

# **Release Document**

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## **NEW ESCALATION MANAGER**

We are excited to announce the release of an enhanced *Escalation Manager* in the continuation of our commitment to provide new features and enhancements in system configuration.

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*	Escalation Timings	Escalation Tree Escala	tion Rules		
6)	Timing Name	Level	Value	Criteria	
	Standard Timing	1	100	% of MRT	
ŵ	Timing	2	-25	% of MRT	
		3	44	% of MRT	
<u>!</u>	timing . vie		29	% of MRT	
	Timing - Preferences	5	1	% of MRT	
	Timing - New	6	13	9b of MRT	
	Timing - Front office	7	9	% of MRT	
		8	100	% of MRT	
		9	100	% of MRT	
					_
<b>*</b>					

#### **New Escalation Timing screen**

Escalation Timings Escalation Tree Escalation Rules Escalation - Crisis Job I (resulting) Escalation - Crisis Job I (resulting) Escalation - New I (resulting) Escalation - Preference I (rescala		guration -		Escalation N	lanager		O User Na Assistant F	ame ront Office Manager - Fre	ont Office
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Tree Name     Exclation level     Amm//Beignation     Applicable To     Section     Section       Image: Installation - Critis Job     1     Assigned staff     Changed the label to existing one     the use     the use       Image: Installation - New	*	Escalation Timings	Escalation Tree	Escalation Rules					
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**New Escalation Tree screen** 

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#### **New Escalation Rule screen**

Escalation Manager is a powerful tool that allows you to configure escalations for jobs created in Service. To enable easy configure and manage escalations, the Escalation Manager is divided into three tabs: Escalation Timings, Escalation Tree, and Escalation Rules.

This release document outlines the new features, buttons, and screens of Escalation Manager.

#### WHAT'S NEW?

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Updated user interface with modern and responsive design for enhanced user experience. New features and functionality to make configuring escalations easier and more efficient.

You will now have easy access to the Escalation Manager from within the configuration module. To access the Escalation Manager, go to the **Service** section within the System Configuration module and click the **Escalation Manager** option.

#### FEATURES AND ENHANCEMENTS

The Escalation Manager includes following improvements and new features:

## 

KNOWDF Platform Configu	Demo 1	Escalation	Manager	User Name Assistant Front Office Manager - Front Office
✿: [	Demo = Level - 1			+ Add - C
*	Escalation Timings	Escalation Tree Escalation Rules		Escalation Timing Escalation Tree
6)	Timing Name	Level	Value	Criteria Escalation Rule
	Standard Timing	1	100	% of MRT
	Timing	2	25	% of MRT
	Timing - VIP	3	44	% of MRT
	Timing Brafaraneas	4	29	% of MRT
$\odot$	Liming - Preferences	5	1	% of MRT
	Timing - New	6	13	% of MRT
	Timing - Front office	7	9	% of MRT
		8	100	% of MRT
		9	100	% of MRT
*				

**Improved user interface**- The application now has a cleaner layout with a more modern design and easy-to-use navigation.

**Multi Property**- This new feature allows you to quickly switch between properties with just a few clicks using a convenient drop-down menu.

**Note:** Users with single-property access will not see the Multi Property drop-down button.

**Refresh Button**- This feature allows you to refresh the data that is available on the screen. The button is located in the upper-right corner of the main screen and can be accessed using the button with a circular arrow icon. **The Add button**- After clickingthe Add button on the main screen of Escalation Manager, the resulting drop-down menu displays three options: Escalation Timings, Escalation Tree, and Escalation Rules.

**Multi-delete functionality**- You can now select multiple profiles from a particular tab (Escalation Timing, Escalation Tree, and Escalation Rules) with the help of a checkbox, which is available on the left side of each profile name. Once you select multiple profiles, the delete icon appears in the header of the screen.

KNOW Platform Co	CRDSS		Escalation Manager	Superior Name Assistant Front Office Manager - Front Office
<b>¢</b> °	Demo - 🖛 Level -	$\uparrow$		0 + Md + C
*	Escalation Timings	Escalation Tree	Escalation Rules	
6	Timing Name	Level	Value	Criteria
	Standard Timing	1	-100	% of MRT
٤	Timing	2	25	% of MRT
-	Timing . VID	3	-44	% of MRT
U.		4	29	% of MRT
	Timing - Preferences	5	1	05 of MPT

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٤ (	Escalat	ion Timings	Esca	alation Tree	Esca	lation Rules					
	Tree Name		E	Iscalation level	Name/Designa	ition	Applicable To	Section	On duty	24 x 7	
	(Crisis) Esca	lation - Crisis Job	1		Assigned staff		Changed the label to existing one	true	true	Y	
	(Escalation)	Escalation - New	c	CA	Ankush Bansa	it :	Guest jobs	false	false	Y	
	(Escalation)	Escalation - Preference									
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Configurat	(Escalation)	Escalation - Preference	C Status	ilation Tree	Escal Escalation Tree	alation Ma lation Rules	nager Maximum tree level Configured	Timing	e Us ∧sst	er Name Istant Font Office Manage	r - Front Offi
VCRO	Clear Control	Escalation - Preference	Esca Status X	Lation Tree Expiry date 07-Jan-24	Escalation Tree Escalation - New	alation Ma lation Rules Tree type Escalation	nager Maximum tree level Configured 9	Timing Standard Timing	⊖ Usr ∧ssa ✓ × ]	er Name staat Front Office Manage	er - Front Off

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# IMPROVEMENTS AND NEW FEATURES AVAILABLE IN THE ESCALATION TIMINGS TAB

Test Timings		
Level	Value	Criteria
1	100	No of NRT.
2	66	% of MRT -
3	44	9s of MRT.
4.	29	9s of MRT +
5	19	9s of MRT v
6	13	4s of MRT v
7	9	9s of MRT +
8	6	9s of MRT.
9	4	96 of MRT +

**Improvement in escalation timing configuration**- A new dialog box allows you to configure all escalation levels (2 to 9) in a single screen. In previous releases, you had to create the timing name first and then edit each level one by one, which was time-consuming and required several clicks to configure.

• Note: Level One cannot be configured, as it stays at 100 in value and %MRT in criteria.





Name		Standard Timi	ng		*				O Re	view Escalatio
h All Configuration										
ee type Escalatio	n		*							
elect staff					Select Designation					
Search				· 0	Search					• 0
Staff Name	Designation	Department	Guest jobs	Staff jobs	Designation		Staff Count	Guest jobs	Staff jobs	, 1
Ankush Bansal	Assistant Front	Butler			Admin Executive		66	0	0	
Nikhil Saxena	F&B Assistant M	F&B			Assistant Butler Manager		38	0	0	
kkk kkk	Assistant Front	Housekeeping			Assistant Concierge		20	0	0	
abc27378 def273	Butler	Butler			Assistant Engineer		18	0	0	
Ayush234 Dev	Duty Manager	Housekeeping			Assistant Executive Housekeeper		13	$\bigcirc$	0	
123 def27169	EM Senior Manag	Front Office			Assistant Front Office Manager		37	0	0	
									Cancel	Save & Ex
scalation Tree Name		Standard Timir	16		×				Cancel	Save & Ex
scalation Tree Name at All Configuration ation levels Configu- tation level to configu- 2 3	ration re 4 5 6	Standard Timir	98		<b>v</b>				Cancel	Save & D
icalation Tree iame attan I Configuration attan I evels Configu attan I evels Configu 2 3 Escatedon I evel	ration re 4 5 6 Wane(Designa	Standard Timir       7     0       0       tion	18 Applicable To		* Section On dury	24×7	Select Level		Cancel	Save & Er
calation Tree tame All Configuration tion levels Configu ation level to configure 2 3 Statistion level 5 Statistion level	ration re 4 5 6 Name/Designa Assigned staff	Standard Timir       7     8     9       disn	16 Applicable To All Jobs		Section On duty     true true	24×7 Y	Select Level Select Level	· · · · · ·	Cancel	Shere & Ed

**Improvement in escalation tree configuration**- Use this single dialog box to configure the Escalation Tree. This dialog box includes the Tree name, Catch All Configuration, and Escalation Levels Configuration. You can also review the changes made in the configuration by clicking the Review Escalation button.



**Newly introduced Search bar-** We've introduced a search bar for Catch All Configuration and Escalation Levels Configuration in the Escalation Tree. Now you can easily search for staff names and designations without the hassle of scrolling through the entire list. This improvement is aimed at streamlining the configuration process and saving valuable time for our users.

**Newly introduced Eye button**- Clicking the Eye button shows the selected data at the top of the list for Catch All Configuration and Escalation Levels Configuration in the Escalation Tree.

Improvements in escalation level configuration:

• Previously, users faced difficulties in adding, editing, moving, or deleting escalation levels, which could be frustrating at times. Now, we have eliminated those problems by allowing you to freely add, edit, move, and delete escalation levels. The system checks for any blank levels in the middle of two filled levels and alerts the user in the form of red highlighted tabs and a disclaimer at the bottom of the screen, making it easier to add details to those blank levels.

Previously, identifying and editing multiple entries in the same level was a challenge. We have addressed this problem by introducing a consolidated view of all the profiles in the same level within the Escalation Tree dialog box. This new enhancement provides options to edit, delete, or move from one level to another, all within the same screen.

#### IMPROVEMENTS AND NEW FEATURES AVAILABLE IN THE ESCALATION RULE TAB

Add Escalation Rule							×
Rule Name		Escalation Tree	•	Account Expiry Date	Ē	Active	
Job Details Other De	tails						
Source 🔘 Guest 🔵 Staff 🧿 Both							
Job Type	4/4	Job Priority	4/4	Job Category	88/88	Job Description	1431/1431
Search	- <b>O</b>	Search	÷ 0	Search	- <b>Y</b> O	Search	- 0
Query		Normal		Air Conditioning - FM&E	Butler	💋 (lrd) - Order	
Service Request		Urgent		Call Handling - Butler BCC	FM&E	Access Point Or Router - Not Workin	g
Complaint		Xtra Urgent		Carpentry - FM&E	Front Office	Acw - Ticket Enquiry	
Maintenance		Crisis		Carpet Specialist - FM&E	GC Call Centre	Acw - Ticket Express Enquiry	
				Damaged or Stained Room	Housekeeping	Acw - Ticket Purchase	
				Duty Manager - Front Office	п	Additional Fruit Amenity - Request	
				Electrical - FM&E		Air Con - Assistance (Butler)	
				Elevator - FM&E		Air Con - Assistance Runner	
				Escalator - FM&E		Air Con - Bad Smell	
							Cancel Save & Exit

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Add Escalation Rule			×
Rule Name	Escalation Tree	✓ Account Expiry Date	Active
Job Details Other Details			
Job Zone 460 / 460	Job Location 4954 / 4	254 Staff department 7/7	Guest VIP Level 14/14
Search 👻 💿	Search 👻 🝸	Search - O	Search 👻 🖸
V Level 04	0388 - Twin BedRoom Bathroom Basin Area	est Locations	Vormal Guest
Level 05	0388 - Twin BedRoom Bathroom Bath Tub	her Locations	Genting Club VIP
V Level 06	0388 - Twin BedRoom Bathroom Ceiling	FM&E	Crockfords Club VIP
Level 07	0388 - Twin BedRoom Bathroom Drainage	Front Office	Maxims Platinum VIP
Level 08	0388 - Twin BedRoom Bathroom Ventilation	GC Call Centre	Maxims Club VIP
V Level 09	0388 - Twin BedRoom Bed	Housekeeping	Diamond Club VIP
V Level 10	0388 - Twin BedRoom Bedside	🛃 π	Gold VIP
V Level 11	0388 - Twin BedRoom Ceiling		Silver VIP
Level 022	0388 - Twin BedRoom Shower Room		Classic VIP
Level ABC	0388 - Twin BedRoom TV Console		Junket VIP
			Cancel Save & Exit

**Newly introduced** *Main screen-* This is a major improvement in the escalation rule configuration process! Previously, you were only able to see partial details about escalation rules from the main screen, which meant having to open each individual rule to check the details. This resulted in multiple clicks and wasted time. We've streamlined the process by providing additional details about each escalation rule directly within the main screen. This means you can perform actions without having to constantly open and close individual rules.

**Refined configuration process of escalation rules-** We have streamlined the process by reducing the number of condition points from 18 to 8, eliminating unnecessary data from the screen and increasing performance. This improvement also saves time, as you no longer have to scroll through different tabs to find the appropriate option. **New Filter option in Category and Location conditions-** This new feature in the Escalation Rule Configuration makes it easier for you to search for different categories in different departments and filter locations by location type. With our new Filter option in the Category and Location conditions, you can now quickly search for specific categories and location types without having to manually scroll through different tabs. This feature will not only save time, but it will help you to find the information you need.

## **MAINTENANCE - FEATURES & ENHANCEMENTS**

### **PM AUTO DISTRIBUTION**

The new release includes a feature that automates the distribution of work orders (WOs) for the PM schedule. This functionality can be accessed through the New PM screen. You can choose between Auto or Manual distribution modes.

If you select the Manual mode, you can create a PM schedule by adding multiple assets, and the system will generate all WOs on the specified date.

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If you select the Auto mode, you can create a single PM for a group of assets, and the system will automatically distribute the WOs over several days based on the number of WOs that can be completed within a day.

### **USER JOURNEY**

To use this feature, you must provide the PM name and Asset Category, and the system will display all the Assets mapped under the selected Asset Category. You can select multiple assets under one PM.

After providing the mandatory information, click **Add Schedule**. You will be prompted to enter additional details such as the schedule start and end dates, WO duration, pattern, variance, and the number of WOs in a day.

#### Notes:

The *No. of WOs in a day* field will only be displayed in the case of auto distribution. You can also click **Save**, and the system will reroute you to New PM screen.

		KNDWMAINTENANCE		New Pl	М	<b>e</b> abc29930 def.	29930 💉 🌲
Ø		WO Distribution 🔘 Auto 🔘 Manual			Total Assets : 4		Selected Assets : 4
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म्ल	<b>.</b>	AC	×	•	✓ xdfgbfdfv - bfdfvgb		
S	9	Location		•			
Ш.	Ø	× 2387 test reupload × AC2 × Boiler × bfdfvgb	×	•			
	<b>:</b>	Technician		•			
	ß	Engineering	×	•			
	**	Engineer	×	•			
	E	Checklist		-			
\$		Clear Submit					

#### **PREVIEW SCREEN**

You can also click the **Preview** button, which will redirect you to the Calendar screen. On this screen, you can view the WOs distributed according to the selected pattern (daily, weekly, monthly, or yearly), the number of WOs in a day, and the number of assets selected. Once you have previewed the WOs distribution, you can click **Done Preview**, and the system displays the New PM screen with the added schedule.

**Note:** If you need to make any changes to the schedule while previewing it, click **Cancel**. You will return to the Add Schedule screen, where you can make the necessary changes.

		ANCE		Calendar		Akansha Accountan	t · Administrative 🛛 🖊 🎍
	Today < > May 202	23	Air Condit	ioner AMC	▼ Clear filter		Month - C
	Mon	Tue	Wed	Thu	Fri	Sat	Sun
,	More Crudes.	2	3	4	5	6	
	8 Preventive Maintenance	9	10	11	12	13	1
	15	16	17	18	19	20	2
	22	23	24 1001 - Air Conditioner AMC	25 1003 - Air Conditioner AMC	26 100122 - Air Conditioner AMC	27 100122 - Air Conditioner AMC	2
	29	30	31 1001 - Air Conditioner AMC	1	2		
		6	7	8		10	1

#### **PM SCHEDULE CREATION**

After adding the schedule and other necessary information on the New PM screen, you can complete additional details such as a checklist, attachments, technician, department, skills, and then click **Submit**. The system displays a confirmation message once the PM has been created.

#### EDIT PM

To edit an existing PM, click **PM Console**. The system displays all PMs that have been created for the property. Select the **PM Name** and click **Edit**.

The system redirects you to the New PM screen with all prepopulated fields. You can edit the Asset Category, Asset, Location, and other relevant fields. You will also be able to edit the PM schedule, such as the start date, end date, and the number of WOs in a day.

**Note:** The system will not allow you to change the mode of distribution. If a PM has been created with Auto distribution, it cannot be changed to Manual, and vice versa.

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	, second	KNOWMAINTENANCE			PM Console	5	•	Air Conditioner AMC	:	×
苾		Clear filter Search 💌	= Crea	ted On	•	$\checkmark$	Decent.		Edit	
		PM Name	Asset Category	# Assets	Start date	Schedu	KNSG	lechnician	Clone	
Ø		Air Conditioner AMC	AC	4	24/05/2023 12:42	Patter	Schedule Start 24/05/2023 12:42	Schedule End Never	Deactivate	
		P123	AC	1	31/03/2023 12:28	Patter	Repeat			
S		xcvbnbv	AC	1	07/02/2023 14:56	Patter	On Every I Week(s) WO Duration	Variance	Delete	
<u>.</u>		xdfgbhnvd	AC	1	06/02/2023 18:45	Patter		0		
		zbngf	AC	1	06/02/2023 18:43	Patter	Last Modified On 24/05/2023 12:35	Last Modified By Akansha		
		PM Timing check	AC	1	07/12/2022 22:58	Patter				
		Boilerr Maintenance	AC	1	28/09/2022 22:01	Patter	Created On 24/05/2023 12:32	Created By Akansha		
		New Check 123	Test	1	28/07/2022 23:24	Patter				
		test ankur	AC	1	28/07/2022 23:23	Patter				
		kmt wook	2383	1	28/07/2022	Pattor	8	边	[II]	
<b>.</b>		1 – 23 of 23 🛛 🔀 🔨 🔪 💙					Overview	Assets	Checklists	

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应		WO Distribution () Auto () Manual		1	Total Assets : 4	_		Se	ected Ass	ets : 2
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\$		Clear								

### PARKED REOPEN DATE

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This enhancement allows you to view the Parked Reopen Date column on the WO console screen.



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In this column, you can view the Reopen date and time for the Parked WOs. This saves time and effort, as you will be able to view this information on the WO console screen without having to click the WO Overview.

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应		359	208	10	4 2	•			- 1	· Y	Search	-	Updated date	/time 🔻	$\checkmark$			C
		WO #	Asset	A.	Location		WO Description	Ū	Technician	Created On	Started On	Completed On	Due Date	Parked Reopen Date	WO Type	Skill	Department	
Ø		#2023- 114	UXIBK Z20C		1002		Test1		manish	31/03/2023 15:57			31/03/2023 23:58	26/05/2023 00:00	Corrective	Engineer	Engineering	
ŝ		#2023- 117	AC2 AC2Code		1003		xdfgbhnvd	U	abc29946 def29946	31/03/2023 18:45			31/03/2023 18:45	25/05/2023 00:00	Preventive	Engineer	Engineering	
S		#2023- 118	2381 release 2381		1001	•	Adjust TV Channel			24/05/2023 11:47			24/05/2023 23:58		Corrective	Engineer	Engineering	
<b>ال</b> د		#2023- 116	2387 test reupload AC01		1001	•	zbngf	D		31/03/2023 18:43			31/03/2023 18:43		Preventive	Engineer	Engineering	
		#2023- 113			1002	•	Bathroom Drawer to Fix		abc47216 def47216	31/03/2023 15:04	31/03/2023 15:06		31/03/2023 15:34		Know - Service	Engineer	Engineering	
		#2023- 112	AC2 AC2Code		1003	•	xcvbnbv	U		31/03/2023 14:56			31/03/2023 14:56		Preventive	Engineer	Engineering	
		#2023- 110	AC2 AC2Code		1003	•	Bathroom Door to Repair		Deepali 2	31/03/2023 12:43			31/03/2023 12:44		Corrective	Engineer	Engineering	⊞
		#2023- 109	AC2 AC2Code		1003	•	P123			31/03/2023 12:28			31/03/2023 12:28		p1	Engineer	Engineering	
		#2023-	IIMst		1002		Baby			31/03/2023			31/03/2023		new1	Concierge	Front Off	
\$		1 – 25 of 58	33   🗸	<	> >													

### **MOBILE APPLICATION**

For mobile applications, you can also view the Parked Reopen Date and Time on WO overview.

**Note:** To view the all the changes, update the IOS and Android application with the latest version i.e., 1.4.6.





## HOUSEKEEPING DESIGNATION MAPPING, ROOM TYPES, AND VIP MAPPING ARE NOW CONFIGURABLE IN THE SOFTWARE.

This document explains the configuration features and changes in the system configuration component of the Housekeeping software. A new user interface makes it easier and more convenient for you to access and configure.

With this release, the Customer Admin Portal is no longer required to configure the Housekeeping data points, that is, Designation Mapping, Room Types and VIP Mapping. You can now use the configuration component of the software to configure them.

The following functionality can be managed for Housekeeping configuration:

**Designation Mapping** 

- Edit designation with bulk edit option
- Multi property access
- Search designation
- Refresh

#### Room Type

- Add room type
- Edit room type
- Multi property access
- Search room type
- Delete room type with bulk delete option
- Refresh

**VIP Mapping** 

- Add VIP
- Edit VIP
- Multi property access
- Search VIP
- Delete VIP with bulk delete option
- Refresh

### **DESIGNATION MAPPING**

Housekeeping requires designations to be mapped to designation types. A designation type can be classified as one of three types: HK\_Attendant, HK\_Supervisor, and Other. By using the system configuration, you can map the designation to a designation type. To perform this task, select the designation that you want to map and click the edit button. The system then displays a dialog box to map the designation. Select the designation type and then click the save button to complete the mapping process. It will map the designation and display a dialog box confirming that the designation has been updated successfully.



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Additionally, our system allows you to map multiple designations simultaneously. Multiple designations can be mapped by selecting all designations at once or by selecting specific designations and clicking the edit button located near the refresh button. The rest of the process is the same as the process for mapping a single designation.

KNOW Platform Co	CRD55	Designation Mapping	Unfocus User Chef de Cuisine - Housekeeping
<b>\$</b> \$	Unfocus 💌 Search	×	G
*	Designation	Designation Type	
	Assistant Butler Manager	HK_ATTENDANT	
9	Assistant Villa Manager	HK_ATTENDANT	
	Butler	HK_ATTENDANT	
EA	Butler Coordinator	HK_ATTENDANT	
!	Butler Manager	HK_ATTENDANT	
	Butler Team Leader	HK_ATTENDANT	
$\checkmark$	Uilla Manager	HK_ATTENDANT	
	Assistant Engineer	HK_SUPERVISOR	
	Engineer	HK_SUPERVISOR	
	FM&E Assistant Manager	HK_SUPERVISOR	
\$	FM&E Assistant Vice President	HK_SUPERVISOR	

#### **MULTI PROPERTY ACCESS**

With a convenient drop-down menu, the Multi Property feature allows you to easily switch between properties with just a few clicks. With this feature, you can map designations in a more flexible and efficient manner, enabling you to work on multiple properties simultaneously.

KNOW Platform Co	CROS nfiguration	5		Designation Mapping	Untocus User Chef de Cuisine - Housekeeping
\$		Unifocus	•		G
*		Designation	Designation Type		
		Assistant Butler Manager	HK_ATTENDANT		
9		Assistant Villa Manager	HK_ATTENDANT		
6		Butler	HK_ATTENDANT		
124		Butler Coordinator	HK_ATTENDANT		
!		Butler Manager	HK_ATTENDANT		
_		Butler Team Leader	HK_ATTENDANT		
9		Villa Manager	HK_ATTENDANT		
		Assistant Engineer	HK_SUPERVISOR		
		Engineer	HK_SUPERVISOR		
28 a.h.		FM&E Assistant Manager	HK_SUPERVISOR		
\$		FM&E Assistant Vice President	HK_SUPERVISOR		





#### SEARCH DESIGNATION(S)

The system provides a search option to quickly locate specific designations. Enter search keywords based on the designation name and designation type.

KNOW Platform Co	CRO5	<b>S</b>			Designation Mapping	Unifocus User Chef de Cuisine - Housekeeping
¢ŝ	E	Unfocus 💌	Search			C
			۹	Designation Name		
*		Designation	۹	Designation Type		
		Assistant Butle	er Manager	HK_ATTENDANT		
9		Assistant Villa	Manager	HK_ATTENDANT		
		Butler		HK_ATTENDANT		
ĽΔ		Butler Coordir	nator	HK_ATTENDANT		
!		Butler Manage	er	HK_ATTENDANT		
		Butler Team L	eader	HK_ATTENDANT		
<b>S</b>		Villa Manager		HK_ATTENDANT		
		Assistant Engi	neer	HK_SUPERVISOR		
		Engineer		HK_SUPERVISOR		
		FM&E Assistan	nt Manager	HK_SUPERVISOR		
*		FM&E Assistan	nt Vice President	HK_SUPERVISOR		

#### **ROOM TYPES**

In hotels, rooms are classified and priced according to the type of bed, the number of occupants, the number of beds, the decor, and the features of the rooms. With our system, you can create different types of rooms for your hotel. Adding a room type is a simple and straightforward process. To add a room type, click the add button located near the refresh button. Once the details have been entered, click the save button. The resulting dialog box confirms that the room type has been successfully added.

		c c
] Code	Description	
) SDR	Super Delux Room	
) MVPT	Most Valuable Person Type	
) ART1	Abhishek Room Type	
) Medium Class	Medium class Rooms	
) Delux	Delux Room	
	code       SDR       MVPT       ART1       Medium Class       Delux	Code         Description           SDR         Super DeLux Room           MVPT         Most Valuable Person Type           ART1         Abhishek Room Type           Medium Class         Medium class Rooms           DeLux         DeLux Room

#### **EDIT A ROOM TYPE**

UNIFOCUS

You can update the room type by using the system configuration. To perform this task, select the room type you want to edit and click the edit button. In the resulting dialog box, edit the room type. Update the required details and click the save button to complete the editing process. The resulting dialog box confirms that the room type has been updated successfully.

KNDWI Platform Cor	CRD5	5 1 juoi	Room Types	Unifocus User Chef de Cuisine · Housekeeping
<b>¢</b> °		Unifocus 💌 Search	v.	C
*		Code	Description	
6		SDR	Lindate Ream Type	
<b>B</b>	0	мурт		
ŵ	0	ART1	Code* SDR	
		Medium Class	Description*	
!		Delux	Super Delux Room	
			Cancel Save	
9				
۵				





#### **MULTI PROPERTY ACCESS**

With a convenient drop-down menu, the Multi Property feature allows you to easily switch between properties with just a few clicks. With this feature, you can manage room types in a more flexible and efficient manner, enabling them to work on multiple properties simultaneously.

KNDW Platform Co	CROS	5	Room Types	Onfocus User Chef de Cuisine - Housekeeping
<b>\$</b> °		Unifocus 🔻 Search	*	+ C
*	0	Code	Description	
220-329 		SDR	Super Delux Room	
3		MVPT	Most Valuable Person Type	
4		ART1	Abhishek Room Type	
<u>E3</u>		Medium Class	Medium class Rooms	
!		Delux	Delux Room	
		PA	Public Areas	
9		CL	Clean	
		DST	DST	
•				

#### **SEARCH ROOM TYPE(S)**

The system provides a search option to quickly locate specific room type(s). Enter search keywords based on the code and description.

KNDWC Platform Con	GROS figuration	<b>S</b>		Room Types	0	Unifocus User Chef de Cuis	ine · Hous	sekeeping
¢°		Unifocus 💌	Search				+	C
			Q Code					
*		Code	Q. Description	cription				
		SDR		Super Delux Room				
9		MVPT		Most Valuable Person Type				
		ART1		Abhishek Room Type				
eΔ		Medium Class		Medium class Rooms				
		Delux		Delux Room				
		PA		Public Areas				
$\mathbf{r}$		CL		Clean				
		DST		DST				
*								
_	_				_			_





#### **DELETING ROOM TYPE(S)**

To keep the system organized, you can delete the room type(s) that are no longer required. To perform this task, select the room type you want to delete and click the delete button. The resulting dialog box confirms that the room type was deleted. You must select the OK button to delete the selected room type. The resulting dialog box confirms that the room type was deleted. You can also delete multiple room types simultaneously by selecting all room types at once or by selecting specific room types and clicking the delete button located near the refresh button. The rest of the process is the same as the process for deleting a single room type.

KNDW Platform Co	CRD55	Room Types	Unfocus User Chef de Cuisine - Housekeeping
<b>¢</b> °	Unifocus 🔻	×	G
*	Code	Description	
্য	SDR	Confirmation	
ê	ART1	Are you sure you want to delete the selected Room Type(s)?	
!	Detux		
9		Cancel Ok	
\$			

### **VIP MAPPING**

You can manage and map hotel VIP codes to provide the services to the VIP guests accordingly. Adding a VIP code is a simple and straightforward process. To add a VIP, click the add button located near the refresh button. Once the details have been entered, click the save button. The resulting dialog box confirms that the VIP has been successfully added.

KNOWCI Platform Config	RD55 guration 100	33. 10	VIP Mapping	0	Unifocus Us Chef de Ci	er uisine · Hou:	sekeeping
\$	Un Un	nfocus 💌 Search	Ψ.			+	C
*		Code	Description				
		DIVIP	This code is applicable for DIVIP only.				
<b>S</b>		DST	Very special guest.				
		GCVIP	This code is availe for GCVIP				
184		GVIP	This code is applicable for DIVIP only.				
!		MCVIP	This code is applicable for DIVIP only.				
\$							
KNOWO	Poss					_	
KNOWCF Platform Config	RD55 guration 196	i n ×	VIP Mapping	0	Unifocus Us Chef de Ci	er uisine - Hou:	sekeeping
KNOWOF Platform Config	ROSS guration 1 ve	wholes V	VIP Mapping	θ	Unifocus Us Chef de Ci	er Jisine · Hou: 十	sekeeping C
Platform Config		atsaa 👻 Search	VIP Mapping	θ	Unifocus Us Chef de Ci	er uisine · Hous 十	sekeeping C
Platform Config \$		intour V Search	VIP Mapping	Θ	Unifocus Us Chef de Ci	er Hous H	c C
Platform Config ***		Search Code DIVIP	VIP Mapping	0	Unifocus Us Chef de Ci	er Jisine · Hous	ekeeping C
Platform Config Confi		antous v Search code DIVIP DST GCVIP	VIP Mapping	Θ	Unifocus Us Chef de Cr	er Jisine - Houx +	C
KNDWCR Platorn Corlig ★ ★ ↓		stocas Search Code DIVIP DST GCVIP	VIP Mapping  Description  Code *  Description *	0	Unifocus Us Chef de Ci	er uisine · Hous +	C
Platform Config Platform Config % % © 1		start	VIP Mapping  Description  Add VIP  Code*  Description*	θ	Unificus Us	er Lisine · Hous +	eekeeping C
Platorn Config Pictorn Config %		stores Search Code DIVIP DST GCVIP GVIP MCVIP	VP Mapping  Description  Cancel Sove	θ	Unition Use	r +	C

#### **EDIT A VIP**

UNIFOCUS

Use the system configuration to edit the VIP. To perform this task, select the VIP that you want to edit and click the edit button. In the resulting dialog box, edit the VIP. Update the description of the VIP and then click the save button to complete the editing process. The resulting dialog box confirms that the VIP has been updated successfully.



RNDW Platform Co	CROS nfiguration	5	VIP Mapping	Chef de Cuisine · Housekeeping
<b>¢</b> °	<b>B</b>	Unifocus 💌 Search	ίψ.	+ C
*		Code	Description	
		DIVIP		
9		DST	Update VIP	
~		GCVIP	Code* DIVIP	
ња		GVIP	Description*	
		MCVIP	This code is applicable for DIVIP only.	
9			Cancel Save	
\$				

#### **MULTI PROPERTY ACCESS**

UNIFOCUS

With a convenient drop-down menu, the Multi Property feature allows you to easily switch between properties with just a few clicks. With this feature, you can manage VIPs in a more flexible and efficient manner, enabling them to work on multiple properties simultaneously.

RNDW Platform Co	CRO5	5	VIP Mapping	0	Unifocus Us Chef de C	er uisine · Hou	usekeeping
\$€		Unifocus 🔻 Search	×			+	C
*		Code	Description				
		DIVIP	This code is applicable for DIVIP only.				
9		DST	Very special guest.				
		GCVIP	This code is availe for GCVIP				
		GVIP	This code is applicable for DIVIP only.				
!		MCVIP	This code is applicable for DIVIP only.				
S							
٠							

### **SEARCH VIP(S)**

The system provides a search option to quickly locate specific VIP(s). Enter search keywords based on the code and description.

KNDW Platform Co	nfiguration 1921		VIP Mapping	θ	Unifocus User Chef de Cuisir	ne · Hous	sekeeping
<b>¢</b> :	Unifocus 💌	Search	•			+	C
		Q Code					
*	Code	Q Description	ription				
	DIVIP		his code is applicable for DIVIP only.				
9	DST		Yery special guest.				
	GCVIP		'his code is availe for GCVIP				
ΞA	GVIP		his code is applicable for DIVIP only.				
!	MCVIP		'his code is applicable for DIVIP only.				
0							

### **DELETING VIP(S)**

UNIFOCUS

To keep the system organized, you can delete the VIP(s) that are no longer required. To perform this task, select the VIP that you want to delete and click the delete button. The resulting dialog box confirms that the VIP was deleted. Select the OK button to delete the selected VIP. The resulting dialog box confirms that the VIP was successfully deleted. You can also delete multiple VIPs simultaneously. Multiple VIPs can be deleted by selecting all VIPs at once or by selecting specific VIPs and clicking the delete button located near the refresh button. The rest of the process is the same as the process for deleting a single VIP.

Real Platform Co	CRD nfigurati	<b>55</b> 00 1 140	3		9	VIP Mapping	0	Unifocus User Chef de Cuisi	ne · Hous	ekeeping
¢		Un	ifocus	•	Search	v			+	C
*			Code			Description				
্র		1 1	DIVIP			Confirmation				-
£			GCVIP			Are you sure you want to delete the selected VIP(s)?				
!			MCVIP							
9						Cancel Ok				
\$										





#### REFRESH

Using the refresh button, you can ensure that you are viewing the most recent information. The refresh button is in the upper-right corner of the main screen and can be accessed by clicking the circular arrow icon.

RNDW Platform Cor	CR055	VIP Mapping	Onfocus User Chef de Cuisine - Housekeeping
¢ŝ	unitous 💌 Search	•	+ C
*	Code	Description	
	DIVIP	This code is applicable for DIVIP only.	
6	DST	Very special guest.	
	GCVIP	This code is availe for GCVIP	
	GVIP	This code is applicable for DIVIP only.	
!	MCVIP	This code is applicable for DIVIP only.	
♥			

#### **COMING SOON**

We are thrilled to announce an upcoming transformation of our Unifocus software that will showcase a new look and feel, improved navigation, and enhanced user experience.

Check out the screenshots below for a preview.

	Property Code	
	Password	
	Sign in	
AMERICAS +1 800 819 3796		
EUROPE +44 800 088 5463 APAC +65 800 492 2311		
ROW +91 989 912 3191		
Email globalsupport[at]unifocus[dot]com		Copyright © 2023 unifocus.com   Privacy Policy

じいFOCUS WORKFORGE 京にP 新 18018594 号			DEMO Job console			Akansha Akansha Wednexday, May 24, 2023 17:05	0	٠
<u>Č</u> A Service	× NS PRK 169) (11)	SNL CLS (85) (1)	No grouping <b>\$</b>	<b>a'</b> 05/10/23 10:55 am	RWSC1		P	C
New job		Floor - Marble polishing	abc27207 def27207 ③ 17 - (S)	00:00	Housekeeping	test open 1		
Job console	m Basin Area	Buggy Service - Addl 2 (Espa)	Prashanta Ganguly	36:21:45:21 ■ 04/17/23 04:40 pm	Butler	checking the PrashantaQAissue		
Recurrence console	m Basin Area	Buggy Service - Addl 2 (Swimming Pool)	Prashanta Ganguly ③ 88 - (S)	00:00	Butler	checking the PrashantaQAissue		
Glitch	ea	Ashtray - Broken	Prashanta Ganguly ③ 87 - (S)	00:00	Housekeeping	prashanta qa testing		
Guests	ea	Buggy Service - Addl 2 (Eh)	Prashanta Ganguly ✓ 86 - (S)	00:00	Butler BRWSCT	prashanta qa testing		
Housekeeping	indow Area	Buggy Service - Addl 2 (Espa)	Prashanta Ganguly ③ 85 - (S)	00:00	Butler	checking by prashantaQA		
Pan Inspection	Ventilation	Buggy Service - Addl 2 (Fh)	Prashanta Ganguly ③ 84 - (S)	00:00	Butler	prashanta Qa issue		
Maintenance	entilation	Carpet - Dry Foaming	abc27414 def27414 ③ 53 - (S)	38:22:13:47 04/05/23 02:35 pm	Housekeeping	Reopen At: 04/05/23 05:07 a(UTC +08:00): Test park 1		
Staff health		Staircase - Dusty	abc27414 def27414 ③ 90 - (S)	38:22:13:47 03/31/23 12:21 pm	Housekeeping	Job Triggered By Job No. 56(Tap - Water Too Cold) on Call Closed		
Advanced reports	1 12	Pest Issue - Ants	abc27414 def27414 () 60 - (S)	38:22:23:42	Housekeeping	Job Triggered By Glitch No. 29(Minibar - Expired Items Found (Butler)) on Glitch Registration		
System configuration	m Vanity Area	Pest Issue - Ants	abc27414 def27414 ③ 52 - (S)	38:22:23:42	Housekeeping	Job Triggered By Glitch No. 28(Door - Chain Missing) on Glitch Registration		
System configuration	ea	Pest Issue - Ants	abc27414 def27414	38:22:23:42	Housekeeping Ryuccz	Job Triggered By Glitch No. 27(Spa Treatment Booking Error) on Glitch Registration		
	Location *	▼ Description *		ks Ľ	jou 🖍 ng	Register g Clear Glitch No. 26(Operator - Wake-Up Call Not Arranged) on Glitch Registration		

## **HELP US IMPROVE**

UNIFOCUS

We value your input and want to hear from you! As we continue to enhance Unifocus products, we invite you to share your questions, suggestions, and feedback with us. If you have any thoughts or ideas on how we can improve our products, please don't hesitate to reach out to us at product@unifocus.com.