel, or CSV.
3. Select **Save**.

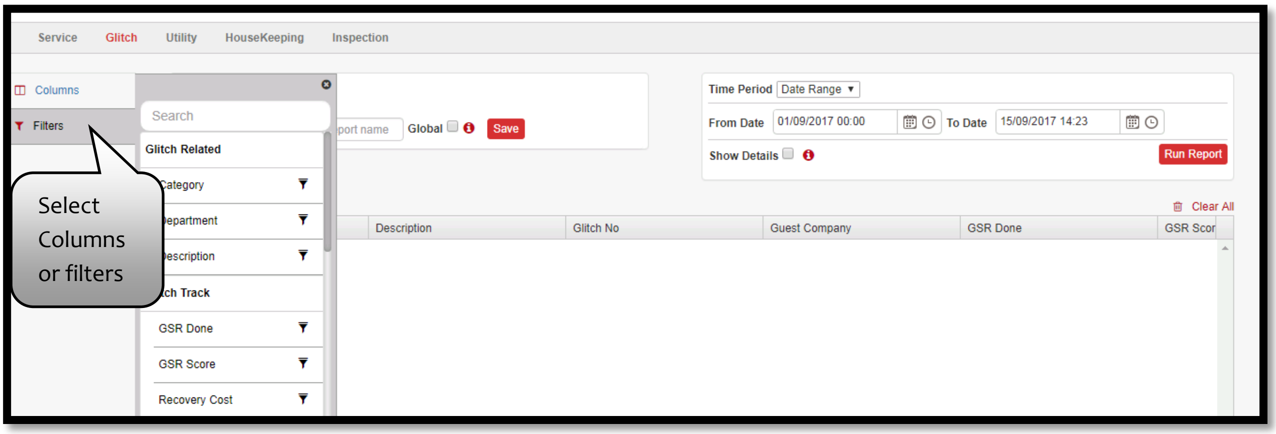
Creating a new report

History report

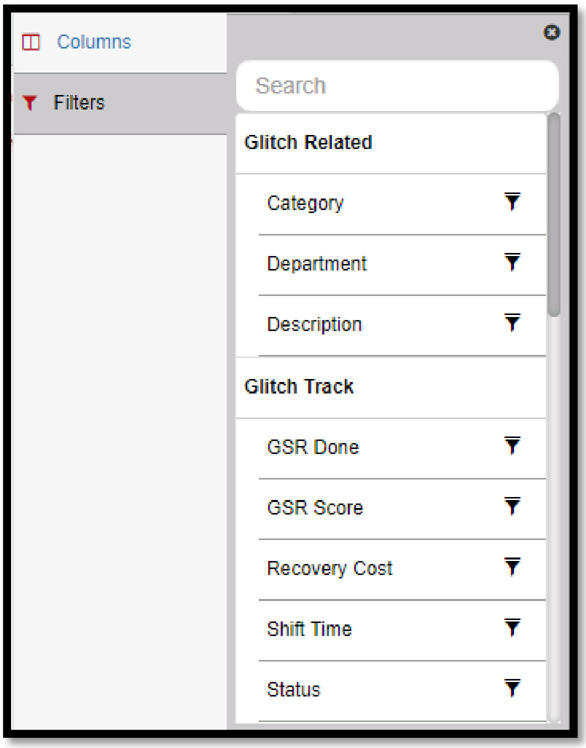
1. In the upper-right of the Reports page, select **History** to create a History report.

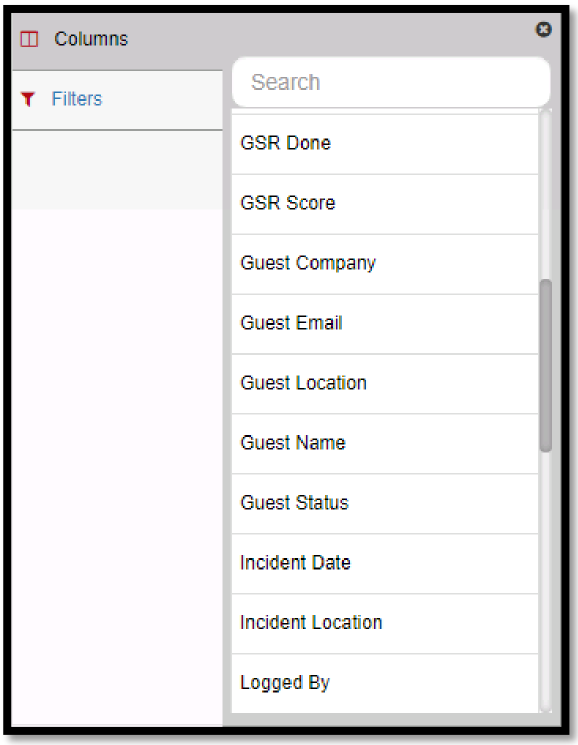
   A window appears.

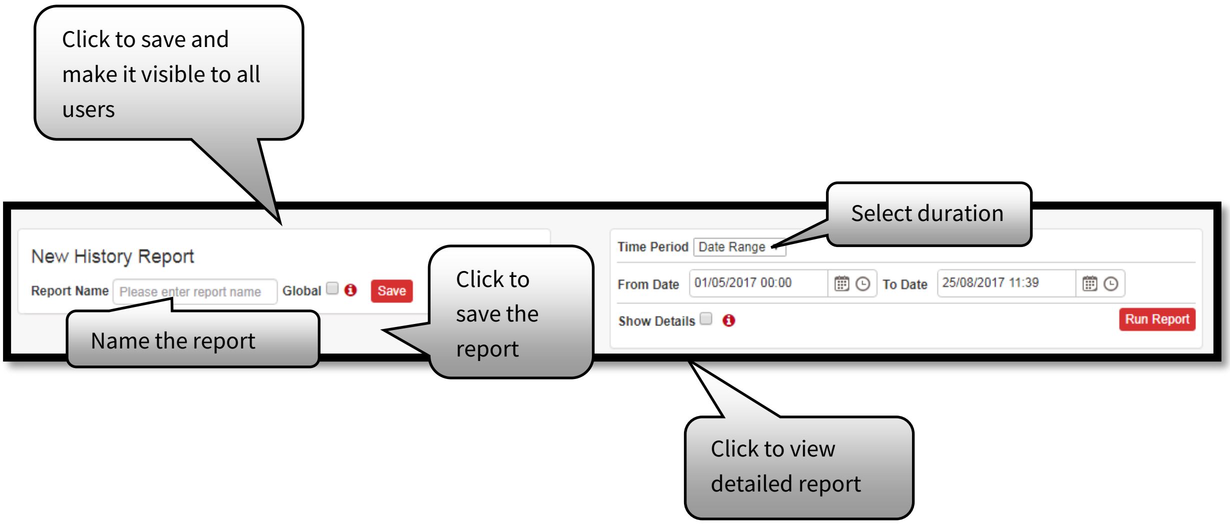
2. Create a new report by following the steps below:
   - Select the **Show report** checkbox to view report with details.
   - To save the reports, type the report name and select **Save**.
   - Select the **Global** checkbox to make it visible for other users.



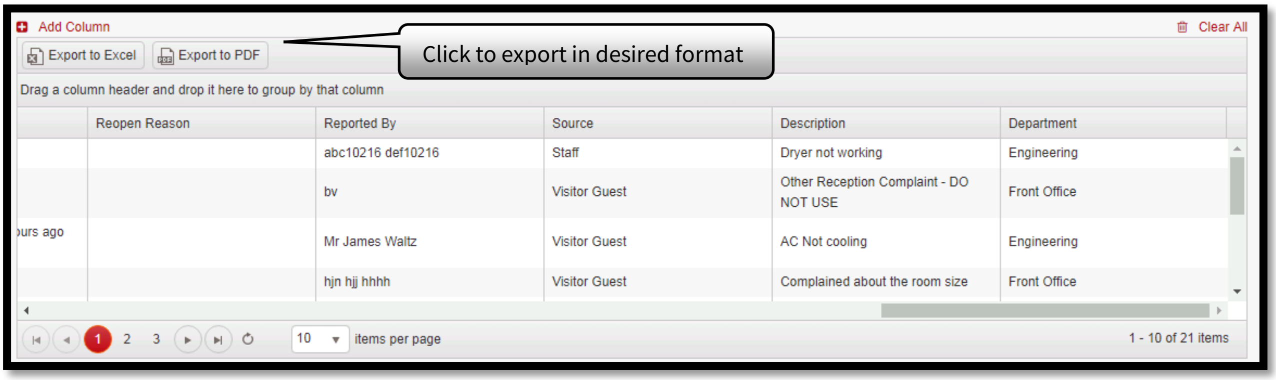
   - Select **Columns** to select the columns in your report.
   - Select **Filters** to select filters for your report.







- Specify the time period for which the report is required and select **Run Report** to see the report at the bottom of the screen.



Detailed Report:

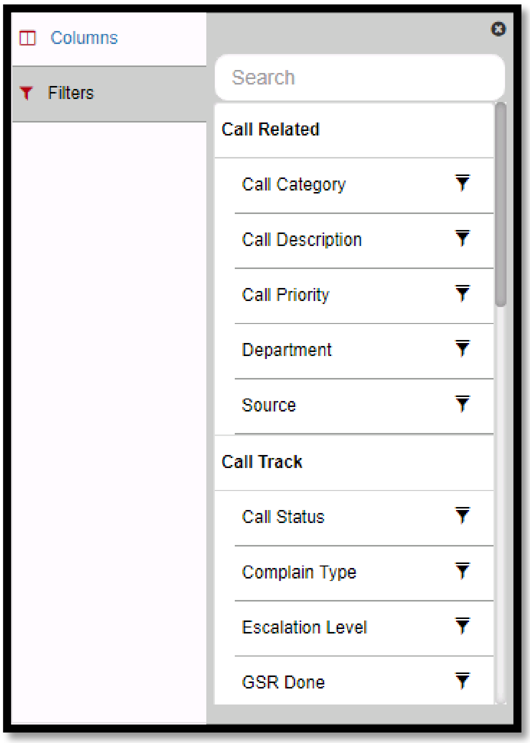
Analysis report

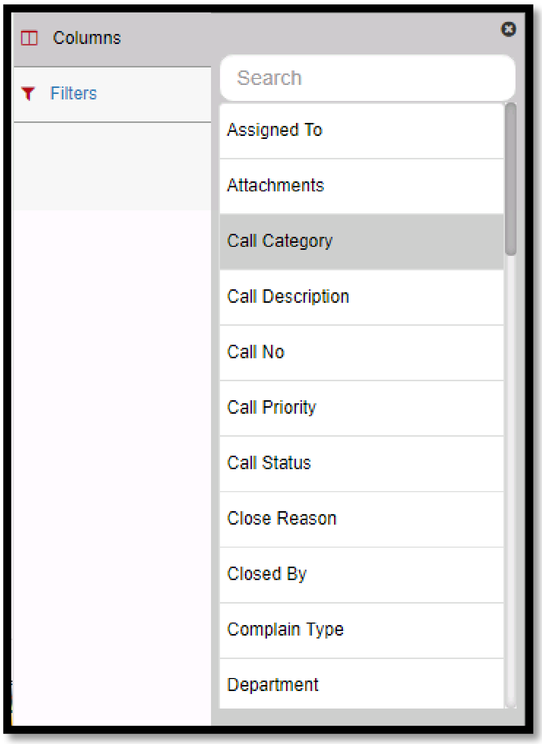
1. In the upper-right of the Reports page, select **Analysis** to create an Analysis report.

A window appears.

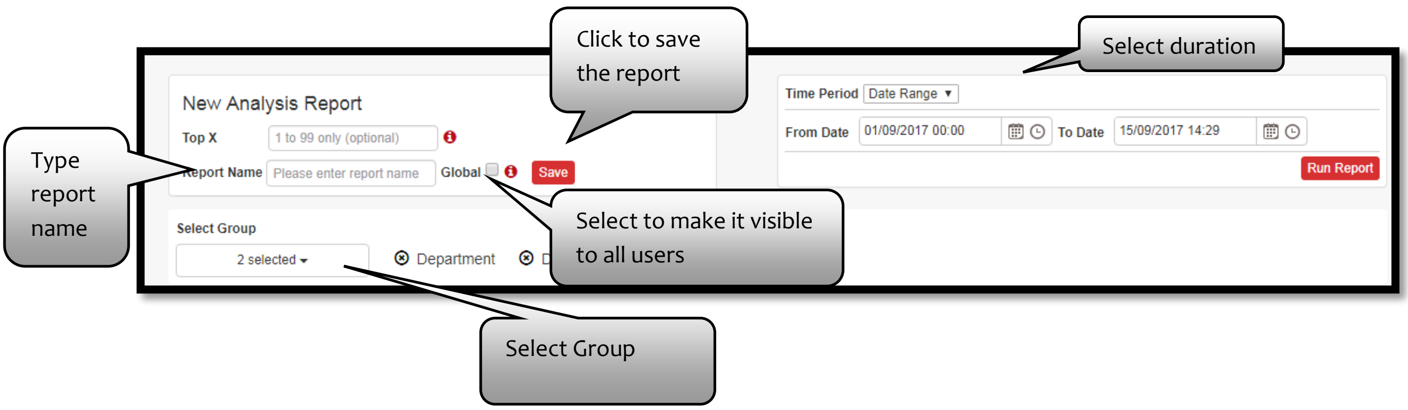
2. Create a new report by following the steps below:

- Select **Columns** to specify the columns in your report.
- Select **Filters** to select filters for your report.





- Select the **Show report** checkbox to view report with details.
- To save the reports, type in the report name and select **Save**.
- Select the **Global** checkbox to make it visible for other users.



- Select the time period for which the report is required and select **Run Report** to see the report at the bottom of the screen.

Department	Description	Checked Out(%)	Closed(%)	InHouse(%)	Open Glitc
Engineering	AC Not cooling	0.00	50.00	50.00	1
Engineering	AC Not Heating	0.00	0.00	100.00	1
Front Office	Airport pick-up delayed	0.00	0.00	50.00	2
Front Office	Airport pick-up no-show	0.00	0.00	0.00	1
Front Office	Authorisation / over charged	0.00	50.00	100.00	1
Front Office	Book out	0.00	0.00	0.00	1
F&B	Breakfast Queues / Waiting Time	0.00	0.00	100.00	1

1 2 | 10 items per page | 1 - 10 of 16 items

For further questions on your setup, contact our support desk at support@knowcross.com or your account manager.