

MINOR
HOTELS

ANANTARA
HOTELS & RESORTS

AVANI
Hotels & Resorts

elewana
COLLECTION

OAKS
HOTELS • RESORTS • SUITES

nh
HOTELS &
RESORTS

nh COLLECTION
HOTELS & RESORTS

nhow
HOTELS & RESORTS

TIVOLI
HOTELS & RESORTS

C4C TRAINING GUIDE

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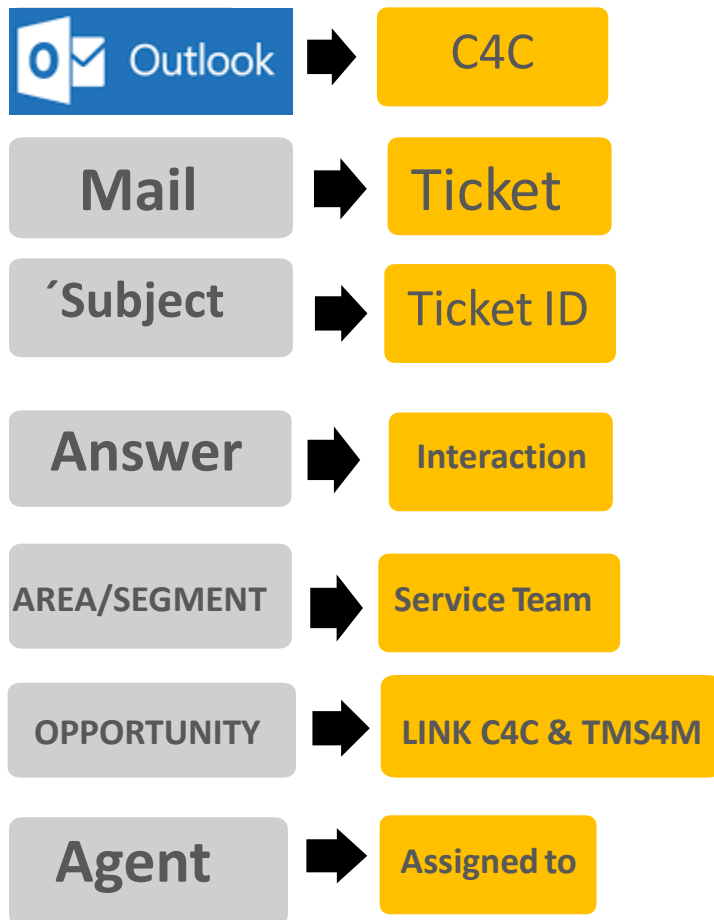
September 2024

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Dictionary



MINOR
HOTELS





MINOR
HOTELS

What is C4C and what is used for?

What is C4C and what is used for?

We use C4C as a mailing platform to receive RFPs and manage them.

C4C is interfaced with TMS – information travels from TMS to C4C (MQs, MBs, dates, status, etc.) but narrowly **the other way around** .

Our sales department is also working with C4C, so they can track ticket numbers to do Follow ups.

Our advantage is, that C4C and TMS are interfaced, and the work is more transparent within NH (Organizing, GEM and **some hotels in BUSE**

Link to enter the tool: [here](#)

In case you need to Reset your password, pls, open a jira on this **LM** category:

 NH SUPPORT PORTAL / NH Service Desk

SAP C4C

Raise this request on behalf of

 SHEILA PUÑAL JIMENEZ

Category SAP C4C

LM - User

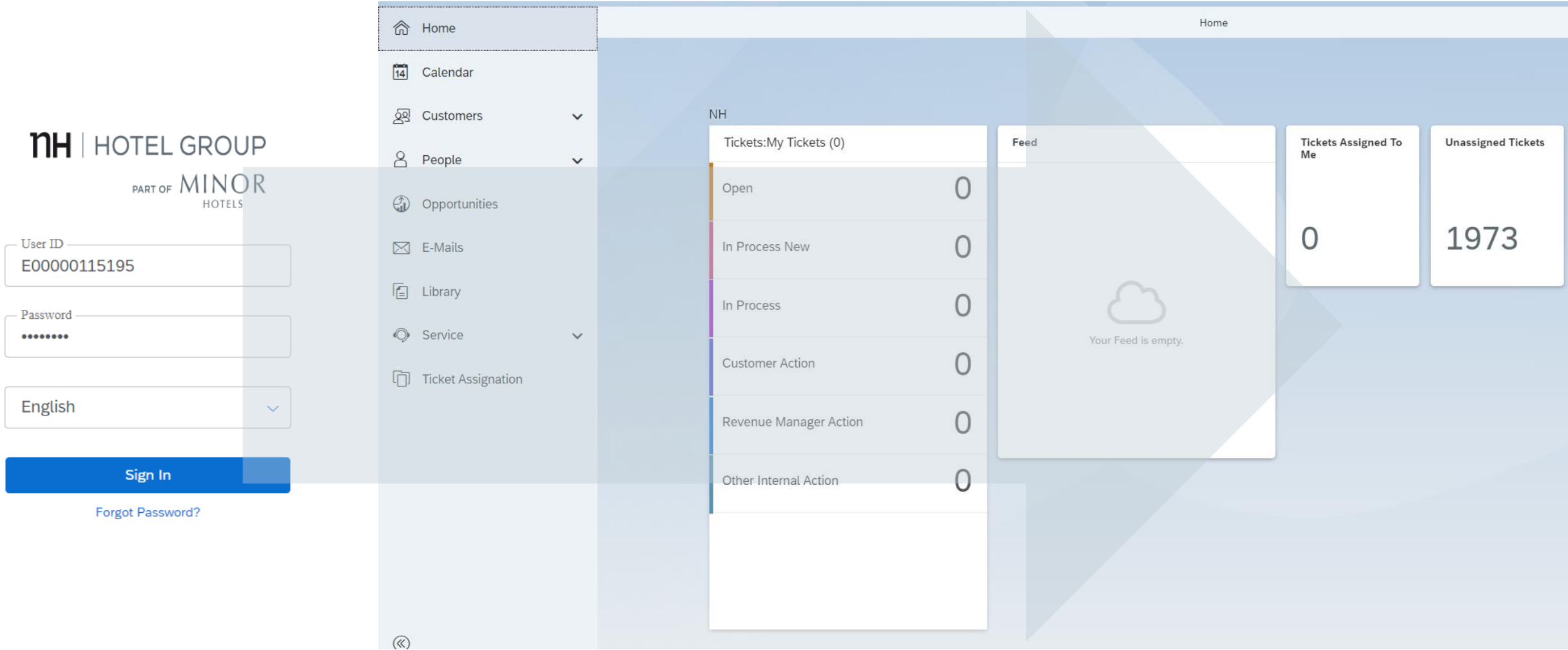
Subcategory SAP C4C

User reset password



General Overview

Look and Feel



Look and Feel- Personalization & Settings

Home

Calendar

Customers

People

Opportunities

E-Mails

Library

Service

Tickets

Templates

Ticket Hierarchy

Ticket Assignment

NH

Tickets:My Tickets (0)

Open

0

In Process New

0

In Process

0

Customer Action

0

Revenue Manager Action

0

Other Internal Action

0

Feed

Your Feed is empty.

Tickets Assigned To Me

0

Unassigned Tickets

1973

PM

Paulina Misarova

Connectivity: NA

Settings

Switch Display Mode

Download

Annotate

Start Personalization

Start Performance Tracing

About

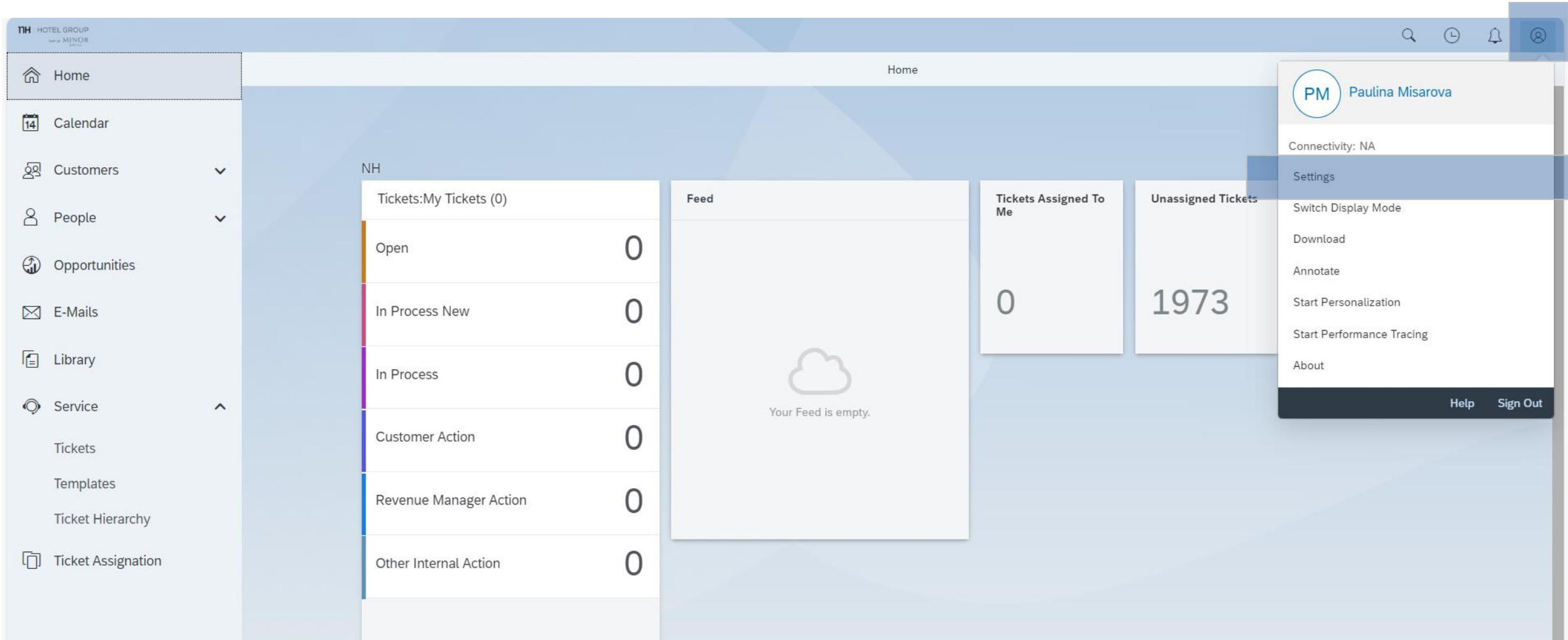
Help

Sign Out

MINOR
HOTELS

| 9

Look and Feel- Settings



Look and Feel- My Settings

The screenshot displays the 'My Settings' interface within the MINOR HOTELS application. The left sidebar contains a navigation menu with items: Home, Calendar, Customers, People, Opportunities, E-Mails, Library, Service, Tickets, Templates, Ticket Hierarchy, and Ticket Assignment. The main content area is titled 'My Settings' and features a sub-menu with 'My Background Image' and 'My Email Settings'. The 'Regional Settings' tab is selected, showing a warning message: 'After changing your settings, you must log off and then log on again for your changes to take effect.' Below this, there are five settings fields: 'Date Format' (MM/DD/YYYY), 'Decimal Notation' (1.234.567,89), 'Time Zone' ((UTC+01:00) Central European Time), 'Time Format' (12-Hour Time), and 'Language' (English). Each field has a dropdown arrow. At the top right of the settings area, there are buttons for 'Change Password' and 'Manage Certificates'. The top navigation bar includes 'Home', 'Settings', and a close button.

Look and Feel- My background image

The screenshot displays the NH Hotel Group Minor CRM dashboard. The background features a large, modern hotel lobby with white columns, blue curtains, and a balcony. In the foreground, there are several large vases filled with pink and blue flowers.

Left Sidebar:

- Home
- Calendar
- Customers
- People
- Opportunities
- E-Mails
- Library
- Service
- Ticket Assignment

Main Content Area:

| Tickets:My Tickets (0) | | Tickets Assigned To Me | Unassigned Tickets |
|------------------------|---|------------------------|--------------------|
| Open | 0 | 0 | 1401 |
| In Process New | 0 | | |
| In Process | 0 | | |
| Customer Action | 0 | | |
| Revenue Manager Action | 0 | | |
| Other Internal Action | 0 | | |

Look and Feel- My e-mail settings

Home

Calendar

Customers

People

Opportunities

E-Mails

Library

Service

Tickets

Templates

Ticket Hierarchy

Ticket Assignment

Home

Settings

My Settings

My Background Image

My Email Settings

My Email Settings

Set the default signatures for new email messages, replies and forwards. Log off and then log on again for your changes to take effect.

Default Signature

New Email

Replies/Forwards

Select Signature

All Signatures (6)

| Name | Description | Template Type |
|----------------|-------------|----------------|
| AN_AMALFI_LUXS | | Document-Based |
| AN_NAIADI_LUXS | | Document-Based |
| AN_NICE_LUXS | | Document-Based |
| AN_VMOURA_LUXS | | Document-Based |
| AN_VPADI_LUXS | | Document-Based |
| TI_LIBER_LUXS | | Document-Based |

1 Selected

#UserFirstName# #UserLastName# | #UserNickName#
Anaplara Plaza Nice Hotel, 12 Av. de Verdun, 06000 Nice, France

Cancel Select

Look and Feel- My e-mail settings

1831419 - FW: teambuilding dag

C4C NH INTERNAL REQUEST

★

🚩

📶

💬

📁

59

✎

↺

Actions

Overview

Interactions

Activities

Attachments

Notes

Related Items

Changes

Involved Parties

Sub-Tickets

Document Flow

Timeline

Workflow Cha

Re: [Ticket: 1831419] FW: teambuilding dag

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Paragraph

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🔗

🖼

Sheila Puñal Jiménez

| NH Meeting Services

Anantara Villa Padierna Palace Benahavís Marbella Resort. Urb. Villa Padierna Golf Resort. Ctra. de Cádiz Km 166 29679 Marbella. Málaga, España.
T:+34 952 88 91 50 | E groups.villapadierna@anantara-hotels.com
anantara.com

📧

👁

💾

🔗 (0)

📎

📄

✎

📄

Chat Link

Load Inline Images

Notice that your emails will be sent from and to **a generic email address depending on your hotel or GEM.** However, clients will know who are talking to via the signature.

Look and Feel- Personalization

Home

Calendar

Customers

People

Opportunities

E-Mails

Library

Service

Tickets

Templates

Ticket Hierarchy

Ticket Assignment

Tickets

All Tickets (1477982)

| | Priority | ID | Subject | Status | Team | Customer |
|--------------------------|-----------|---------|---------------------------------------|--------|------------------|------------------------------|
| <input type="checkbox"/> | Normal | 1831851 | FW: VPE AUGUST 2024 | Open | ALL - BULK | C4C NH INTERNAL REQUEST |
| <input type="checkbox"/> | Normal | 1831843 | FW: SERIE TOUR 103 2024 Avai... | Open | BUSE IT-SERIE... | C4C NH INTERNAL REQUEST |
| <input type="checkbox"/> | Normal | 1831826 | ABBVIE: Petición Alojamiento Gr... | Open | BUSE SP - CE... | DIRECT GUEST |
| <input type="checkbox"/> | Normal | 1831807 | FW: MICE Group rates required f... | Open | BUNE ORG Be... | C4C NH INTERNAL REQUEST |
| <input type="checkbox"/> | Normal | 1831842 | Neue Anfrage: [DC79A7] | Open | BUNE BGR - VI... | DIRECT GUEST |
| <input type="checkbox"/> | Normal | 1831740 | FW: Info | Open | BUNE ORG Fra... | MEDIA SATURN DEUTSCHLAND ... |
| <input type="checkbox"/> | Low | 1831825 | [Ticket#2023102585012827] Gru... | Open | BUSE LGR ES ... | DIRECT GUEST |
| <input type="checkbox"/> | Normal | 1831806 | Neue Anfrage: [B55512] | Open | BUNE BGR - VI... | DIRECT GUEST |
| <input type="checkbox"/> | Normal | 1831797 | Neue Anfrage: [A9800C] | Open | BUNE BGR - VI... | DIRECT GUEST |
| <input type="checkbox"/> | Normal | 1831841 | Solicitud de Disponibilidad para l... | Open | BUSE SP - LG... | DIRECT GUEST |
| <input type="checkbox"/> | Immediate | 1831824 | [EN] Request adult group PV Hag... | Open | BUNE LGR AG... | DIRECT GUEST |
| <input type="checkbox"/> | Normal | 1831820 | FW: (URGENT) - NH Hirschberg ... | Open | BUNE ORG Hir... | C4C NH INTERNAL REQUEST |
| <input type="checkbox"/> | Normal | 1831739 | #107230837# - RV: FW: Zimmerr... | Open | BUNE ORG Nü... | DIRECT GUEST |
| <input type="checkbox"/> | Normal | 1831819 | Provisional booking 59277906 C... | Open | BUNE LGR - VI... | DIRECT GUEST |
| <input type="checkbox"/> | Normal | 1831831 | [Ticket: BGR MC XL - review]. R... | Open | ALL - BULK | C4C NH INTERNAL REQUEST |
| <input type="checkbox"/> | Normal | 1831790 | FW: INFORMATION | Open | BUNE BGR MU... | C4C NH INTERNAL REQUEST |

PM Paulina Misarova

Connectivity: NA

Settings

Switch Display Mode

Download

Annotate

Start Personalization

Start Performance Tracing

About

Help Sign Out

Look and Feel- Customizing columns order

The screenshot displays the 'Tickets' interface. On the left is a sidebar with navigation options: Home, Calendar, Customers, People, Opportunities, E-Mails, Library, Service, Tickets (selected), Templates, Ticket Hierarchy, and Ticket Assignment. The main area shows a table of tickets with columns: Priority, ID, Subject, Status, Team, and Customer. A yellow pencil icon is visible over the 'Subject' column header, indicating it is customizable. The table lists various tickets with their respective priorities (Normal, Immediate), IDs, subjects, and statuses. On the right, the 'Personalization Mode' panel is open, showing a list of fields that can be customized: Priority, Main Ticket, ID, Subject, Status, Team, Customer, Email Address, Contact, Assigned To, Reported On, Completion Due, and Last Customer Inte... Each field has a visibility toggle (eye icon) and a right arrow. A 'Sort and Group By' button is also present. At the bottom of the panel is a 'Discard Changes' button.

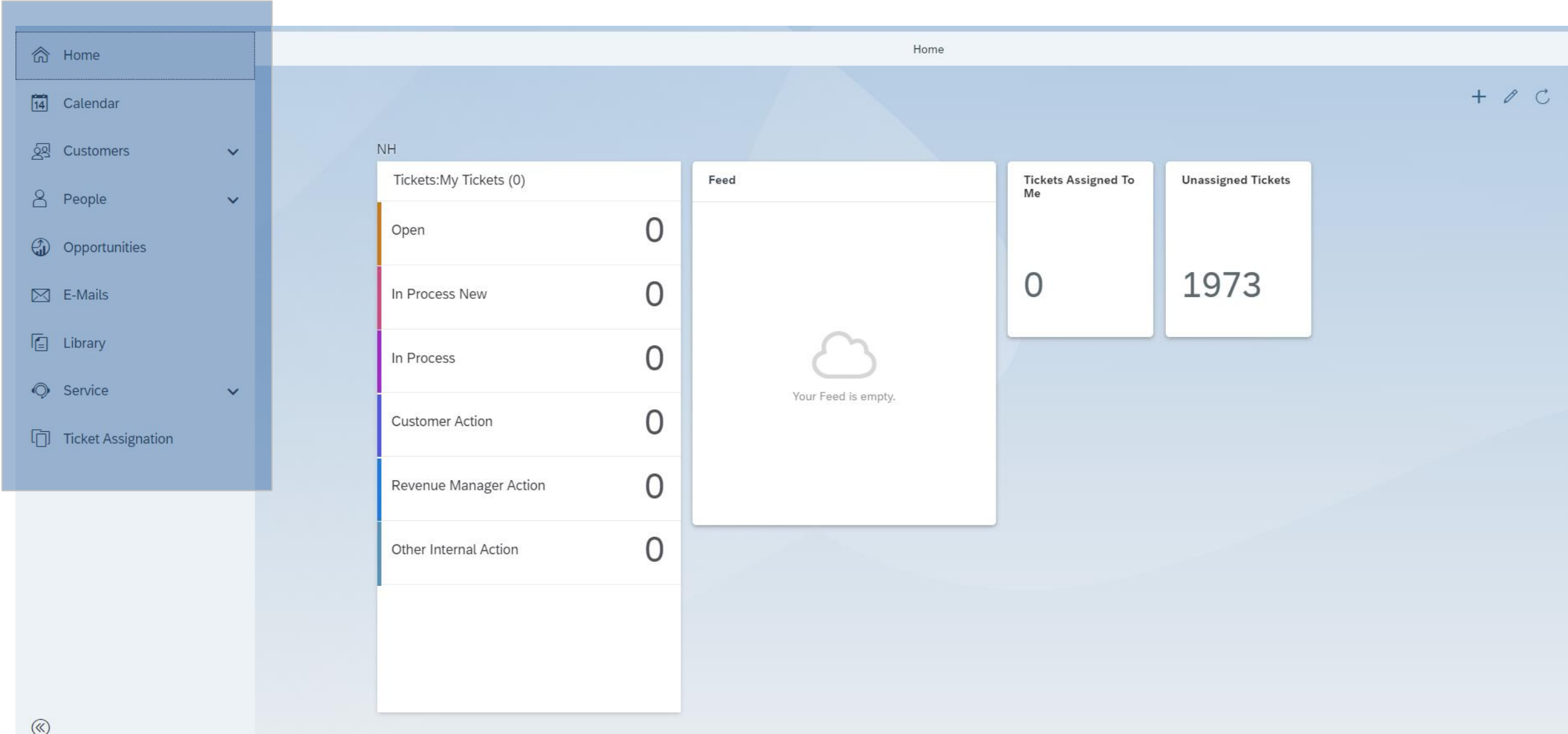
| Priority | ID | Subject | Status | Team | Customer |
|-----------|---------|---------------------------------------|--------|------------------|---------------------|
| Normal | 1831851 | FW: VPE AUGUST 2024 | Open | ALL - BULK | C4C NH INTERNAL REQ |
| Normal | 1831843 | FW: SERIE TOUR 103 2024 Avai... | Open | BUSE IT-SERIE... | C4C NH INTERNAL REQ |
| Normal | 1831826 | ABBVIE: Petición Alojamiento Gr... | Open | BUSE SP - CE... | DIRECT GUEST |
| Normal | 1831807 | FW: MICE Group rates required f... | Open | BUNE ORG Be... | C4C NH INTERNAL REQ |
| Normal | 1831842 | Neue Anfrage: [DC79A7] | Open | BUNE BGR - VI... | DIRECT GUEST |
| Normal | 1831740 | FW: Info | Open | BUNE ORG Fra... | MEDIA SATURN DEUTSO |
| Low | 1831825 | [Ticket#2023102585012827] Gru... | Open | BUSE LGR ES ... | DIRECT GUEST |
| Normal | 1831806 | Neue Anfrage: [B55512] | Open | BUNE BGR - VI... | DIRECT GUEST |
| Normal | 1831797 | Neue Anfrage: [A9800C] | Open | BUNE BGR - VI... | DIRECT GUEST |
| Normal | 1831841 | Solicitud de Disponibilidad para l... | Open | BUSE SP - LG... | DIRECT GUEST |
| Immediate | 1831824 | [EN] Request adult group PV Hag... | Open | BUNE LGR AG... | DIRECT GUEST |
| Normal | 1831820 | FW: (URGENT) - NH Hirschberg ... | Open | BUNE ORG Hir... | C4C NH INTERNAL REQ |
| Normal | 1831739 | #107230837# - RV: FW: Zimmerr... | Open | BUNE ORG Nu... | DIRECT GUEST |
| Normal | 1831819 | Provisional booking 59277906 C... | Open | BUNE LGR - VI... | DIRECT GUEST |
| Normal | 1831831 | [Ticket: BGR MC XL - review]. R... | Open | ALL - BULK | C4C NH INTERNAL REQ |
| Normal | 1831790 | FW: INFORMATION | Open | BUNE BGR MU... | C4C NH INTERNAL REQ |
| Normal | 1831789 | {{SPAM}}Protege tu casa Securita... | Open | BUAM BGR M... | DIRECT GUEST |
| Normal | 1831818 | {{SPAM}}[POSSIBLE PHISHING]R... | Open | BUNE BGR AT ... | DIRECT GUEST |
| Normal | 1831796 | urgent request | Open | BUSE SP - GL... | NBD INCOMING GMBH |
| Normal | 1831817 | 17 rooms per night for Jul-18-20... | Open | BUNE BGR P - ... | DIRECT GUEST |

The yellow pencil shows the fields you are able to arrange. On the right-hand list, you can move around the columns order and make them visible or not, When finishing, click on **“end personalization”** to save



Home

Look and Feel- Left Task Bar



Look and Feel- Home

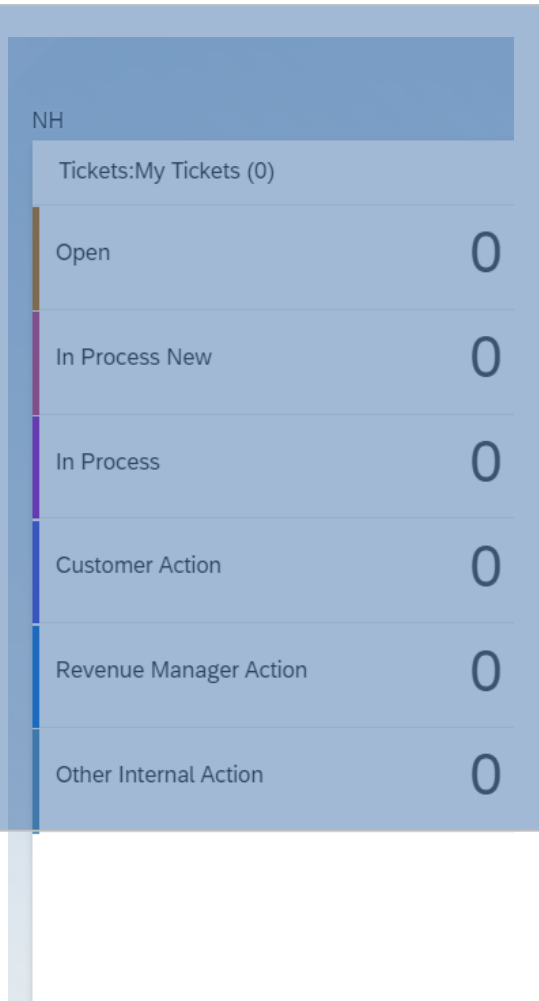
The screenshot displays the 'Home' dashboard of the MINOR Hotels system. On the left is a sidebar menu with options: Home, Calendar, Customers, People, Opportunities, E-Mails, Library, Service, and Ticket Assignment. The main content area is titled 'Home' and features a large blue panel for 'NH' (North Holland) with a breakdown of ticket statuses: Open (0), In Process New (0), In Process (0), Customer Action (0), Revenue Manager Action (0), and Other Internal Action (0). To the right of this panel is a 'Feed' section with a cloud icon and the text 'Your Feed is empty.' Further right are two summary cards: 'Tickets Assigned To Me' showing 0, and 'Unassigned Tickets' showing 1973. In the bottom right corner, a note states: 'Note that in this overview, **Completed** and **Fast Completed Tickets** are **not visible**, as no action from our side is needed.'

| NH | |
|------------------------|---|
| Tickets:My Tickets (0) | |
| Open | 0 |
| In Process New | 0 |
| In Process | 0 |
| Customer Action | 0 |
| Revenue Manager Action | 0 |
| Other Internal Action | 0 |

| Tickets Assigned To Me | Unassigned Tickets |
|------------------------|--------------------|
| 0 | 1973 |

Look and Feel- Home

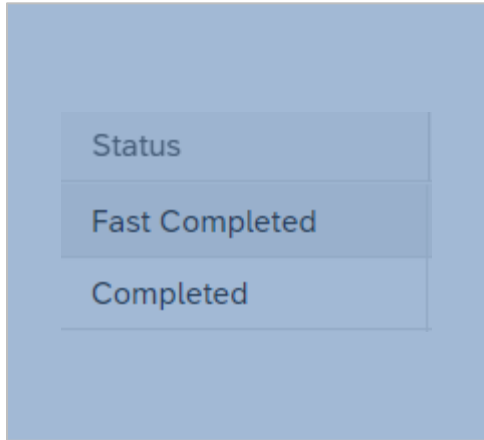
- **Open:** tickets not yet managed by anyone. By default, all tickets enter in status “Open”
- **In process new:** status to be set in all tickets from the moment we start working on it. We are actively working on the ticket. It means:
 - From the moment we start reading it , do the assessment call, check availability, etc.
 - When you are disrupted, e.g. by a call for another group, you change the status of the ticket you were initially working on to “In Process” and save as you are no longer working on this ticket but are focussing on another group. In theory you can only have 1 ticket in “In Process New”.
- **In process:** status automatically set by the system whenever we receive a reply from anyone.
 - When you need to stop working on the ticket and aren’t finished (so from status “In Process New” back to “In Process”)
- **Customer Action:** status to be set manually by us whenever we are waiting for crucial customer information which does not allow us to proceed quoting. **This status stops SLAs.**
 - When no feedback in 48 hrs, you complete the ticket.
- **Revenue Manager Action:** status to be set manually by us whenever we are waiting for a revenue answer to proceed quoting. (new e-mail creation-recommended)
- **Other Internal Action:** status to be set manually by us whenever we are waiting for an answer from someone inside NH Hotel Group part of Minor answer to proceed quoting.



The screenshot shows a web interface for NH Hotel Group. At the top, it says 'NH' and 'Tickets:My Tickets (0)'. Below this is a table with six rows, each representing a ticket status and its count. The counts are all zero.

| Ticket Status | Count |
|------------------------|-------|
| Open | 0 |
| In Process New | 0 |
| In Process | 0 |
| Customer Action | 0 |
| Revenue Manager Action | 0 |
| Other Internal Action | 0 |

Look and Feel- Home



- **Fast Completed:**
 - when an interaction is received in a ticket in which no action from the user is required; e.g. auto-reply emails, thanks emails from clients. In general, these type of mails are considered in a second cycle, not the first mail entering
 - when the user is able to answer the e-mail without checking any other tool or platform (it means, without checking TMS, Evolution, Internet, etc.). In general, these type of mails are considered in a second cycle, not the first mail entering
 - Duplicates
 - tickets that belong to an existing ticket: the interaction of the newest ticket is moved to the oldest. Once moved, the status of the newest ticket is set as “Fast Completed”
 - business forwarded internally to another department (CRO, standalone hotel, social event towards hotel – so any business not handled by GEM/GGT).
- **Completed:** proposal / contract sent.
 - Within the BF you keep track of the next contact moments, like follow up, option limit date, date for signed contract to be returned, etc. so the ticket in C4C can be in status “Completed”, even though the sales process is not finalized yet.

- **Cycle Change:**

A ticket is entering a 2nd cycle whenever it goes from In process to another status and there is more than 1 interaction withing the ticket.

Look and Feel- Opportunities

HOTEL GROUP
part of MINOR
EVENTS

Home

Calendar

Customers

People

Opportunities

E-Mails

Library

Service

Tickets

Templates

Ticket Hierarchy

Ticket Assignment

Opportunities

| | ID | Name | Account | Category | Owner | Status | Custom Status | Created O |
|-------------------------------------|------|-----------------------------------|-------------------------------|-------------|------------------------------|-------------------|---------------|-----------|
| <input type="checkbox"/> | 1842 | WAF INSTITUT BR128-9811 #... | W.A.F. INSTITUT FUER BETRI... | GEM Request | Sabrina Hold | Lost | Lost | 12/01/20 |
| <input type="checkbox"/> | 1984 | SPIERZIEKTECONGRES 2021 ... | SPIERZIEKTEN NEDERLAND | GEM Request | NH Berlin City Ost Automatic | Lost | Lost | 12/01/20 |
| <input checked="" type="checkbox"/> | 2699 | LM MESSE TURNFEST TEILN... | LEIPZIGER MESSE GMBH | GEM Request | NH Berlin City Ost Automatic | Lost | Lost | 12/01/20 |
| <input type="checkbox"/> | 3075 | LOAN MARKET ASSOCIATION... | LOAN MARKET ASSOCIATION | GEM Request | Octavian Stanescu | Lost | Lost | 12/01/20 |
| <input type="checkbox"/> | 3389 | GRUPO CIEVENTS - BEST - P... | CIEVENTS | GEM Request | Macarena Oliva Arriagada | Lost | Lost | 12/01/20 |
| <input type="checkbox"/> | 3624 | POKO-INSTITUT 0181AA21 #... | POKO INSTITUT OHG | GEM Request | NH Berlin City Ost Automatic | Lost | Lost | 12/01/20 |
| <input type="checkbox"/> | 3626 | POKO-INSTITUT 0205AA21 #... | POKO INSTITUT OHG | GEM Request | NH Berlin City Ost Automatic | Lost | Lost | 12/01/20 |
| <input type="checkbox"/> | 4347 | REGENT EXHIBITIONS - IMEX... | REGENT EXHIBITIONS LTD | GEM Request | Marleen Myriam Der Weduwe | Lost | Lost | 12/01/20 |
| <input type="checkbox"/> | 4965 | SSR - Onderzoek ter terechtzit... | STUDIECENTRUM RECHTSPL... | GEM Request | NH Berlin City Ost Automatic | Lost | Lost | 12/01/20 |
| <input type="checkbox"/> | 5278 | BAWAA CONFERENCE [Ticket... | HPN GLOBAL | GEM Request | NH Berlin City Ost Automatic | Lost | Lost | 12/01/20 |
| <input type="checkbox"/> | 6027 | BACKROADS21 | BACKROADS | GEM Request | NH Berlin City Ost Automatic | Lost | Lost | 12/01/20 |
| <input type="checkbox"/> | 6056 | BACKROADS21 | BACKROADS | GEM Request | NH Berlin City Ost Automatic | Lost | Lost | 12/01/20 |
| <input type="checkbox"/> | 6178 | MIKI HNP-4856 | MIKI TRAVEL LTD | GEM Request | Roberta Olivieri | Lost | Lost | 12/01/20 |
| <input type="checkbox"/> | 6791 | METROPOLITAN SERIE ROAD... | METROPOLITAN TOURING C... | GEM Request | NH Berlin City Ost Automatic | Lost | Lost | 12/01/20 |
| <input type="checkbox"/> | 6792 | METROPOLITAN SERIE ROAD... | METROPOLITAN TOURING C... | GEM Request | NH Berlin City Ost Automatic | Lost | Lost | 12/01/20 |
| <input type="checkbox"/> | 6802 | METROPOLITAN SERIE ROAD... | METROPOLITAN TOURING C... | GEM Request | NH Berlin City Ost Automatic | Lost | Lost | 12/01/20 |
| <input type="checkbox"/> | 6803 | METROPOLITAN SERIE ROAD... | METROPOLITAN TOURING C... | GEM Request | NH Berlin City Ost Automatic | Lost | Lost | 12/01/20 |

We need to link the **booking file** to the **Ticket** request; this is done via **Opportunities**.



Look and Feel- Service

Mail



Ticket

NH HOTEL GROUP

part of MINOR

HOTELS

Home

Calendar

Customers

People

Opportunities

E-Mails

Library

Service

Tickets

Templates

Ticket Hierarchy

Ticket Assignment

1831282 - NH Hotels, miss any calls lately?

DIRECT GUEST

★

📶

🗨 2

Type
Service Request

Subject
NH Hotels, miss any calls lately?

Status
Open

*Customer
DIRECT GUEST

Assigned to

*Service and Support Team
ALL - BULK

*Priority
Normal

Overview

Interactions

Activities

Attachments

Notes

Additional Information

Source
E-Mail

Channel
nhgroupsales.i

Service Level
SLA 10H - General Queues

Channel E-mail
nhgroupsales.i

Document Language
-

Google Detected
English

Description

Hi,

Ever lost a revenue target or isolated a customer by missing the

TIVOLI

HOTELS & RESORTS

Estimado(s) Sr./Sra.XXX,

Obrigado por escolher-nos para acolher o seu grupo(s) de (dataXXX) até (dataXXXX) no (nome do hotelXXXX).

A proposta formal estápola(s)!

OU

Neste momento, não mantemos alojamento em espera.

A NH Hotel Group deseja que tudo seja perfeito. Além disso, além de oferecermos as melhores tarifas, colocamos a experiência de nossa equipe de profissionais ao seu dispor. Estamos totalmente dedicados a garantir que a sua estada é memorável.

Encontraremos em contacto consigo para analisar esta proposta.

Entretanto, por favor contacte-nos se precisar de mais informações.

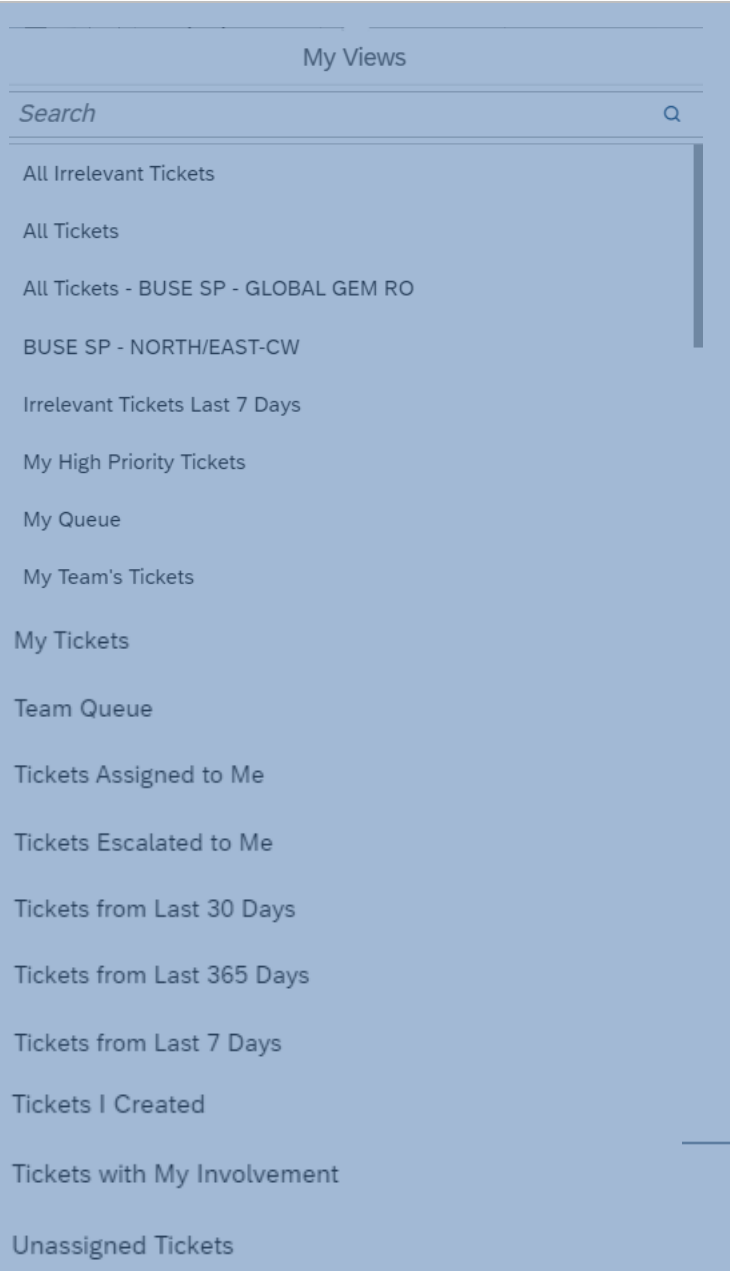
Mais uma vez, obrigado por escolher-nos.

Look and Feel- Filtering tickets

The screenshot displays the MINOR HOTELS ticket management interface. On the left is a sidebar with navigation links: Home, Calendar, Customers, People, Opportunities, E-Mails, Library, Service, Tickets (highlighted), Templates, Ticket Hierarchy, and Ticket Assignment. The main area is titled 'Tickets' and shows a dropdown menu for 'Tickets from Last 7 Days (915)'. Below this is a 'My Views' panel with a search bar and a list of view options: All Irrelevant Tickets, All Tickets, Irrelevant Tickets Last 7 Days, My High Priority Tickets, My Queue, My Team's Tickets, My Tickets, and Team Queue. The main table lists tickets with columns: Subject, Status, Team, Customer, and Email Address. The table is filtered to show tickets from the last 7 days, with a 'Normal' status filter applied. The table contains 10 rows of ticket data.

| Subject | Status | Team | Customer | Email Address |
|---------------------------------------|----------------|------------------|-------------------------------|---------------------------|
| in att date esatte Incentive spagn... | In Process | BUSE IT - MIL... | KUONI TUMLARE JTB | elisa.trezzi@kuonituml... |
| FW: Group reservation inquiry - ti... | In Process New | BUSE PT - LIS... | C4C NH INTERNAL REQUEST | nhcollectionliberdade@ |
| FW: Odoo Roadshow Maastricht - ... | In Process | BUNE ORG Ma... | C4C NH INTERNAL REQUEST | nhmaastricht@nh-hotel |
| FW: Urgent - request to quote | In Process New | BUSE PT - LIS... | C4C NH INTERNAL REQUEST | oriente@tivoli-hotels.cc |
| See notes Bedrijfsfeest 100/120 ... | In Process | BUNE ORG nh... | SIEMENS INDUSTRY SOFTWARE ... | rotterdam@nhow-hotel |
| RE: FW: Congreso Mundial de Ne... | In Process | BUAM BGR R... | MARKETING EVENTS & TRAVEL ... | paula.r@metgroup.com |
| Subject: Group accommodation i... | In Process New | BUNE BGR RO... | CONDOR TRAVEL DOO | b.stojkovic@nh-hotels.i |
| [MQ0000718904]Meeting room ... | In Process | BUNE BGR FR... | WEBER STEPHEN PRODUCTS E... | |
| MQ0000718897 Zimmeranfrage v... | In Process | BUNE SA - RF... | DIRECT GUEST | l.bidner@nh-hotels.con |
| Unsere Veranstaltung MB000327... | In Process | BUNE ORG - C... | DIRECT GUEST | P.Adomeit@supersoap. |
| FW: Limburg Vastgoed 2024 SP... | In Process | BUNE ORG Ma... | C4C NH INTERNAL REQUEST | nhmaastricht@nh-hotel |
| MQ0000717360 MICE Portal N... | In Process New | BUNE BGR - VI... | DATEV EG | datev@miceportal.de |
| MB0003653490 FW: kleine Tagu... | In Process | BUNE BGR BE... | C4C NH INTERNAL REQUEST | nhhamburgaltona@nh- |
| FW: GRUPOS VIAJES CALIFAL | In Process New | BUSE SP - CE... | DIRECT GUEST | l.gallego@nh-hotels.co |
| Sanofi 31.10.23 / Update / Zimmer | In Process | BUNE ORG Spi... | DIRECT GUEST | sanofi-scholz@healthci |
| MB0003653685 Confirmation 59... | In Process New | BUNE LGR - VI... | DIRECT GUEST | hotels@vosaio.com |
| MB0003544232: CONFIRMATIO... | In Process New | BUNE ORG Br... | FEPPEB | nhcollectiongrandsablo |
| MB0003619128 - Eau et chaise h... | In Process | BUNE ORG Br... | FONDATION IDDRI | aurore.beyel@iddri.org |
| FW: richiesta disponibilità | In Process | BUSE IT - MIL... | DIRECT GUEST | milano@nhow-hotels.c |
| FW: Event | In Process | ORG KONINGS... | C4C NH INTERNAL REQUEST | nhkoningshof@nh-hote |

Look and Feel- Filtering tickets



How to filter your Tickets :

- **All Irrelevant Tickets** = all spam tickets (can't be seen in any other filter)
- **All Tickets** = all tickets from all service teams
- **All Irrelevant Tickets Last 7 Days** = all spam tickets (can't be seen in any other filter)
- **My Queue** = tickets with status 'open' and 'in process' under my name
- **My Team's Tickets** = tickets assigned to your service Team
- **My tickets:** (Open, In process, In process new, Customer Action, Revenue Manager Action, Other internal Action or Completed)
- **Tickets assigned to me** = only tickets under my name (in a status different from Completed & Fast Completed)
- **Tickets from last ... days** = all tickets filtered by creation date
- **Tickets I created** = all tickets created by me
- **Tickets with my Involvement:** Tickets handled by me
- **Unassigned Tickets** = all tickets (except irrelevant) which are not assigned yet

Look and Feel- Right corner bar

HOTEL GROUP

part of MINOR

Home

Calendar

Customers

People

Opportunities

E-Mails

Library

Service

Tickets

Templates

Ticket Hierarchy

Ticket Assignment

Tickets

All Tickets (1477913)

Normal

Normal

Normal

Normal

Normal

Normal

Normal

Normal

Normal

Normal

Normal

Normal

Normal

Normal

Normal

Immediate

Low

ID

1831749

1831590

1831755

1831725

1831748

1831718

1831754

1831734

1831747

1831717

1831716

1831715

1831746

1831589

1831753

1831724

Subject

RE: Ref No. - TPE230004377 - N...

{{SPAM}}[POSSIBLE PHISHING]T...

Neue Anfrage: [B2D13D]

Message from Saskia De Langhe ...

RE: Submitted Proposal - Anantar...

RE: New Request for Accommod...

6 rooms per night for Sep-15-202...

6 rooms per night for Sep-15-202...

Neue Anfrage: [F3C5AB]

RE: Ticket 1827599 - RE: Mitsubi...

Neue Anfrage: [050247]

FW: RESERVACIÓN #107162621...

1255399 | Veranstaltungsanfrage...

1255399 | Veranstaltungsanfrage...

1255399 | Veranstaltungsanfrage...

Richiesta posticipo opzione

Status

Open

Open

Open

Open

Open

Open

Open

Open

Open

Open

Open

Completed

Open

Open

Fast Completed

Team

BUNE LGR - VI...

BUSE IT-MIL B...

BUNE BGR - VI...

BUNE BGR NL ...

BUNE SA - BU...

BUSE LGR ES ...

BUNE BGR P - ...

BUNE BGR P - ...

BUNE BGR - VI...

BUSE IT - ROM...

BUNE BGR - VI...

BUAM BGR C...

BUNE BGR - VI...

BUNE BGR - VI...

ALL - BULK

Customer

DIRECT GUEST

DIRECT GUEST

DIRECT GUEST

DIRECT GUEST

DIRECT GUEST

C4C NH INTERNAL REQUEST

HOTELPLANNER LTD

HOTELPLANNER LTD

DIRECT GUEST

DIRECT GUEST

C4C NH INTERNAL REQUEST

DIRECT GUEST

DIRECT GUEST

DIRECT GUEST

Email Address

Anna.Grimoldi@Kuonitumlare.com

kyodonet@npobunka.net

noreply@eventinc.de

events.ce@cwt-me.com

Ginny.Klopper@maritz.com

nhsantsbarcelona@nh-hotels.com

keyla.dearaujo@hotelplanner.com

keyla.dearaujo@hotelplanner.com

noreply@eventinc.de

franca.diruscio@scarrittgroup.com

noreply@eventinc.de

nhroyalpavillon@nh-hotels.com

hrs@meetago.com

hrs@meetago.com

hrs@meetago.com

Contact

HOTEL M

KEYLA D

KEYLA D

HOTEL M

Look and Feel- Search function

NH HOTEL GROUP
part of MINOR

Home

Calendar

Customers

People

Opportunities

E-Mails

Library

Service

Tickets

Templates

Ticket Hierarchy

Ticket Assignment

Tickets

All Tickets (1477913)

| | Priority | ID | Subject | Status | Team | Customer | Email Address | Contact |
|--|-----------|---------|-------------------------------------|----------------|------------------|-------------------------|-----------------------------------|---------|
| | Normal | 1831749 | RE: Ref No. - TPE230004377 - N... | Open | BUNE LGR - VI... | DIRECT GUEST | Anna.Grimoldi@Kuonitumlare.com | |
| | Normal | 1831590 | {{SPAM}}[POSSIBLE PHISHING]T... | Open | BUSE IT-MIL B... | DIRECT GUEST | kyodonet@npobunka.net | |
| | Normal | 1831755 | Neue Anfrage: [B2D13D] | Open | BUNE BGR - VI... | DIRECT GUEST | noreply@eventinc.de | |
| | Normal | 1831725 | Message from Saskia De Langhe ... | Open | BUNE BGR NL ... | DIRECT GUEST | events.ce@cwt-me.com | |
| | Normal | 1831748 | RE: Submitted Proposal - Anantar... | Open | BUNE SA - BU... | DIRECT GUEST | Ginny.Klopfen@maritz.com | |
| | Normal | 1831718 | RE: New Request for Accommod... | Open | BUSE LGR ES ... | C4C NH INTERNAL REQUEST | nhsantsbarcelona@nh-hotels.com | HOTEL M |
| | Normal | 1831754 | 6 rooms per night for Sep-15-202... | Open | BUNE BGR P - ... | HOTELPLANNER LTD | keyla.dearaujo@hotelplanner.com | KEYLA D |
| | Normal | 1831734 | 6 rooms per night for Sep-15-202... | Open | BUNE BGR P - ... | HOTELPLANNER LTD | keyla.dearaujo@hotelplanner.com | KEYLA D |
| | Normal | 1831747 | Neue Anfrage: [F3C5AB] | Open | BUNE BGR - VI... | DIRECT GUEST | noreply@eventinc.de | |
| | Normal | 1831717 | RE: Ticket 1827599 - RE: Mitsubi... | Open | BUSE IT - ROM... | DIRECT GUEST | franca.diruscio@scarrittgroup.com | |
| | Normal | 1831716 | Neue Anfrage: [050247] | Open | BUNE BGR - VI... | DIRECT GUEST | noreply@eventinc.de | |
| | Normal | 1831715 | FW: RESERVACIÓN #107162621... | Open | BUAM BGR C... | C4C NH INTERNAL REQUEST | nhroyalpavillon@nh-hotels.com | HOTEL M |
| | Normal | 1831746 | 1255399 Veranstaltungsanfrage... | Completed | BUNE BGR - VI... | DIRECT GUEST | hrs@meetago.com | |
| | Normal | 1831589 | 1255399 Veranstaltungsanfrage... | Open | BUNE BGR - VI... | DIRECT GUEST | hrs@meetago.com | |
| | Immediate | 1831753 | 1255399 Veranstaltungsanfrage... | Open | BUNE BGR - VI... | DIRECT GUEST | hrs@meetago.com | |
| | Low | 1831724 | Richiesta posticipo opzione | Fast Completed | ALL - BULK | DIRECT GUEST | eventi@mixereventi.com | |

Look and Feel- Queries

HOTEL GROUP

www.MINORhotels.it

Home

Calendar

Customers

People

Opportunities

E-Mails

Library

Service

Tickets

Templates

Ticket Hierarchy

Ticket Assignment

Tickets

All Tickets (1477913)

🔍

📄

↕️

🔄

⚙️

✎

+

↻

More

| <input type="checkbox"/> | Priority | ID | Subject | Status | Team | Customer | Email Address | Contact |
|--------------------------|-----------|---------|-------------------------------------|----------------|------------------|-------------------------|-----------------------------------|------------|
| <input type="checkbox"/> | Normal | 1831749 | RE: Ref No. - TPE230004377 - N... | Open | BUNE LGR - VI... | DIRECT GUEST | Anna.Grimoldi@Kuonitumlare.com | |
| <input type="checkbox"/> | Normal | 1831590 | {{SPAM}}{{POSSIBLE PHISHING}T... | Open | BUSE IT-MIL B... | DIRECT GUEST | kyodonet@npobunka.net | |
| <input type="checkbox"/> | Normal | 1831755 | Neue Anfrage: [B2D13D] | Open | BUNE BGR - VI... | DIRECT GUEST | noreply@eventinc.de | |
| <input type="checkbox"/> | Normal | 1831725 | Message from Saskia De Langhe ... | Open | BUNE BGR NL ... | DIRECT GUEST | events.ce@cwt-me.com | |
| <input type="checkbox"/> | Normal | 1831748 | RE: Submitted Proposal - Anantar... | Open | BUNE SA - BU... | DIRECT GUEST | Ginny.Klopfert@maritz.com | |
| <input type="checkbox"/> | Normal | 1831718 | RE: New Request for Accommod... | Open | BUSE LGR ES ... | C4C NH INTERNAL REQUEST | nhsantsbarcelona@nh-hotels.com | HOTEL M... |
| <input type="checkbox"/> | Normal | 1831754 | 6 rooms per night for Sep-15-202... | Open | BUNE BGR P - ... | HOTELPLANNER LTD | keyla.dearaujo@hotelplanner.com | KEYLA D... |
| <input type="checkbox"/> | Normal | 1831734 | 6 rooms per night for Sep-15-202... | Open | BUNE BGR P - ... | HOTELPLANNER LTD | keyla.dearaujo@hotelplanner.com | KEYLA D... |
| <input type="checkbox"/> | Normal | 1831747 | Neue Anfrage: [F3C5AB] | Open | BUNE BGR - VI... | DIRECT GUEST | noreply@eventinc.de | |
| <input type="checkbox"/> | Normal | 1831717 | RE: Ticket 1827599 - RE: Mitsubi... | Open | BUSE IT - ROM... | DIRECT GUEST | franca.diruscio@scarrittgroup.com | |
| <input type="checkbox"/> | Normal | 1831716 | Neue Anfrage: [050247] | Open | BUNE BGR - VI... | DIRECT GUEST | noreply@eventinc.de | |
| <input type="checkbox"/> | Normal | 1831715 | FW: RESERVACIÓN #107162621... | Open | BUAM BGR C... | C4C NH INTERNAL REQUEST | nhroyalpavillon@nh-hotels.com | HOTEL M... |
| <input type="checkbox"/> | Normal | 1831746 | 1255399 Veranstaltungsanfrage... | Completed | BUNE BGR - VI... | DIRECT GUEST | hrs@meetago.com | |
| <input type="checkbox"/> | Normal | 1831589 | 1255399 Veranstaltungsanfrage... | Open | BUNE BGR - VI... | DIRECT GUEST | hrs@meetago.com | |
| <input type="checkbox"/> | Immediate | 1831753 | 1255399 Veranstaltungsanfrage... | Open | BUNE BGR - VI... | DIRECT GUEST | hrs@meetago.com | |
| <input type="checkbox"/> | Low | 1831724 | Richiesta posticipo opzione | Fast Completed | ALL - BULK | DIRECT GUEST | eventi@mixereventi.com | |

Look and Feel- Creating Queries

The screenshot displays the MINOR HOTELS ticket management interface. At the top, a blue header bar contains the text "All Tickets (6048)" next to a grid icon. Below this, the main content area is divided into several sections. On the left, there are input fields for "Ticket ID", "Customer Name", and "Last Customer Interaction". The "Last Customer Interaction" field includes a "Filter by Date" dropdown and a date input field with the placeholder "MM/dd/yyyy". In the center, there are input fields for "Ticket Subject", "Customer ID", and "Assigned To". On the right, there are input fields for "Priority" and "Status". A blue filter icon is highlighted in the top right corner. A dropdown menu is open, showing a list of filter conditions: "Equal to", "Greater than", "Greater than or equal to", "Less than", "Less than or equal to", "Between", "Contains pattern", and "is initial". The "Equal to" option is selected. Below the dropdown, there are input fields for "Value" and "Value To", and a "Reset" button. At the bottom right, there is a "Save Query As" button and an "Organize Queries" button. A "New Query Name:" field is visible, with the text "All Tickets (39)" entered. Below this, there is a "Set As Default:" checkbox. At the bottom of the interface, there are "Save" and "Cancel" buttons.

Filter always from All Tickets!

Otherwise, you will create queries from other queries not seen all the results.
Once you have created your query, name and save it.

Look and Feel- Organizing Queries

All Tickets (6048) ▾

Ticket ID

+

→

Ticket Subject

+

→

Priority

▾

+

→

Status

=Open; =In Process;

+

→

Customer Name

+

→

Customer ID

+

→

Reported On

Filter by Date

MM/dd/yyyy

+

→

Assigned To

+

→

Last Customer Interaction

Filter by Date

MM/dd/yyyy

+

→

Restore

Go

Organize Queries

| Name | Default | Remove | Disable |
|----------------------------|-----------------------|--------------------------|--------------------------|
| Unassigned Tickets | <input type="radio"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Team Queue | <input type="radio"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My Queue | <input type="radio"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Tickets with My Involve... | <input type="radio"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| AA Duali | <input type="radio"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| AA VIP A & VIP B | <input type="radio"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| AA MULTI | <input type="radio"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| AA Portals Support | <input type="radio"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| AA Portals (All) & Open | <input type="radio"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Save Cancel

Query As Organize Queries

Organize Queries : Organize your personal filters by setting as default, removing or disabling

Look and Feel- Adding notes in Tickets

The screenshot displays the Hotel Group CRM interface, specifically the Tickets module. The left sidebar contains navigation options: Home, Calendar, Customers, People, Opportunities, E-Mails, Library, Service, Tickets (highlighted), Templates, Ticket Hierarchy, and Ticket Assignment. The main area displays a table of tickets with columns: Priority, Main Ticket, ID, Subject, Status, Team, Email Address, and Assigned To. A context menu is open over the first ticket, showing options like 'Add Note', 'Set Status...', 'Set Priority...', 'Set as Irrelevant', 'Assign to Me', 'Assign to Agent...', 'Assign to Team', 'Export To Microsoft Excel', 'Refresh', and 'Group Under...'. An 'Add Note' dialog is also visible, showing a note created for Ticket 55956.

Look and Feel- Setting Status in Tickets

The screenshot displays the NH Hotel Group Tickets management interface. On the left is a sidebar with navigation options: Home, Calendar, Customers, People, Opportunities, E-Mails, Library, Service, Tickets (highlighted), Templates, Ticket Hierarchy, and Ticket Assignment. The main area shows a table of tickets under the heading 'All Tickets (1478133)'. The table columns are Priority, Main Ticket, ID, Subject, Status, Team, Email Address, and Assigned To. A 'More' button is visible in the top right of the table area. A 'Set Status' modal is open, showing the current status as 'Open' and a dropdown menu for selecting a new status. The dropdown menu includes options: Open, In Process, Customer Action, Completed, In Process New, Revenue Manager Action, Other Internal Action, and Fast Completed. A context menu is also visible on the right side of the table, with options like 'Add Note', 'Set Status...', 'Set Priority...', 'Set as Irrelevant', 'Assign to Me', 'Assign to Agent...', 'Assign to Team', 'Export To Microsoft Excel', 'Refresh', and 'Group Under...'. The 'Set Status...' option is highlighted in the context menu.

| Priority | Main Ticket | ID | Subject | Status | Team | Email Address | Assigned To |
|----------|-------------|----------|---------------------------------------|--------|------------------|----------------------------------|-----------------|
| Normal | | 1831960 | hi booking details | Open | BUSE PT - MU... | mail@christiantecchio.com | |
| Normal | | 1832010 | RE: **URGENTE** Tijuana sub 14... | Open | BUAM BGR M... | cm.romero@nh-hotels.com | |
| Normal | | 1832009 | Accommodations | Open | BUNE ORG Am... | Lauren.Skiver@transdev.com | |
| Normal | | 1831768 | #107246242# - RV: NH Brussels ... | Open | BUNE - SPORT... | reserveringen@nh-hotels.com | |
| Normal | | 1831596 | Unbeantwortete Anfrage (BMHFE) | Open | BUNE BGR P - ... | beate.donner@seminargo.com | |
| Normal | | 1832011 | Solicitud de cotización de reserva... | Open | BUAM BGR C... | ccortes@kreab.com | |
| Normal | | 1832008 | Culinaire verwennerij met de eers... | Open | BUNE ORG NH... | info@ballsglory.be | |
| Normal | | 18320... | | | | vv.brown@nh-hotels.com | |
| Normal | | 18319... | | | | simon.chan@ndr.bcicaresearch.com | |
| Normal | | 18319... | | | | evasys@ifb.de | |
| Normal | | 18319... | | | | reply@cafeteria-bonita.com | |
| Normal | | 18319... | | | | erikjan.mol@nxp.com | |
| Normal | | 18319... | | | | nhgroupsales.es@nh-hotels.com | CRISTINA ALO... |
| Normal | | 18319... | | | | Prachi.Kanwar@lyondellbasell.com | |
| Normal | | 18320... | | | | nhbalboa@nh-hotels.com | |
| Normal | | 18319... | | | | grupos@panamericanavajes.com | |

Look and Feel- Setting Priority in Tickets

The screenshot displays the NH Hotel Group Tickets management interface. The left sidebar contains navigation links: Home, Calendar, Customers, People, Opportunities, E-Mails, Library, Service, Tickets (highlighted), Templates, Ticket Hierarchy, and Ticket Assignment. The main area shows a table of tickets with columns: Priority, Main Ticket, ID, Subject, Status, Team, Email Address, and Assigned To. The first ticket is selected, and a 'More' menu is open, showing options like 'Add Note', 'Set Status...', 'Set Priority...', 'Set as Irrelevant', 'Assign to Me', 'Assign to Agent...', 'Assign to Team', 'Export To Microsoft Excel', 'Refresh', and 'Group Under...'. A 'Set Priority' modal is open in the foreground, showing the current priority as 'Normal' and a dropdown menu with options: Immediate, Urgent, Normal, and Low.

| Priority | Main Ticket | ID | Subject | Status | Team | Email Address | Assigned To |
|----------|-------------|---------|---------------------------------------|--------|---------------------|----------------------------------|-------------|
| Normal | | 1831960 | hi booking details | Open | BUSE PT - MU... | mail@christiantecchio.com | |
| Normal | | 1832010 | RE: **URGENTE** Tijuana sub 14... | Open | BUAM BGR M... | cm.romero@nh-hotels.com | |
| Normal | | 1832009 | Accommodations | Open | BUNE ORG Am... | Lauren.Skiver@transdev.com | |
| Normal | | 1831768 | #107246242# - RV: NH Brussels ... | Open | BUNE - SPORT... | reserveringen@nh-hotels.com | |
| Normal | | 1831596 | Unbeantwortete Anfrage (BMHFE) | Open | BUNE BGR P - ... | beate.donner@seminargo.com | |
| Normal | | 1832011 | Solicitud de cotización de reserva... | Open | BUAM BGR C... | ccortes@kreab.com | |
| Normal | | 1832008 | Culinaire verwennerij met de eers... | Open | BUNE ORG NH... | info@ballsnlglory.be | |
| Normal | | 1832000 | IT3_FP ITALY SMALL GROUP TO... | Open | BUSE LGR ES ... | vv.brown@nh-hotels.com | |
| Normal | | 1831999 | BCA Event (Nov 2nd) | Open | BUNE BGR AT ... | simon.chan@ndr.bcicaresearch.com | |
| Normal | | 1831998 | Ergebnisse zu Seminar "70-502H ... | Open | BUNE ORG Dr... | evasys@ifb.de | |
| Normal | | 1831997 | {{SPAM}}Protege tu casa Securi... | Open | BUSE SP - CE... | reply@cafeteria-bonita.com | |
| Normal | | 1831996 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831995 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831994 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831993 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831992 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831991 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831990 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831989 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831988 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831987 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831986 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831985 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831984 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831983 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831982 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831981 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831980 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831979 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831978 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831977 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831976 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831975 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831974 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831973 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831972 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831971 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831970 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831969 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831968 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831967 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831966 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831965 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831964 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831963 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831962 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831961 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831960 | RE: Your booking | Open | BUNE ORG KONINGS... | erikjan.mol@nxp.com | |

Set Priority

Current Priority
Normal

New Priority

Immediate

Urgent

Normal

Low

Look and Feel- Setting Tickets as Irrelevant

The screenshot displays the NH Hotel Group ticket management interface. On the left is a sidebar with navigation options: Home, Calendar, Customers, People, Opportunities, E-Mails, Library, Service, Tickets (highlighted), Templates, Ticket Hierarchy, and Ticket Assignment. The main area shows a table of tickets under the heading 'All Tickets (1478133)'. The table has columns for Priority, Main Ticket, ID, Subject, Status, Team, Email Address, and Assigned To. The first ticket is selected, and a 'More' menu is open, showing options like 'Add Note', 'Set Status...', 'Set Priority...', 'Set as Irrelevant' (highlighted), 'Assign to Me', 'Assign to Agent...', 'Assign to Team', 'Export To Microsoft Excel', 'Refresh', and 'Group Under...'. A 'Confirm Ticket Relevance' dialog box is open in the foreground, asking 'Are you sure the selected tickets are irrelevant? Irrelevant tickets are removed from all queues.' with 'Yes' and 'No' buttons.

| Priority | Main Ticket | ID | Subject | Status | Team | Email Address | Assigned To |
|----------|-------------|---------|---------------------------------------|--------|------------------|----------------------------------|-----------------|
| Normal | | 1831960 | hi booking details | Open | BUSE PT - MU... | mail@christiantecchio.com | |
| Normal | | 1832010 | RE: **URGENTE** Tijuana sub 14... | Open | BUAM BGR M... | cm.romero@nh-hotels.com | |
| Normal | | 1832009 | Accommodations | Open | BUNE ORG Am... | Lauren.Skiver@transdev.com | |
| Normal | | 1831768 | #107246242# - RV: NH Brussels ... | Open | BUNE - SPORT... | reserveringen@nh-hotels.com | |
| Normal | | 1831596 | Unbeantwortete Anfrage (BMHFE) | Open | BUNE BGR P - ... | beate.donner@seminargo.com | |
| Normal | | 1832011 | Solicitud de cotización de reserva... | Open | BUAM BGR C... | ccortes@kreab.com | |
| Normal | | 1832008 | Culinaire verwennerij met de eers... | Open | BUNE ORG NH... | info@ballsnlglory.be | |
| Normal | | 1832000 | IT3_FP ITALY SMALL GROUP TO... | Open | BUSE LGR ES ... | vv.brown@nh-hotels.com | |
| Normal | | 1831999 | BCA Event (Nov 2nd) | Open | BUNE BGR AT ... | simon.chan@ndr.bcicaresearch.com | |
| Normal | | 1831998 | Ergebnisse zu Seminar "70-502H ... | Open | BUNE ORG Dr... | evasys@ifb.de | |
| Normal | | 1831997 | {{SPAM}}Protege tu casa Securi... | Open | BUSE SP - CE... | reply@cafeteria-bonita.com | |
| Normal | | 1831900 | | | | rikjan.mol@nxp.com | |
| Normal | | 1831996 | | | | ngroupsales.es@nh-hotels.com | CRISTINA ALO... |
| Normal | | 1831995 | | | | rachi.Kanwar@lyondellbasell.com | |
| Normal | | 1832007 | | | | hbalboa@nh-hotels.com | |
| Normal | | 1831994 | | | | rupos@panamericanaviales.com | |

Confirm Ticket Relevance

Are you sure the selected tickets are irrelevant? Irrelevant tickets are removed from all queues.

Yes No

Look and Feel- Assigning Tickets to yourself

The screenshot displays the NH Hotel Group Tickets management interface. On the left is a sidebar with navigation options: Home, Calendar, Customers, People, Opportunities, E-Mails, Library, Service, Tickets (highlighted), Templates, Ticket Hierarchy, and Ticket Assignment. The main area shows a table of tickets under the heading 'All Tickets (1478133)'. The table has columns for Priority, Main Ticket, ID, Subject, Status, Team, Email Address, and Assigned To. A 'More' menu is open for the first ticket, showing options like 'Add Note', 'Set Status...', 'Set Priority...', 'Set as Irrelevant', 'Assign to Me' (highlighted), 'Assign to Agent...', 'Assign to Team', 'Export To Microsoft Excel', 'Refresh', 'Group Under...', and 'DIRECT GUEST'.

| Priority | Main Ticket | ID | Subject | Status | Team | Email Address | Assigned To |
|----------|-------------|---------|---------------------------------------|--------|------------------|----------------------------------|-----------------|
| Normal | | 1831960 | hi booking details | Open | BUSE PT - MU... | mail@christiantecchio.com | |
| Normal | | 1832010 | RE: **URGENTE** Tijuana sub 14... | Open | BUAM BGR M... | cm.romero@nh-hotels.com | |
| Normal | | 1832009 | Accommodations | Open | BUNE ORG Am... | Lauren.Skiver@transdev.com | |
| Normal | | 1831768 | #107246242# - RV: NH Brussels ... | Open | BUNE - SPORT... | reserveringen@nh-hotels.com | |
| Normal | | 1831596 | Unbeantwortete Anfrage (BMHFE) | Open | BUNE BGR P - ... | beate.donner@seminargo.com | |
| Normal | | 1832011 | Solicitud de cotización de reserva... | Open | BUAM BGR C... | ccortes@kreab.com | |
| Normal | | 1832008 | Culinaire verwennerij met de eers... | Open | BUNE ORG NH... | info@ballsnlory.be | |
| Normal | | 1832000 | IT3_FP ITALY SMALL GROUP TO... | Open | BUSE LGR ES ... | vv.brown@nh-hotels.com | |
| Normal | | 1831999 | BCA Event (Nov 2nd) | Open | BUNE BGR AT ... | simon.chan@ndr.bcicaresearch.com | |
| Normal | | 1831998 | Ergebnisse zu Seminar "70-502H ... | Open | BUNE ORG Dr... | evasys@ifb.de | |
| Normal | | 1831997 | {{SPAM}}Protege tu casa Securita... | Open | BUSE SP - CE... | reply@cafeteria-bonita.com | |
| Normal | | 1831900 | RE: Venue booking | Open | ORG KONINGS... | erikjan.mol@nxp.com | |
| Normal | | 1831996 | Petición de cotización de cena d... | Open | BUSE SP - CE... | nhgroupsales.es@nh-hotels.com | CRISTINA ALO... |
| Normal | | 1831995 | Action needed: Complete your re... | Open | ALL - BULK | Prachi.Kanwar@lyondellbasell.com | |
| Normal | | 1832007 | FW: att dpto grupos | Open | BUSE SP - GL... | nhbalboa@nh-hotels.com | |
| Normal | | 1831994 | Re:[## 741218 ##] 737781 Cotiz... | Open | BUAM BGR C... | grupos@panamericanavajes.com | |

Look and Feel- Assigning Tickets to someone else

Tickets

All Tickets (1478133)

| | Priority | Main Ticket | ID | Subject | Status | Team | Email Address | Assigned To |
|-------------------------------------|----------|-------------|---------|-----------------------------------|--------|------------------|--------------------------------|-------------|
| <input checked="" type="checkbox"/> | Normal | | 1831960 | hi booking details | Open | BUSE PT - MU... | mail@christiantecchio.com | |
| <input type="checkbox"/> | Normal | | 1832010 | RE: **URGENTE** Tijuana sub 14... | Open | BUAM BGR M... | cm.romero@nh-hotels.com | |
| <input type="checkbox"/> | Normal | | 1832009 | Accommodations | Open | BUNE ORG Am... | Lauren.Skiver@transdev.com | |
| <input type="checkbox"/> | Normal | | 1831768 | #107246242# - RV: NH Brussels ... | Open | BUNE - SPORT... | reserveringen@nh-hotels.com | |
| <input type="checkbox"/> | Normal | | 1831596 | Unbeantwortete Anfrage (BMHFE) | Open | BUNE BGR P - ... | beate.donner@seminargo.com | |
| <input type="checkbox"/> | Normal | | | | | BUAM BGR C... | ccortes@kreab.com | |
| <input type="checkbox"/> | Normal | | | | | BUNE ORG NH... | info@ballsnlory.be | |
| <input type="checkbox"/> | Normal | | | | | BUSE LGR ES ... | vv.brown@nh-hotels.com | |
| <input type="checkbox"/> | Normal | | | | | BUNE BGR AT ... | simon.chan@ndr.bcaresearch.com | |
| <input type="checkbox"/> | Normal | | | | | BUNE ORG Dr... | evasys@ifb.de | |
| <input type="checkbox"/> | Normal | | | | | BUSE SP - CE... | reply@cafeteria-bonita.com | |
| <input type="checkbox"/> | Normal | | | | | ORG KONINGS... | erikian.mol@nxp.com | |

Assign Agent

Current Agent

New Agent

OK

Select Agent

| ID | Name |
|---------|-------------------------------|
| 2 | Alberto Pindado |
| 7000000 | Prof. Dr. Alberto Pindado |
| 1 | Daisy Aponte |
| 58952 | Zurife Rico Gonzalez |
| 219484 | Yael Dethy |
| 21066 | Sandra Palmero Garcia |
| 24209 | Gloria Torrego Treviño |
| 219362 | Kai Peter Chung |
| 25084 | Sebastian Montiel Muñoz |
| 231871 | Florian Schelbert |
| 75216 | Nieves Platero de la Vega |
| 24894 | Irene Valdivia Redondo |
| 98635 | Fernando Santiago Testa |
| 91765 | Danielle Brijejer |
| 227924 | Victoire Six |
| 237645 | Isabel María Jimenez Hipolito |
| 90453 | Giuseppe Campolo |
| 6999924 | Felix Zwecker |
| 256838 | Nia Lissikova |

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All Tickets (1478133)

Priority

Main Ticket

ID

Subject

Status

Team

Email Address

Assigned To

Normal

1831960

hi booking details

Open

BUSE PT - MU...

mail@christiantecchio.com

Normal

1832010

RE: **URGENTE** Tijuana sub 14...

Open

BUAM BGR M...

cm.romero@nh-hotels.com

Normal

1832009

Accommodations

Open

BUNE ORG Am...

Lauren.Skiver@transdev.com

Normal

1831768

#107246242# - RV: NH Brussels ...

Open

BUNE - SPORT...

reserveringen@nh-hotels.com

Normal

1831596

Unbeantwortete Anfrage (BMHFE)

Open

BUNE BGR P - ...

beate.donner@seminargo.com

Normal

1832011

Solicitud de cotización de reserva...

Open

BUAM BGR C...

ccortes@kreab.com

Normal

1832008

Culinaire verwennerij met de eers...

Open

BUNE ORG NH...

info@ballsnlglory.be

Normal

1832000

IT3_FP ITALY SMALL GROUP TO...

Open

BUSE LGR ES ...

vv.brown@nh-hotels.com

Normal

1831999

BCA Event (Nov 2nd)

Open

Assign Team

Service Team

BUNE MAD - SUPPORT MANAGEMENT

New Team

OK

Cancel

Organizational Units

All (520)

| Org Unit ID | Org Unit Name | Org Unit Valid From | Org Unit Valid To |
|----------------------|-------------------------------------|---------------------|-------------------|
| BUNE_AT_SPMN | BUNE AT - SUPPORT MANAGEM... | 11/15/2019 | Unlimited |
| ORG_LEEUWENHORST_EY | ORG LEEUWENHORST EY | 11/15/2019 | Unlimited |
| ORG_LEEUWENHORST_LEI | ORG LEEUWENHORST LEISURE | 11/15/2019 | Unlimited |
| BUNE_ORG_BER_ALEXAND | BUNE ORG Berlin Alexanderplatz | 11/15/2019 | Unlimited |
| BUNE_ORG_BER_CITYOST | BUNE ORG Berlin City Ost | 11/15/2019 | Unlimited |
| BUNE_ORG_BER_FRIEDCO | BUNE ORG Berlin Friedrichstrasse... | 11/15/2019 | Unlimited |
| BUNE_ORG_BER_MITTE | BUNE ORG Berlin Mitte | 11/15/2019 | Unlimited |
| BUNE_ORG_NHOW_BERLIN | BUNE ORG Nhow Berlin | 11/15/2019 | Unlimited |
| BUNE_BE_SPMN | BUNE BE - SUPPORT MANAGEM... | 11/15/2019 | Unlimited |
| BUNE_ORG_BER_POTSDAM | BUNE ORG Berlin Potsdamerplatz | 11/15/2019 | Unlimited |
| BUNE_ORG_CLUSTR_VIEN | BUNE ORG Cluster Vienna | 11/15/2019 | Unlimited |
| BUNE_ORG_DORTMUND | BUNE ORG Dortmund | 11/15/2019 | Unlimited |
| BUNE_ORG_DRES_ALTMRC | BUNE ORG Dresden Altmarkt Coll... | 11/15/2019 | Unlimited |
| BUNE_ORG_DRES_NEUST | BUNE ORG Dresden Neustadt | 11/15/2019 | Unlimited |
| BUNE_ORG_EIND_CENTRE | BUNE ORG Eindhoven Centre | 11/15/2019 | Unlimited |
| BUNE_DE_SPMN | BUNE DE - SUPPORT MANAGEM... | 11/15/2019 | Unlimited |
| BUNE_ORG_BINGEN | BUNE ORG Bingen | 11/15/2019 | Unlimited |
| BUNE_ORG_ERLANGEN | BUNE ORG Erlangen | 11/15/2019 | Unlimited |
| BUNE_ORG_ASML | BUNE KONINGSHOF ASML | 11/15/2019 | Unlimited |

Cancel

Add Note

Set Status...

Set Priority...

Set as Irrelevant

Assign to Me

Assign to Agent...

Assign to Team

Export To Microsoft Excel ®

Refresh

Group Under...

DIRECT GUEST

DIRECT GUEST

DIRECT GUEST

C4C NH INTERNAL REQU

DIRECT GUEST

MINORHOTELS

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All Tickets (1478133)

| Priority | Main Ticket | ID | Subject | Status | Team | Email Address | Assigned To |
|----------|-------------|---------|---------------------------------------|--------|------------------|--------------------------------|-------------|
| Normal | | 1831960 | hi booking details | Open | BUSE PT - MU... | mail@christiantecchio.com | |
| Normal | | 1832010 | RE: **URGENTE** Tijuana sub 14... | Open | BUAM BGR M... | cm.romero@nh-hotels.com | |
| Normal | | 1832009 | Accommodations | Open | BUNE ORG Am... | Lauren.Skiver@transdev.com | |
| Normal | | 1831768 | #107246242# - RV: NH Brussels ... | Open | BUNE - SPORT... | reserveringen@nh-hotels.com | |
| Normal | | 1831596 | Unbeantwortete Anfrage (BMHFE) | Open | BUNE BGR P - ... | beate.donner@seminargo.com | |
| Normal | | 1832011 | Solicitud de cotización de reserva... | Open | BUAM BGR C... | ccortes@kreab.com | |
| Normal | | | | | BUNE ORG NH... | info@ballsnlory.be | |
| Normal | | | | | BUSE LGR ES ... | vv.brown@nh-hotels.com | |
| Normal | | | | | BUNE BGR AT ... | simon.chan@ndr.bcaresearch.com | |
| Normal | | | | | BUNE ORG Dr... | evasys@ifb.de | |
| Normal | | | | | BUSE SP - CE... | reply@cafeteria-bonita.com | |
| Normal | | | | | ORG KONINGS... | erikjan.mol@nxp.com | |

Select Main Ticket

Main Ticket

Select Ticket

All Tickets (1478159)

| ID | Subject | Status | Customer | E-Mail | Phone | Changed On | Service Category | Incident Category |
|---------|--|-----------------|-----------------|------------------|------------------|------------------|------------------|-------------------|
| 1810... | FW: Invitación a presentar cotización para evento Vic... | In Process New | DIRECT GUEST | NO E-MAIL | | 10/26/2023 08... | | |
| 1831... | RE: GRUPO GSK/I1 AL 14 DIC/NH COLLECTION PL... | Customer Action | DIRECT GUEST | NO E-MAIL | | 10/26/2023 08... | | |
| 1802... | Final Pro forma Invoice Van der Lande - MB0003095... | Completed | DIRECT GUEST | NO E-MAIL | | 10/26/2023 08... | | |
| 1772... | MB0003625578-COTIZACIÓN GLOBAL GREEN | Completed | DIRECT GUEST | NO E-MAIL | | 10/26/2023 07... | BA_BGR_MX-BULK | |
| 1830... | Circle8 Event GmbH für Bristol-Myers Squibb: Anfrag... | Open | C4C NH INTER... | nhmuenchenost... | +34 49 4852 8... | 10/26/2023 07... | | |
| 1827... | Presupuesto Salón | In Process | DIRECT GUEST | NO E-MAIL | | 10/26/2023 07... | | |
| 1829... | COTIZACIÓN - REUNIÓN: GO TO THE BASICS | Open | DIRECT GUEST | NO E-MAIL | | 10/26/2023 07... | | |
| 1812... | FUP 24.06.2024 Grupito Filipinas NH Florida | Fast Completed | CYNSA OPERA... | admin5@CYNS... | +54 49556281 | 10/26/2023 07... | | |
| 1815... | 14.06.2024_URGENT REQUEST MEDTRONIC 1000 ... | Completed | GATTINONI & ... | NO E-MAIL | +39 39011562... | 10/26/2023 07... | | |
| 1827... | FW: Reserva sala para desayuno empresarial | In Process New | DIRECT GUEST | NO E-MAIL | | 10/26/2023 07... | BA_BGR_CO-BULK | |
| 1802... | [Ticket: approval(modified)]. Review: MO00007101 | Fast Completed | C4C NH INTER... | NO E-MAIL | +34 49 4852 8... | 10/26/2023 07... | | |
| 1831... | COTIZACIÓN URGENTE GRUPO HCSA | Open | DIRECT GUEST | NO E-MAIL | | 10/26/2023 07... | | |
| 1521... | MB0003495270_GENTERA EVENTO NHC T2 Y/O NH... | In Process New | BIMACORP PR... | NO E-MAIL | +52 31334503... | 10/26/2023 07... | | |
| 1832... | 1255407 Veranstaltungsanfrage ueber tagungshotel... | Open | DIRECT GUEST | NO E-MAIL | | 10/26/2023 07... | | |
| 1830... | Anfrage für eine Tagungspauschale inkl. Übernachtung | Open | DIRECT GUEST | NO E-MAIL | | 10/26/2023 07... | | |
| 1715... | 09.01.2024_Nouveau Brief - Laboratoire EFFIK - Jan... | In Process | LAFAYETTE TR... | NO E-MAIL | +39 347 71361... | 10/26/2023 07... | | |
| 1556... | 2024_DHL - CIM Graduation events | Fast Completed | DEUTSCHE PO... | NO E-MAIL | +49 | 10/26/2023 07... | | |

Look and Feel- Creating sub-tickets

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All Tickets (1477982)

| | Priority | Main Ticket | ID | Subject | Status | Team | Email Address | Assigned To | Customer |
|--|----------|-------------|---------|--------------------------------------|----------------|------------------|------------------------------------|-------------------|-----------------------|
| | Normal | | 1831915 | Anfrage Tagung 18./19. Septemb... | Open | ALL - BULK | Wende@gesundheitsforen.net | | DIRECT GUEST |
| | Normal | | 1831888 | FW: Gruppenbuchungsanfrage La... | Open | BUNE ORG Es... | n Hessen@nh-hotels.com | | C4C NH INTERNAL REQU |
| | Normal | | 1831875 | RE: meeting 12-12-23 | Open | BUNE ORG Am... | p.otten@nh-hotels.com | | DIRECT GUEST |
| | Normal | | 1831893 | Ref No. - TPE240001500 - Recon... | Open | BUNE LGR - VI... | anna.grimoldi@kuonitumlare.com | | DIRECT GUEST |
| | Normal | | 1831914 | RE: GRUPO ETUDE / 02-13 MAR... | Open | BUAM LGR MX... | natally.gonzalez@seventours.com... | | DIRECT GUEST |
| | Normal | | 1831913 | RE: Gruppo The Cushman Schoo... | Open | BUSE IT LGR I... | nhcollectionpalazzogaddi@nh-hot... | | C4C NH INTERNAL REQU |
| | Normal | | 1831887 | COTIZACION GRUPO PARA HAY ... | Open | BUAM BGR C... | dfernandez@mrbooks.com | | DIRECT GUEST |
| | Low | | 1831907 | 3 NOCHES EN BARCELONA // G... | Fast Completed | ALL - BULK | | Adrian Rodrigu... | IMPROVING TRAVEL SL C |
| | Normal | | 1831912 | FW: from 11.11.2023 to 12.11.20... | Open | BUNE ORG Es... | n Hessen@nh-hotels.com | | C4C NH INTERNAL REQU |
| | Urgent | | 1831906 | Barcelona 2023 15 rooms 5 - 9... | Open | BUSE SP - GL... | madalina@congressbookers.co.uk | Adrian Rodrigu... | CONGRESS BOOKERS LT |
| | Normal | | 1831886 | Proposal Declined - Kelly Gallagh... | Open | BUNE BGR AT ... | kelly@canvasmeetings.com | | DIRECT GUEST |
| | Urgent | | 1831905 | Tesori d'Oriente - Madrid 50 PAX ... | Open | BUSE LGR ES ... | joaquin.sosa@spaindmc.buzz | Adrian Rodrigu... | BUZZPATH ESPAÑA SL |
| | Normal | | 1831911 | Delay TP 543 // 27OCT 23 - CRE... | Open | BUNE ORG Dü... | gpe@pga.pt | | DIRECT GUEST |
| | Normal | | 1831870 | FW: ** Cotización urgente para m... | Open | BUAM LGR ME... | al.diaz@nh-hotels.com | | FURLONG INCOMING SA |
| | Normal | | 1831856 | FW: Anmeldung/ Reservierung Ba... | Open | BUNE ORG Lei... | nhleipzigzentrum@nh-hotels.com | | VENUS CONCEPT GMBH |
| | Normal | 1812764 | 1831892 | Updated Cvent RFP! BCD Poland... | Completed | BUNE BGR - VI... | noreplycsn@cvent.com | | CVENT INC |

C4C creates a ticket ID for every new incoming e-mail. Automatically, it creates sub-tickets for certain customers (CVENT, Kactus, etc.)

Main Ticket & ID columns must be included in the ticket's layout.

Every time a new sub-ticket enters the Main one, Main changes the status into “In process”. Agent must check the new sub-ticket and proceed accordingly.

Look and Feel- Ticket's columns layout

| | | | | | | | | | |
|--------------------------|----------|-------------|---------|--------------------------------------|----------------|------------------|------------------------------------|-------------------|-----------------------|
| Tickets | | | | | | | | | |
| All Tickets (1477982) ▾ | | | | | | | | | |
| <input type="checkbox"/> | Priority | Main Ticket | ID | Subject | Status | Team | Email Address | Assigned To | Customer |
| <input type="checkbox"/> | Normal | | 1831915 | Anfrage Tagung 18./19. Septemb... | Open | ALL - BULK | Wende@gesundheitsforen.net | | DIRECT GUEST |
| <input type="checkbox"/> | Normal | | 1831888 | FW: Gruppenbuchungsanfrage La... | Open | BUNE ORG Es... | nhessen@nh-hotels.com | | C4C NH INTERNAL REQUI |
| <input type="checkbox"/> | Normal | | 1831875 | RE: meeting 12-12-23 | Open | BUNE ORG Am... | p.otten@nh-hotels.com | | DIRECT GUEST |
| <input type="checkbox"/> | Normal | | 1831893 | Ref No. - TPE240001500 - Recon... | Open | BUNE LGR - VI... | anna.grimoldi@kuonitumlare.com | | DIRECT GUEST |
| <input type="checkbox"/> | Normal | | 1831914 | RE: GRUPO ETUDE / 02-13 MAR... | Open | BUAM LGR MX... | nataly.gonzalez@seventours.com... | | DIRECT GUEST |
| <input type="checkbox"/> | Normal | | 1831913 | RE: Gruppo The Cushman Schoo... | Open | BUSE IT LGR I... | nhcollectionpalazzogaddi@nh-hot... | | C4C NH INTERNAL REQUI |
| <input type="checkbox"/> | Normal | | 1831887 | COTIZACION GRUPO PARA HAY ... | Open | BUAM BGR C... | dfernandez@mrbooks.com | | DIRECT GUEST |
| <input type="checkbox"/> | Low | | 1831907 | 3 NOCHES EN BARCELONA // G... | Fast Completed | ALL - BULK | | Adrian Rodrigu... | IMPROVING TRAVEL SL C |
| <input type="checkbox"/> | Normal | | 1831912 | FW: from 11.11.2023 to 12.11.20... | Open | BUNE ORG Es... | nhessen@nh-hotels.com | | C4C NH INTERNAL REQUI |
| <input type="checkbox"/> | Urgent | | 1831906 | Barcelona 2023 15 rooms 5 - 9... | Open | BUSE SP - GL... | madalina@congressbookers.co.uk | Adrian Rodrigu... | CONGRESS BOOKERS LTI |
| <input type="checkbox"/> | Normal | | 1831886 | Proposal Declined - Kelly Gallagh... | Open | BUNE BGR AT ... | kelly@canvasmeetings.com | | DIRECT GUEST |
| <input type="checkbox"/> | Urgent | | 1831905 | Tesori d'Oriente - Madrid 50 PAX ... | Open | BUSE LGR ES ... | joaquin.sosa@spaindmc.buzz | Adrian Rodrigu... | BUZZPATH ESPAÑA SL |
| <input type="checkbox"/> | Normal | | 1831911 | Delay TP 543 // 27OCT 23 - CRE... | Open | BUNE ORG Dü... | gpe@pga.pt | | DIRECT GUEST |

- **ID:** ticket number
- **Subject :** Email subject
- **Status:** Ticket Status
- **Team:** Service Team the ticket is assigned to

- **Email address:** Sender email address
- **Assigned to :** Whom the ticket is assigned to
- **Customer :** PID (internal for C4C) of the Main Client
- **Etc.**



How to handle a new request:
Ticket & Opportunity



Tickets

How to handle a new request: Opening Tickets

To open a ticket, click on the ticket ID or subject line:

| | ID | Subject | Status | Team | Email Address | Assigned To | Customer |
|-------------------------------------|-----------|-------------------------------------|----------------|-----------------|------------------------------|-------------------|-------------------------|
| <input checked="" type="checkbox"/> | Normal | #107233306# - RV: FW: Eilt - Zim... | Open | BUNE ORG Nh... | reservierungen@nh-hotels.com | | DIRECT GUEST |
| <input type="checkbox"/> | Normal | Portugal Calling: Explore the ... | Open | BUNE LGR CE ... | expeditions@acanela.com | | DIRECT GUEST |
| <input type="checkbox"/> | Low | Solicitud - Forums inc. | Fast Completed | ALL - BULK | ehoffemblatt@forumsinc.com | Adrian Rodrigu... | DIRECT GUEST |
| <input type="checkbox"/> | Normal | FW: Anfrage zur EMO 2025 | Open | BUNE ORG Ha... | nhhannover@nh-hotels.com | | C4C NH INTERNAL REQU... |
| <input type="checkbox"/> | Normal | URGENTE!!!!!! Re: URGENTE CO... | Open | BUAM LGR ME... | carla@dts.travel | | DIRECT GUEST |
| <input type="checkbox"/> | Normal | Meeting Room Booking - Frankfurt | Open | BUNE BGR FR... | Sarah.Theyer@driv.com | | DIRECT GUEST |
| <input type="checkbox"/> | Immediate | grpo estudiantes 187SYJCGMX9 ... | Open | BUSE LGR ES ... | grupos15@interrias.com | Adrian Rodrigu... | DIRECT GUEST |
| <input type="checkbox"/> | Normal | FW: Consulta cotización grupal | Open | BUAM BGR R... | nh9dejulio@nh-hotels.com | | POLICRED SA |
| <input type="checkbox"/> | Normal | 02 July 2024 Request - Vanderle... | Open | BUNE LGR NL ... | kaitlynf@wittetravel.com | | DIRECT GUEST |

Then the system will open a new tab with the ticket:

NH HOTEL GROUP
NEW OR MINOR
HOTEL

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Tickets

Ticket
1832029 - #107233306# - RV: FW: Eilt - ...

1832029 - #107233306# - RV: FW: Eilt - Zimmerreservierung unter dem Stichwort "Ver... DIRECT GUEST | ★ | 📌 | 📶 | 💬 | 🔍 +

| Type | Subject | Status | *Priority |
|----------------------------------|--|---|-----------|
| Service Request | #107233306# - RV: FW: Eilt - Zimmerreservierung unter dem Stichwort "VertiGIS Konferenz" | Open | Normal |
| *Customer DIRECT GUEST | Assigned to | *Service and Support Team BUNE ORG Nhow Berlin | |

Overview Interactions Activities Attachments Notes Related Items Changes Involved Parties Sub-Tickets Document Flow Workflow Changes Timeline

Header of the ticket, by clicking the pencil you can edit some fields:

Header of the ticket, by clicking the pencil you can edit some fields:

Tickets

Ticket
1832029 - #107233306# - RV: FW: Eilt - ...

☰

1832029 - #107233306# - RV: FW: Eilt - Zimmerreservierung unter dem Stichwort "Ver...

DIRECT GUEST | ★ 🚩 📶 | 💬 🏠 +

↻ Actions

Type
Service Request

Subject
#107233306# - RV: FW: Eilt - Zimmerreservier...

Status
Open

*Priority
Normal

*Customer
DIRECT GUEST

Assigned to

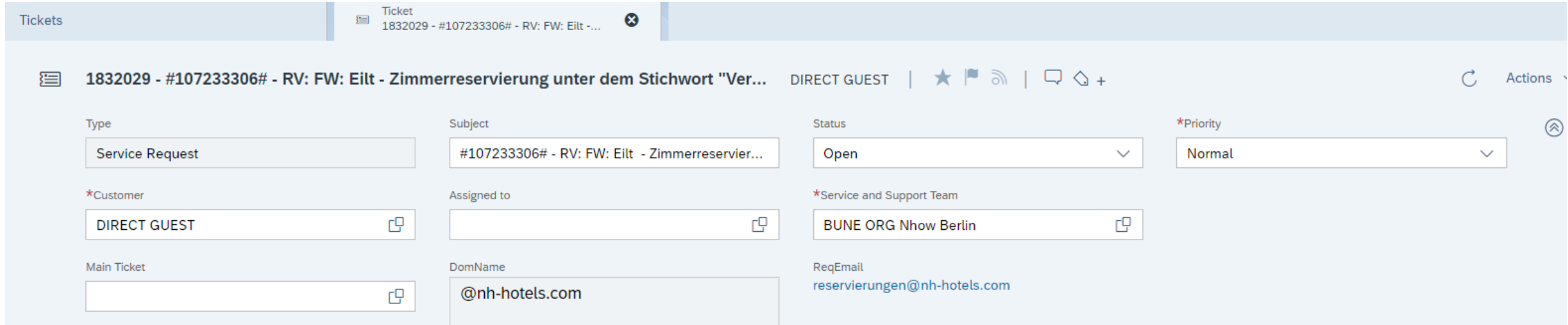
*Service and Support Team
BUNE ORG Nhow Berlin

Main Ticket

DomName
@nh-hotels.com

ReqEmail
reservierungen@nh-hotels.com

How to handle a new request: Header-fields



The screenshot displays a ticket management interface. At the top, a header bar shows 'Tickets' and a specific ticket identifier: 'Ticket 1832029 - #107233306# - RV: FW: Eilt -...'. Below this, the main header area contains the ticket title '1832029 - #107233306# - RV: FW: Eilt - Zimmerreservierung unter dem Stichwort "Ver...' followed by 'DIRECT GUEST' and several action icons (star, flag, Wi-Fi, comment, share, plus). A 'Actions' button is visible on the right. The main form area is divided into several sections: 'Type' (Service Request), 'Subject' (#107233306# - RV: FW: Eilt - Zimmerreservier...), 'Status' (Open), and '*Priority' (Normal). Below these are '*Customer' (DIRECT GUEST), 'Assigned to' (empty), '*Service and Support Team' (BUNE ORG Nhow Berlin), 'Main Ticket' (empty), 'DomName' (@nh-hotels.com), and 'ReqEmail' (reservierungen@nh-hotels.com). Each input field has a copy icon.

| | | | |
|-----------------|---|------------------------------|-----------|
| Type | Subject | Status | *Priority |
| Service Request | #107233306# - RV: FW: Eilt - Zimmerreservier... | Open | Normal |
| *Customer | Assigned to | *Service and Support Team | |
| DIRECT GUEST | | BUNE ORG Nhow Berlin | |
| Main Ticket | DomName | ReqEmail | |
| | @nh-hotels.com | reservierungen@nh-hotels.com | |

Subject You can modify this field. Clients are not able to see changes. You can use it to add info. To make you understand the process of quoting. Ex: Offer sent, Do FUP, Contract Sent, etc.

Status: You can modify the status of the ticket once you have been working on the ticket as per “quotation status”

Priority: you can modify the priority of the ticket to help you to highlight it by your internal criteria, client, lead-time, etc

Service and Support Team: you can modify the ST in case that it is not correct, remember that the ST have different SLAs so it is important to assign the ticket to the correct ST.

How to handle a new request: Header- Customer

Customer update: It is compulsory to inform the Customer in the Ticket. There are different options:

1. Clicking the expanding button, you can find the customer by TMS PID in the External ID filter or by Customer Name
2. Once informed in the MQ and/or MB by refreshing the ticket it is updated automatically

How to request a contact customer creation?

1. Edit the ticket and select the Customer OR wait for the automatic update via MQ/MB
2. Open tab “Overview”, navigate to block “Customer” and click on “Request Contact Creation”
3. By default, the system enters automatically the Account and the Email (non-editable information). Complete the mandatory fields: first and last name.
4. Click on “Send Request” button and confirm the pop-up window,

The screenshot displays a software interface for managing tickets and customer information. At the top, a header bar shows the ticket ID '2660183' and the subject 'MB0004068587 - 18.09.2024_Solicitud disponibilidad y precio evento Madri...'. Below this, a table lists tickets with columns for Type, Subject, Status, and Priority. The selected ticket is 'Ticket 2660183 - MB0004068587 - 18.09.2024...'. A 'Request Contact Creation' button is visible next to the ticket. A form for customer information is shown, with fields for Account (SIBELCO MINERALES SL BI (CM CAPUCHI...)), Last Name (Torre), and Phone. A confirmation pop-up window is open, asking 'Are you sure to send the request for creating this contact?' with 'OK' and 'Cancel' buttons. The background shows a 'Description' field with the text 'Buenos días,' and a 'Customer External ID' field with the value '240061'. A 'Request Contact Creation' button is also visible in the bottom right corner.

| Type | Subject | Status | *Priority |
|---------|---|--------------------------|-----------|
| Tickets | Ticket 2660183 - MB0004068587 - 18.09.2024... | Request Contact Creation | |

Account: SIBELCO MINERALES SL BI (CM CAPUCHI...)

Last Name: Torre

Phone:

Spanish

Description: Buenos días,

Customer External ID: 240061

Customer ID: 1745092

Contact Creation Already Requested: No

Request Contact Creation

Request Contact Creation

Confirm Request

Are you sure to send the request for creating this contact?

OK Cancel

Send Request

How to handle a new request: Header- Sub-ticket

Sub-tickets: Sub-tickets are created for two main reasons:

- 1. Automatically by C4C and for certain customers (CVENT, Kactus, etc.) *See slide 41.*
- 2. Manually , in order to manage Mutual Offers

How to manually create and manage a sub-ticket?

- 1. Look for the Main ticket and copy the number.
- 2. Go to the sub-ticket and edit the field “Main Ticket” look for the Main and inform it.
- 3. Sub-ticket will be added to Main. Opportunity has to be linked to the Main Ticket and to the sub-tickets from the moment these enter in a second cycle.

Tickets

Ticket 2718065 - Tu solicitud de reunión en N...

Tickets

Ticket 2718065 - Tu solicitud de reunión en N...

Tickets

Ticket 2718065 - Tu solicitud de reunión en N...

Ticket 2715710 - 14.11.2024_FW: RESERVA S...

2715710 - 14.11.2024_FW: RESERVA SALA CONGRESO CLINIC UP

DIRECT GUEST

★

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5

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🔄

Actions

Type

Service Request

Subject

14.11.2024_FW: RESERVA SALA CONGRESO CLINIC UP

Status

Completed

*Priority

Normal

*Customer

DIRECT GUEST

Assigned to

Gema Torres Naranjo

*Service and Support Team

BUSE SP - CENTRE/SOUTH-MECO

Interactions

Overview

Activities

Attachments

Notes

Related Items

Changes

Involved Parties

Sub-Tickets

Workflow Changes

🗃️

Sub-Tickets (1)

↑↓

New

Add

More

| ✓ | ID | Subject | Type | Status | Priority |
|---|---------|---|-----------------|----------------|-----------|
| ✓ | 2718065 | Tu solicitud de reunión en NH Madrid Ventas ha sido recibida - MQ0000942257 | Service Request | Fast Completed | Immediate |

How to handle a new request: Header- Actions

Actions: Main actions you can do inside the ticket:

- 1.Add a note
- 2.Copy this ticket with a different ID

Tickets

Ticket 1820290 - MB0003618530 G 2 Travel T...

Tickets

Ticket 1820290 - MB0003618530 G 2 Travel T...

1820290 - MB0003618530 G

Type Service Request

*Customer DIRECT GUEST

Overview Interactions Activities

Additional Information

Source E-Mail

Service Level 10H Organizer

No note history exists

Ticket 1820290 - MB0003618530 G ...

New Ticket

Type Service Request

Source Manual data entry

Contact

*Account DIRECT GUEST

Reported By

Priority Normal

Agent Paulina Misarova

Team BUNE LGR - VIP - PRIO 1

*Subject MB0003618530 G 2 Travel TPE-31406 - 08 Nov 2023

*Description Please add a note

Priority Normal

Workflow Changes Timeline

Contact -

Phone

Actions

Add Note

Set as Irrelevant

Assign to Me

Finish Work

Generate Summary

Copy

Check Consistency

Translate

How to handle a new request: Body -Tabs

By clicking the User Menu button, you can modify the order of

The screenshot displays the MINOR HOTELS system interface. The main content area shows a ticket titled "2721690 - A sua solicitação de reunião no NH Collection Berlin Mit..." with a status of "DIRECT G..." and a priority of "Immediate". The ticket details include:

- Type: Service Request
- Subject: A sua solicitação de reunião no NH Collection Berlin Mitte Friedrichstrasse foi recebida - MQ0000943050
- Status: Fast Completed
- *Priority: Immediate
- *Customer: DIRECT GUEST
- Assigned to: Sheila Puñal Jiménez
- *Service and Support Team: BUNE BGR BER - ADVANCED OTHER LANGUAGES

The interface includes a navigation bar with tabs: Interactions, Overview, Activities, Attachments, Notes, Related Items, Changes, Involved Parties, Sub-Tickets, and Workflow Change. The "Interactions" tab is currently selected, showing a list of interactions with columns for Channel, Subject, Date / Time, and Sender E-mail. The first interaction is dated 21.08.2024 10:56:48 CET.

On the right side, a "Personalization Mode" panel is visible, featuring a "Tabs" menu. This menu allows users to customize the order and visibility of various system components. The tabs listed are:

- Timeline
- Interactions
- Timeline
- Overview
- Feed
- Activities
- Attachments
- Notes
- Related Items
- Changes
- Involved Parties
- Sub-Tickets

Each tab has a visibility icon (eye) and a right arrow. At the bottom of the panel, there is a "Discard Changes" button. The user's name, "Jiménez", is displayed in the top right corner.

How to handle a new request: Body –Tabs - Interactions

Interactions: You can see all interactions and content sent to / from the client and all other 3rd parties involved in the piece of business.

Tickets

TICKET
2721690 - A sua solicitação de reunião ...

2721690 - A sua solicitação de reunião no NH Collection Berlin Mitte Friedrichstrasse ... DIRECT GUEST

Interactions

Overview

Attachments

Notes

Related Items

Changes

Involved Parties

Sub-Tickets

Document Flow

Workflow Changes

Timeline

New

Reply All

via

Email

Interactions (1)

Grid View

Search

| Channel | Subject | Date / Time | Sender E-mail | Recipients |
|---------|---|-------------------------|---------------|----------------|
| | A sua solicitação de reunião no NH Collection Berlin Mitte Friedrichstrasse foi recebida - MQ | 21.08.2024 10:56:48 CET | | nhgroupsalesce |

To nhgroupsales.ce@nh-hotels.com

Subject A sua solicitação de reunião no NH Collection Berlin Mitte Friedrichstrasse foi recebida - MQ0000943050

Obrigado pelo seu pedido!

21.08.2024 10:56:48

...

How to handle a new request: Body –Tabs - Interactions

Interactions: You can see all interactions and content sent to / from the client and all other 3rd parties involved in the piece of business

Tickets

Ticket 2721690 - A sua solicitação de reunião ...

Ticket 2729080 - 0369AG24 28.08.2024 bis 30...

2721690 - A sua solicitação de reunião no NH Collection Berlin Mitte Friedrichstrasse ...

"DER MANN, DER VERWÖHNT"

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↻ Actions

Interactions

Overview

Attachments

Notes

Related Items

Changes

Involved Parties

Sub-Tickets

Document Flow

Workflow Changes

Timeline

| Channel | Subject | Date / Time | Sender E-mail | Recipients |
|---------|---|-------------------------|---------------|----------------|
| ✉ | A sua solicitação de reunião no NH Collection Berlin Mitte Friedrichstrasse foi recebida - MQ | 21.08.2024 10:56:48 CET | | nhgroupsalesce |

21.08.2024 10:56:48 ☹ ⋮

To nhgroupsales.ce@nh-hotels.com

Subject A sua solicitação de reunião no NH Collection Berlin Mitte Friedrichstrasse foi recebida - MQ0000943050

- View Details:** Displays Overview's tab info.
- View Original Content:** Generates a HTML of any incoming interaction in the ticket
- Reply:** Replying
- Reply All:** replying all
- Forward:** Forwarding
- Copy to new Ticket:** You can **copy** the content of this interaction to a **NEW** ticket
- Copy to Existing Ticket:** You can **copy** the content of this interaction to another ticket
- Move to Existing Ticket :** You can **move** the content of this interaction to

RO

seu pedido!

iremos em contacto consigo para abordar os
eu evento.
tels.com

va off-line. Também poderá contactar connosco
-mail:
nh-hotels.com

View Details

View Original Content

Reply

Reply All

Forward

Copy to New Ticket

Copy to Existing Ticket

Move to Existing Ticket...

How to handle a new request: Body –Tabs – Overview –Additional Information and Description

Overview: You can see relevant information about the ticket itself.

Tickets

Ticket 2721690 - A sua solicitação de reunião ...

Ticket 2725179 - Referenznummer MB000401...

2725179 - Referenznummer MB0004016541 / Gruppenname ZF Friedrichshafen AG#2... DIRECT GUEST | 19

Type
Service Request

Subject
Referenznummer MB0004016541 / Gruppenname ZF Friedrichshafen AG#2560901 / confirmation for Mr Deckx

Status
In Process

*Priority
Immediate

*Customer
DIRECT GUEST

Assigned to
Adrian Bruck

*Service and Support Team
BUNE ORG Spin Tower

Interactions

Overview

Attachments

Notes

Related Items

Changes

Involved Parties

Sub-Tickets

Document Flow

Workflow Changes

Timeline

Additional Information

Source
E-Mail

Channel
nhgroupsales.de

Service Level
10H Organizer

Channel E-mail
nhgroupsales.de@nh-hotels.com

Document Language
German

Google Detected Language
English

Description

Dear NH Group Sales Team,

May I have confirmation for Mr Deckx, please?
He will stay from 16.09. to 17.09.24. Thank you.
(Invoice Address if needed: ZF Services Nederland, B.V.P.O. Box 557, 2600 AN Delft, Distributieweg 7, 2645 EG Delfgauw, Netherlands)

Regards
Petra Riege

Customer

Customer
DIRECT GUEST

Contact
-

E-Mail
-

Phone
-

Category
-

Language
-

Customer External ID
1000

Customer ID
2899960

Request Contact Creation
No

Request Contact Creation Already Requested
No

Timeline

Reported On
22.08.2024 11:08

Initial Review Due
22.08.2024 13:08

Initial Review Completed
23.08.2024 09:14

Next Response Due
-

Completion Due
23.08.2024 11:08

Completion Date
-

Requested Start
24.08.2024 02:00

Requested End
25.08.2024 02:00

Reported By
-

Time with Agent
-

Time with Customer
-

Last Agent Interaction
-

Last Customer Interaction
22.08.2024 11:08

Changed By
Adrian Bruck

Created By
Technical User

Work Description

Category

Service Level: SLA for the ticket to be handled

Channel E-mail: Email address used by the client to send the request

Description: You can visualize the 1st interaction sent by the client.

How to handle a new request: Body –Tabs – Overview – Timeline -

TICKETS

2721690 - A sua solicitação de reunião ...

2725179 - Referenznummer MB000401...

2725179 - Referenznummer MB0004016541 / Gruppennamen ZF Friedrichshafen AG#2...

DIRECT GUEST

★ 🚩 📧 19

Actions

Type
Service Request

Subject
Referenznummer MB0004016541 / Gruppennamen ZF Friedrichshafen AG#2560901 / confirmation for Mr Decko

Status
In Process

*Priority
Immediate

*Customer
DIRECT GUEST

Assigned to
Adrian Bruck

*Service and Support Team
BUNE ORG Spin Tower

Interactions

Overview

Attachments

Notes

Related Items

Changes

Involved Parties

Sub-Tickets

Document Flow

Workflow Changes

Timeline

Customer

Customer
DIRECT GUEST

Contact
-

E-Mail
-

Phone
-

Category
-

Language
-

Customer External ID
1000

Customer ID
2899960

Request Contact Creation
Request Contact Creation

Contact Creation Already Requested
No

Timeline

Reported On
22.08.2024 11:08

Initial Review Due
22.08.2024 13:08

Initial Review Completed
23.08.2024 09:14

Next Response Due
-

Completion Due
23.08.2024 11:08

Completion Date
-

Requested Start
24.08.2024 02:00

Requested End
25.08.2024 02:00

Reported By
-

Time with Agent
-

Time with Customer
-

Last Agent Interaction
-

Last Customer Interaction
22.08.2024 11:08

Changed By
Adrian Bruck

Changed On
23.08.2024 09:14

Created By
Technical User

Work Description

Category

Reported On: Day | Time ticket enters

Initial Review Due: Day | Time ticket should be managed (always 2h. After arrival)

Initial Review Completed: Day | Time ticket is managed by 1st time by the agent

Next Response Due: --- always empty

Completion Due: Day | Time ticket SLA to be completed

Completion Date: Day | Time ticket is completed by agent

Requested Start: -- No relevant info. for GEMs

Requested End: -- No relevant info. for GEMs

Reported By

Time with Agent

Time with Customer

Last Agent Interaction

Last Customer Interaction

By: Agent managing the ticket

Changed On: Last time ticket has been modified

How to handle a new request: Body –Tabs – Attachments & Notes -

Attachments: You can see all attachments shared with and by the client

Notes: See slide 33. You can also include notes from inside the ticket

Tickets

Ticket
2725687 - MB0004098043 Tiv...

2725687 - MB0004098043 Tivoli Avenida Liberdade - small block for corporate offsite ...

FORA TRAVEL

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✎ | ↻ | Actions ▾

Type
Service Request

Subject
MB0004098043 Tivoli Avenida Liberdade - small block for corporate offsite - Oct 14-17

Status
In Process New

*Priority
Normal

*Customer
FORA TRAVEL

Assigned to
José Pires

*Service and Support Team
BUSE PT - LISBON-MECO

Interactions

Overview

Attachments

Notes

Related Items

Changes

Involved Parties

Sub-Tickets

Document Flow

Workflow Changes

Timeline



Attachments (0)

↑↓ Add ▾

| File Icon | Title | Type | Changed On | Changed By | Actions |
|-----------|-------|------|------------|------------|---------|
| No data | | | | | |

Interaction Attachments (2)

↑↓ Download

| <input type="checkbox"/> | Title | Type | File Size (I) | Changed On | Changed By |
|--------------------------|--|------------------------|---------------|------------------|------------|
| <input type="checkbox"/> |  FORA TRAVEL - CORPORATE OFFSITE - MB0004098043.pdf | Interaction Attachment | 205 | 23.08.2024 11:22 | José Pires |
| <input type="checkbox"/> |  FORA TRAVEL - CORPORATE OFFSITE - MB0004098043.pdf | Interaction Attachment | 205 | 22.08.2024 18:39 | José Pires |

How to handle a new request: Body –Tabs – Changes-

Changes: You can see a log of the ticket management, who, when and what did every action.

Tickets

Ticket
2725687 - MB0004098043 Tivoli Avenid...

2725687 - MB0004098043 Tivoli Avenida Liberdade - small block for corporate offsite ... FORA TRAVEL

Interactions Overview Attachments Notes Related Items **Changes** Involved Parties Sub-Tickets Document Flow Workflow Changes Timeline

Go Reset

(13)

| Change Date/Time | Changed By | User ID |
|------------------|------------------------------|--------------|
| 23.08.2024 14:18 | José Pires (K9X8IEBT071) | E00000189145 |
| 23.08.2024 11:22 | José Pires (K9X8IEBT071) | E00000189145 |
| 23.08.2024 11:22 | José Pires (K9X8IEBT071) | E00000189145 |
| 23.08.2024 11:09 | José Pires (K9X8IEBT071) | E00000189145 |
| 22.08.2024 22:52 | Technical User (SAP_SMTP_IN) | SAP_SMTP_IN |
| 22.08.2024 18:39 | José Pires (K9X8IEBT071) | E00000189145 |

1 Selected

Details: 22.08.2024 22:52 (5)

| Attribute | Value Changed From | Value Changed To | Modification Type |
|-------------------------|--------------------|------------------|-------------------|
| Internal Status | 3-Completed | 2-In Process | Update |
| Customer Updated | | X | Update |
| Status | 5-Completed | 2-In Process | Update |
| Response By Customer On | 22.08.2024 12:45 | 22.08.2024 22:52 | Update |
| Resolved On | 22.08.2024 18:39 | | Update |



Opportunities



How to create an Opportunity?

How to handle a new request: Body –Tabs – Related Items -

Related Items: Whenever an opportunity is linked to a ticket , it appears here with an unique ID. Remember that only Agencies and Companies PIDs generates Opportunities

There are 3 different status for opportunities, **Lost**, **Cancelled** or **Won**. Once they are cancelled or lost do not change of status anymore. However as they are linked to TMS and MBs the productivity is taken into account accurately.

Tickets

Ticket
2725687 - MB0004098043 Tivoli Avenid...

2725687 - MB0004098043 Tivoli Avenida Liberdade - small block for corporate offsite ...

FORA TRAVEL

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✎ | ↺ | Actions

Type
Service Request

Subject
MB0004098043 Tivoli Avenida Liberdade - small block for corporate offsite - Oct 14-17

Status
In Process New

*Priority
Normal

*Customer
FORA TRAVEL

Assigned to
José Pires

*Service and Support Team
BUSE PT - LISBON-MECO

Interactions

Overview

Attachments

Notes

Related Items

Changes

Involved Parties

Sub-Tickets

Document Flow

Workflow Changes

Timeline

Follow-Up Items (1)

ID

ID - Name

Type

Status

Created On

Created By

1297552

1297552 - CORPORATE OFFSITE #2725687

Opportunity

Open

22.08.2024

José Pires

Preceding Items (0)

ID

ID - Name

Type

Status

Created On

Created By

How to handle a new request: Body –Tabs – Related Items –Opportunity Creation

Opportunity: Before creating MQ or MB always create an opportunity. All tickets, MQ or MB except those for transients must always have an opportunity linked to the MB or MQ. This is the link of the two systems and the way our Sales colleagues can track the leads and help us to follow-up them.

Ticket icon

2690555 - Tu solicitud de reunión en Tivoli Alvor Algarve - All Inclusive Resort ha sid...

DIRECT GUEST

|

Star icon

Flag icon

Wi-Fi icon

|

Comment icon

Share icon

6

Actions

▼

Type

Service Request

Subject

Tu solicitud de reunión en Tivoli Alvor Algarve - All Inclusive Resort ha sido recibida - MQ0000936268

Status

Fast Completed

*Priority

Immediate

*Customer

DIRECT GUEST

Assigned to

Sheila Puñal Jiménez

*Service and Support Team

BUSE PT - ALGARVE LGR VIP

Interactions

Overview

Attachments

Notes

Related Items

Changes

Involved Parties

Sub-Tickets

Document Flow

Workflow Changes

Timeline

Follow-Up Items

(0)

Refresh

More

| ID | ID - Name | Type | Status | Created On | Created By |
|----|-----------|------|--------|------------|------------|
|----|-----------|------|--------|------------|------------|

*Name

13.07.2024_Cotización grupo Julio

*Account

TITANIUM GLOBAL LLC

Copy icon

Primary Contact

HOTEL NH COLLECTION SUECIA

Copy icon

*Owner

Paulina Misarova

Copy icon

*Category

GEM Request

Note

MINOR
HOTELS

| 59

Create MQ as usual (adding the TK to the name of the MQ) and link the opportunity. You may see only pending Opp. to be linked in this pop-up window:

| | | | |
|----------------------|--|-------|----|
| Total F&B Event Rev. | | €0.00 | 60 |
|----------------------|--|-------|----|

How to handle a new request: Body –Tabs – Related Items – Link Opportunity to MB

Create MB as usual (adding the TK to the name of the MQ) and link the opportunity. You may see only pending Opp. to be linked in this pop-up window:

Booking File Management - MB0003654399

Function Diary

File: MB0003654399 Mode Client: 1100025963 TRANSAVIA LLC

General Info. Customer data Commissions Routing Charges Actions Statistics Additional information Deposits Discount

End: 03.12.2023 Sunday ESMA.VILPA-A... Offer

Name: 1831644 - VIAJES TRANSVIA TOURS FOR TE... Contract

Status Offer BF Status Rate BGR_MEET

Res Status by default Pax BF: 1

Registr. date 27.10.2023 Friday

Conf. date:

Deadline:

Follow Up:

Follow Up: 28.10.2023 Saturday

CUT-OFF date:

Event Type: Information

The Opportunity 915314 has been linked to the Booking File MB0003654399.

Remarks

Main

Quotation Sent

Contract Sent

Proforma Sent

C4C

Rooming Allowed

| Code | Occupancy | Meal Plan | Arrival | S. Ti... | Departure | End ... | Status | Rate | Contract |
|------|-----------|-----------|---------|----------|-----------|---------|--------|------|----------|
|------|-----------|-----------|---------|----------|-----------|---------|--------|------|----------|

How to handle a new request: Body –Tabs – Related Items –Opportunity Selection

In the case that you do not find it, you can search it by clicking on the expanding button, and with the different concepts to look for it.

Quotation Tool - Management

Duplicate quotation

Function Diary

General Occu.

RL Status

Occu. Room Type

Quotation Info

Quotation Log

Setup Report

C4C Management

Remarks

Client Info

Employee: 0000007273 Sheila Puñal Jiménez... Currency: EUR | ☐ Tax inclusive | Quotation Id MQ0000719252 | Booking File ID | Opportunity Id | Status PENDING MB CREATIO

Client: 0000001000 - GUEST DIRECT

Company:

CRS:

Start date: 03.12.2023 - End da

Hotel available

Group Size/Alert

Results:

Fair type/Description

Opportunity Number:

Employee:

Opportunity Name:

Opportunity Commercial Client:

Opportunity Creation Date:

Status:

Total Hotel Room Rev.

Total DDR

Opportunity ID

Employee

Opportunity Name

Comercial Client

Created on

Status Opportunity

914600

0000007273

CORPORATIVO BIMBO

2008745502

27.10.2023

Open

MINOR
HOTELS

| 62

How to handle a new request: Link a ticket to an existing opportunity

Whenever we do not link an opportunity to a MB or MQ within the very same day of creation, the system will create one during the backup (night) so you will need to link this one to the ticket. Follow these steps:

1.Go to the right bar and select Opportunities

Calendar
Org Structures
Customers
People
Opportunities
Activities

Opportunities

Ticket
1831642 - CORPORATIVO BIMBO

All (417681)

| | Name | Account | ID | Owner | Status | Created On | Action | MB ID | MB Status | MQ ID |
|--------------------------|-----------------|----------|--------|-------------------------------|--------|------------------|--------|--------------|-----------|-------|
| <input type="checkbox"/> | 12PAX CHANE... | PRES... | 881366 | Ana María Sutilo Vega | Open | 02.10.2023 11:34 | | MB0003613754 | Option | |
| <input type="checkbox"/> | FEDERMANAGER | FEDE... | 900309 | Andrea Biasci | Won | 18.10.2023 05:15 | | MB0001727786 | Confirmed | |
| <input type="checkbox"/> | G2 TRAVEL JK... | G2 TR... | 851529 | Guillermo Pielhoff | Open | 08.09.2023 06:39 | | MB0003577732 | Tentative | |
| <input type="checkbox"/> | GD - CONGRE... | CON... | 2376 | Maria Veronica Ponce Gonza... | Won | 01.12.2020 10:56 | | MB0001893338 | Confirmed | |
| <input type="checkbox"/> | CONEXTUR_1... | CONE... | 913224 | Daniela Sanchez | Open | 25.10.2023 18:14 | | MB0003651578 | | |
| <input type="checkbox"/> | CA FORO EGSA | EQUI... | 33879 | NH Berlin City Ost Automatic | Won | 25.12.2020 05:00 | | MB0001880588 | Confirmed | |

2.Look for the Opp. you created in the ticket via ticket number and cancel it

Opportunities

Ticket
1831642 - CORPORATIVO BIMBO

All (1)

| | Name | Account | ID | Owner | Status | Created On | Action | MB ID | MB Status | MQ ID |
|--------------------------|------------------|---------|--------|----------------------|--------|------------------|--------|-------|-----------|-------|
| <input type="checkbox"/> | TEST TEST TES... | DIRE... | 651310 | Sheila Puñal Jiménez | Open | 24.03.2023 11:49 | | | | |

How to handle a new request: Link a ticket to an existing opportunity

3. Look for the Opportunity created by the system via the MB number

Home

Calendar

Org Structures

Customers

People

Opportunities

Opportunities

Ticket 1831644 - VIAJES TRANSVIA TOURS fo...

All (418110)

| | Name | Account | ID | Owner | Status | Created On | Action | MB ID | MB Status | MQ ID |
|--------------------------|-----------------|----------|--------|-------------------------------|--------|------------------|--------|--------------|-----------|-------|
| <input type="checkbox"/> | 12PAX CHANE... | PRES... | 881366 | Ana María Sutilo Vega | Open | 02.10.2023 11:34 | | MB0003613754 | Option | |
| <input type="checkbox"/> | FEDERMANAGER | FEDE... | 900309 | Andrea Biasci | Won | 18.10.2023 05:15 | | MB0001727786 | Confirmed | |
| <input type="checkbox"/> | G2 TRAVEL JK... | G2 TR... | 851529 | Guillermo Pielhoff | Open | 08.09.2023 06:39 | | MB0003577732 | Tentative | |
| <input type="checkbox"/> | GD - CONGRE... | CON... | 2376 | Maria Veronica Ponce Gonza... | Won | 01.12.2020 10:56 | | MB0001893338 | Confirmed | |
| <input type="checkbox"/> | CONEXTUR_1... | CONE... | 913224 | Daniela Sanchez | Open | 25.10.2023 18:14 | | MB0003651578 | | |
| <input type="checkbox"/> | CA FORO EGSA | EQUI... | 33879 | NH Berlin City Ost Automatic | Won | 25.12.2020 05:00 | | MB0001880588 | Confirmed | |

4. Enter the Opportunity by clicking on the name and in the ticket tab, click on assign

Opportunities

Ticket 1831644 - VIAJES TRANSVIA TOURS fo...

Opportunity SERIE COLLETTE 021

SERIE COLLETTE 021

Opportunity ID 163837

Top Level Account

Name SERIE COLLETTE 021

Category GEM Request

Account COLLETTE VACATIONS

Primary Contact

Priority Normal

Parent Opportunity

Overview

Activities

Sales Team

Involved Parties

Related Opportunities

Document Flow

Attachments

Tickets

Changes

Tickets (0)

Assign New More

| Ticket ID | Subject | Relationship | Priority | Status | Created On |
|-----------|---------|--------------|----------|--------|------------|
|-----------|---------|--------------|----------|--------|------------|

5. Look for the ticket and add

Opportunities

Opportunity SERIE COLLETTE 021

Assign a successor ticket

1 The changes cannot be saved if the Opportunity is being modified.

Ticket ID



Send Emails to clients

How to handle a new request: Send Emails to clients- Replying

Within a ticket, we can use the Interaction or Timeline Tab to answer.

2690555 - Tu solicitud de reunión en Tivoli Alvor Algarve - All Inclusive Resort ha sid...DIRECT GUEST

Type
Service Request

*Customer
DIRECT GUEST

Subject
Tu solicitud de reunión en Tivoli Alvor Algarve - All Inclusive Resort ha sido recibida - MQ0000936268

Assigned to
Sheila Puñal Jiménez

Status
Completed

*Service and Support Team
BUSE PT - ALGARVE LGR VIP

*Priority
Immediate

Interactions

Overview

Attachments

Notes

Related Items

Changes

Involved Parties

Sub-Tickets

Document Flow

Workflow Changes

Timeline

Internal Memo

Email

SMS

Portal

Timeline

Thursday | August 8, 2024

Tu solicitud de reunión en Tivoli Alvor Algarve - All Inclusive Resort ha sido recibida - MQ0000936268

From:

To groupsales2.pt@nh-hotels.com

Sent On 08.08.2024 | 11:22

08.08.2024 | 11:22

Forward

nh

PRO

MINOR
HOTELS

| 66

How to handle a new request: Send Emails to clients- New email

Within a ticket, we can use the Interaction or Timeline Tab to create a new email.

You can create a new interaction within this ticket. It is very useful when you need to contact RM or colleagues in the organization or do not need to include the previous mails in the new email.

2690555 - Tu solicitud de reunión en Tivoli Alvor Algarve - All Inclusive Resort ha sid...DIRECT GUEST

Type
Service Request

*Customer
DIRECT GUEST

Subject
Tu solicitud de reunión en Tivoli Alvor Algarve - All Inclusive Resort ha sido recibida - MQ0000936268

Assigned to
Sheila Puñal Jiménez

Status
Completed

*Service and Support Team
BUSE PT - ALGARVE LGR VIP

*Priority
Immediate

Interactions

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Workflow Changes

Timeline

Internal Memo

Email

SMS

Portal

Timeline

Thursday | August 8, 2024

Tu solicitud de reunión en Tivoli Alvor Algarve - All Inclusive Resort ha sido recibida - MQ0000936268 😊

From:

To groupsales2.pt@nh-hotels.com

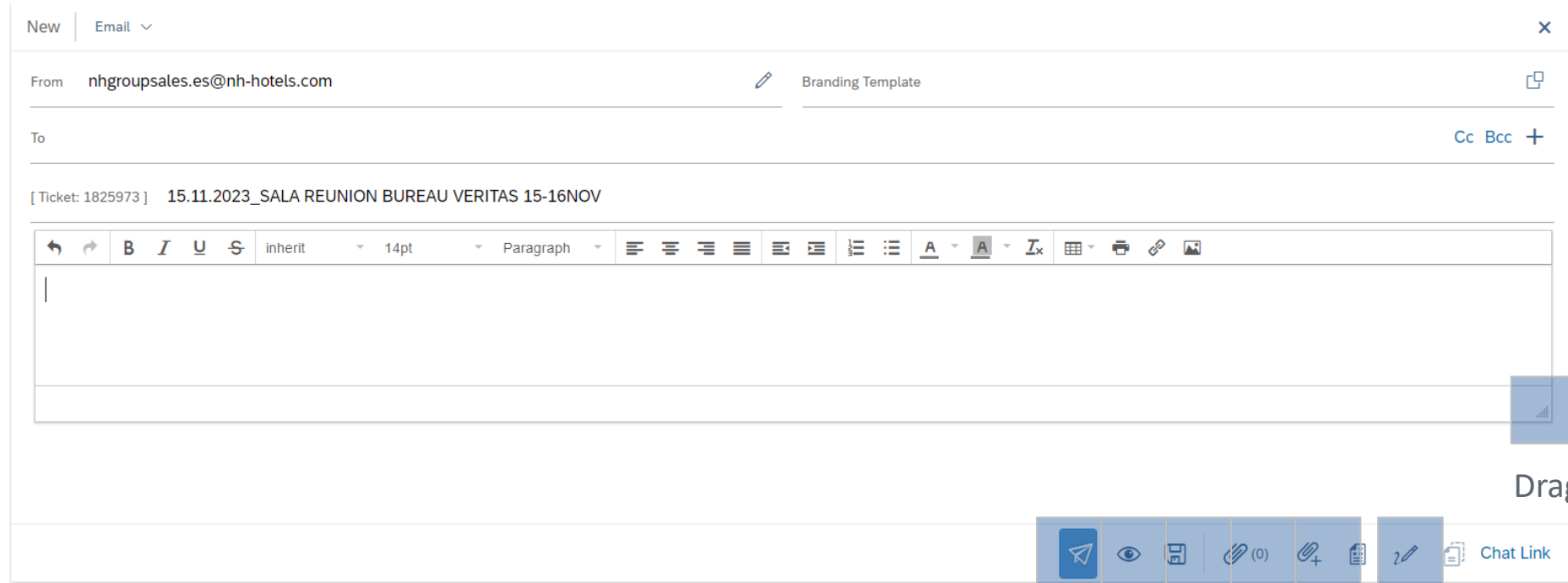
Sent On 08.08.2024 | 11:22

Forward

MINORHOTELS

67

How to handle a new request: Send Emails to clients- Mailing handling options



The screenshot shows an email composition window. At the top, there's a 'New' button and an 'Email' dropdown menu. Below this, the 'From' field is populated with 'nhgroupsales.es@nh-hotels.com' and a 'Branding Template' link. The 'To' field is empty, with 'Cc' and 'Bcc' options and a plus sign. The subject line reads '[Ticket: 1825973] 15.11.2023_SALA REUNION BUREAU VERITAS 15-16NOV'. A rich text editor follows, featuring a toolbar with icons for undo, redo, bold, italic, underline, strikethrough, font color, background color, text color, font size, paragraph style, bulleted list, numbered list, link, unlink, insert table, print, and insert image. The main text area is currently empty. At the bottom, a row of action buttons includes 'Send' (paper plane), 'Preview' (eye), 'Save' (floppy disk), 'Attach' (paperclip with '(0)'), 'Attach' (paperclip), 'Attach' (document), 'Signature' (pen), and 'Chat Link' (chat bubble).

Drag and enlarge the space to write

Send the email

See a preview of the email

Save a draft of the email



Attach doc. (Upload a maximum of 10 files within the 20 MB size limit at once)

See all attachments included in the ticket

Change the signature template







































How to handle a new request: Send Emails to clients- Mailing handling options

New | Email ▾

From nhgroupsales.es@nh-hotels.com  Branding Template 

To Cc Bcc +

[Ticket: 1825973] 15.11.2023_SALA REUNION BUREAU VERITAS 15-16NOV

  **B** *I* U  inherit ▾ 14pt ▾ Paragraph ▾                                   

How to handle a new request: Send Emails to clients- Templates BUSE

Templates: We can filter by type of Template, Brand and Language. The best option to easily use templates is creating Queries by Languages and Brands.

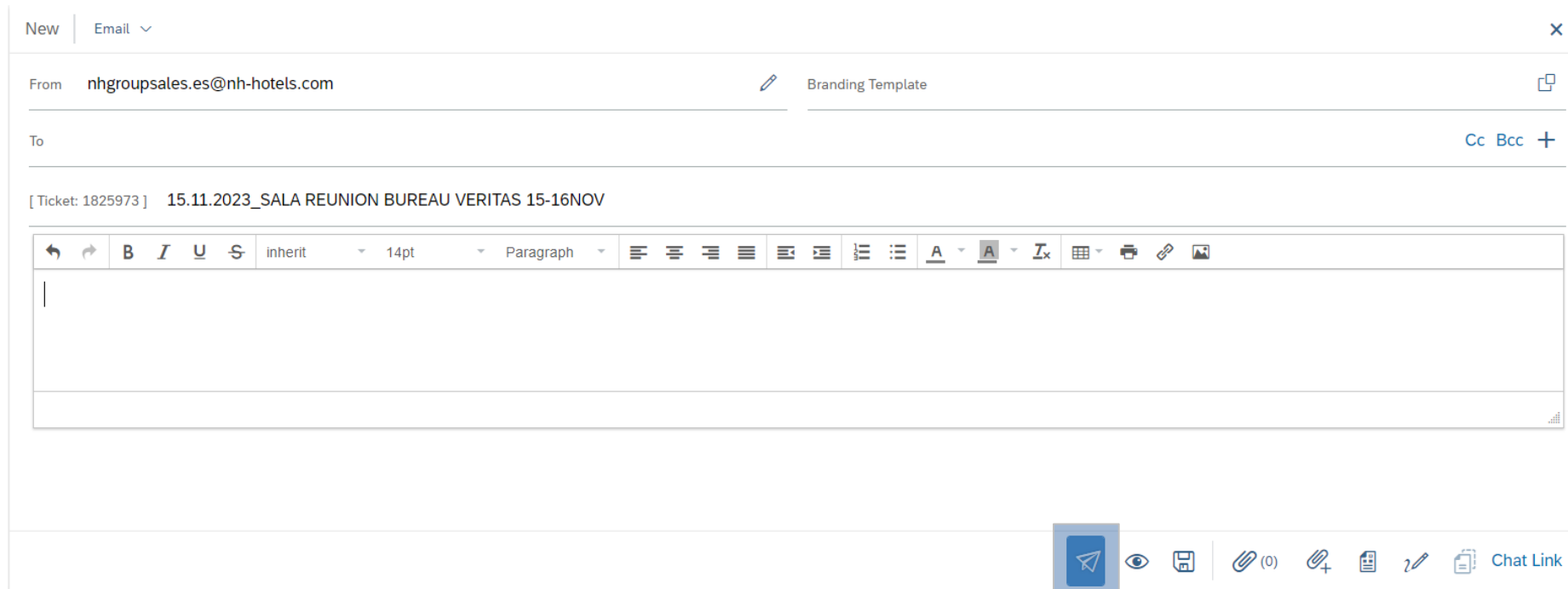
NOTE: Templates are currently being updated , soon we will have new materials ready to be used.

All Templates (24)

</

How to handle a new request: Check list when sending an email

1. Sending email address is correct depending on the GEM you belong to (nhgroupsales.es, nhgroupsales.pt, etc.)
2. Email subject correct: Ticket + MB number + original subject
3. Corporate Template (if aplicable)
4. Font and Size correct
5. Attachments are correctly uploaded (menus, offer, factsheet, etc.)
6. CC Sales if necessary



The screenshot shows an email composition interface. At the top, there are tabs for 'New' and 'Email' with a dropdown arrow. Below this, the 'From' field is populated with 'nhgroupsales.es@nh-hotels.com' and has a 'Branding Template' link. The 'To' field is empty, with 'Cc' and 'Bcc' links and a plus sign. The subject line is '[Ticket: 1825973] 15.11.2023_SALA REUNION BUREAU VERITAS 15-16NOV'. Below the subject is a rich text editor with a toolbar containing icons for undo, redo, bold, italic, underline, strikethrough, font color, background color, text color, text size, paragraph style, bulleted list, numbered list, link, unlink, insert table, insert image, and insert video. The main text area is empty. At the bottom, there is a 'Send' button (blue square with a white paper plane icon), an 'Eye' icon, a 'Save' icon, a 'Link' icon, a 'Print' icon, a 'Share' icon, a 'Chat Link' button, and a 'Close' button (X icon).



How to ask RM for a Validation

How to ask RM for a Validation –GQT-

1. In GQT, select Status Management and choose the option: Pending RM Validation

The screenshot shows the 'Quotation - Status Management' form. The 'Employee' field is filled with 'Roberto La Vista'. The 'Current Status' is 'PENDING MB CREATION'. The 'New Status' dropdown menu is open, showing three options: 'CANCEL QUOTATION', 'PENDING RM VALIDATION' (highlighted), and 'TEAM LEADER VALIDATION'. At the bottom right, there are buttons for 'Change status' (green) and 'Close' (red).



The screenshot shows the 'Quotation - Status Management' form with the 'New Status' set to 'PENDING RM VALIDATION'. The 'RM Employee' field is empty with a placeholder 'Insert employee name'. The 'Follow up priority' is 'LOW' and the 'Follow up date' is '10.07.2023'. The 'Subject' field is filled with '158976' and is highlighted with a blue box. The 'Send Alert To' checkbox is checked. The 'Email' field is filled with 'nhcollectionromacentro'. The 'Remarks' field is filled with 'Dear Rev, should I proceed?'. At the bottom right, there are buttons for 'Status Hotel' (blue), 'Change status' (green), and 'Close' (red).

2. FILL IN:
SUBJECT **Ticket number (No bracket, only the ticket n.)**
REMARKS Write text to RM Manager
3. **DO NOT** FILL IN: RM Employee
4. Check “Send Alert To” tick is flagged
5. Click on **Change Status** and move to C4C ticket

How to ask RM for a Validation –OUT OF GQT

















1. When Validation needs to be done out of GQT, use the template **BUSET_RM VALIDATION** to ask for the RM validation.

Reply All | Email ▾

From nhgroupsales.es@nh-hotels.com  Branding Template 

To ana.sanchezmera@savethechildren.org Cc Bcc +

Re: [Ticket: 1834205] MB0003655337_FW: Petición presupuesto Save the Children

  **B** *I* U  Verdana ▾ 11pt ▾ Paragraph ▾             

TICKET NUMBER || HOTEL/S NAME || TOP CLIENT if applies || SHORT LEAD TIME if applies (*compulsory in Subject*)

Validation needed for:

| | |
|----------------------|---|
| MQ NUMBER | |
| ABBREVIATION | |
| N. ROOM NIGHTS | |
| BUDGET | € |
| TOTAL REVENUE APPROX | € |

2. Write the MQ or MB number + Hotel/s involved in the subject of the email
3. Fill in the compulsory fields in the body of the email template
4. Send

How to ask RM for a Validation-C4C-

1. Immediately put the ticket in Status **REVENUE_MANAGER ACTION** and wait for the Revenue Validation Answer.

1778597 - Test GQT Development

VIAJES MANDARIN

★

🔔

📶

💬

📁

4

🔄

Act

Type

Service Request

Subject

Test GQT Development

Status

Revenue Manager Action

*Priority

Normal

*Customer

VIAJES MANDARIN

📄

Assigned to

MARIA DE LAS NIEVES CABELLO FRAILE

📄

*Service and Support Team

ALL - BULK

📄

Overview

Timeline

Interactions

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Attachments

Notes

Related Items

Changes

Involved Parties

Sub-Tickets

Document Flow

Workflow Changes

2. When RM answers, the ticket will change into Status **IN PROCESS** and a new interaction will be visible in the ticket informing us that the MQ has been validated

1778597 - Test GQT Development

VIAJES MANDARIN

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📁

4

✎

🔄

Ac

Type

Service Request

Subject

Test GQT Development

Status

In Process

*Priority

Normal

*Customer

VIAJES MANDARIN

Assigned to

MARIA DE LAS NIEVES CABELLO FRAILE

*Service and Support Team

ALL - BULK

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Workflow Changes

New

⏪ Reply All

via

Email

⌵

Interactions (2)

⬆️

Grid View

Search

| Channel | Subject | Date / Time | Sender | Sender E-mail |
|---------|---|----------------------------|----------------|-------------------------------|
| 📧 | [Ticket: 1778597]. Review: MQ0000706135 | 10/11/2023 11:38:16 AM CET | | nh.noreply@nh-hotels.com |
| 📧 | [Ticket: 1778597] Test GQT Development | 10/11/2023 11:18:17 AM CET | nhgroupsalesnl | nhgroupsales.nl@nh-hotels.com |

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nh.noreply@nh-hotels.com

To

nhgroupsales.es@nh-hotels.com

Subject

[Ticket: 1778597]. Review: MQ0000706135

10/11/2023 11:38:16 AM 🕒

Dear user,

This is the automatic generated email informing that the MQ0000706135 status has been changed for hotels:
- NH Paseo de la Habana

Thank you.



How to handle a phone call request
and create a new ticket

How to handle a phone call request and create a new ticket

When receiving a phone call request, a new ticket ID must be created by clicking the plus symbol

| Tickets | | | | | | | | | |
|-----------------------------------|----------|-------------|---------|-----------------------------------|----------------|------------------------------------|--------------------------------|--------------------|-----------|
| All Tickets (1845) ⌵ | | | | | | | | | |
| <div>🔍 🏠 ↕ 🔄 ⚙️ ✎ + ↻ More</div> | | | | | | | | | |
| <input type="checkbox"/> | Priority | Main Ticket | ID | Subject | Status | Team | Email Address | Assigned To | Customer |
| <input type="checkbox"/> | Normal | | 1830288 | NHC | In Process New | ALL - BULK | | Uwe Bekurts | DIRECT GU |
| <input type="checkbox"/> | Normal | | 1834744 | Raumanfrage: Boost your Energy... | In Process | BUNE ORG Spin Tower | nhuniversity.ne@nh-hotels.com | Graca Veloso | DIRECT GU |
| <input type="checkbox"/> | Normal | | 1834665 | Meeting room 16th of November | In Process | BUNE ORG Nhow Amsterdam RAI | f.haas@nhow-hotels.com | Olesia Peftouli... | DIRECT GU |
| <input type="checkbox"/> | Normal | | 1834606 | Reference: MB0003215496 | In Process | BUNE ORG Amsterdam Barbizon Palace | Clarissa.Swafford@transdev.com | | DIRECT GU |
| <input type="checkbox"/> | Normal | | 1832670 | (TRAINING TEST))) / MILAN | In Process New | ALL - BULK | | Elisa Perez Lai... | DIRECT GU |

| | | | |
|----------------|-----------------|-------------|-----------------------|
| Type | Service Request | Source | Manual data entry |
| Contact | | Account | |
| Reported By | | Priority | Normal |
| Agent | Kim Rebernig | Team | BUNE BGR AT - VIP ONE |
| *Subject | | Description | Please add a note |
| Country/Region | | Reported On | 11/24/2020 2:45 PM |

1. Account needs to be filled out (company, agency OR direct guest.
2. Choose correct service Team and enter subject
3. Guide to description information:
 - Contact details
 - Company/Agency
 - Contact person
 - Phone number, e-mail address
 - Requested Services
 - Dates
 - Number of attendees/Room Nights



How to handle a Handover











How to handle a handover:

TICKET: Use Handover templates in C4C.

Always include the confirmation by the client + Contract signed + Proforma if applicable

Change the ticket Status in C4C to **Completed** and **keep** the ticket **assigned** to the agent that handled it.

TMS4M: Tentative

| Name | | Description | | Template Type |
|--|--|----------------------------|--|----------------|
|  BUSET_CGW_HANOVER HOTEL_PT | | BUSET_CGW_HANOVER HOTEL_PT | | Document-Based |
|  BUSET_CGW_HANOVER HOTEL_ES | | BUSET_CGW_HANOVER HOTEL_ES | | Document-Based |
|  BUSET_CGW_HANOVER HOTEL_FR | | BUSET_CGW_HANOVER HOTEL_FR | | Document-Based |
|  BUSET_CGW_HANOVER HOTEL_EN | | BUSET_CGW_HANOVER HOTEL_EN | | Document-Based |
|  BUSET_CGW_HANOVER HOTEL_IT | | BUSET_CGW_HANOVER HOTEL_IT | | Document-Based |
|  BUSET_HANOVER HOTEL_FR | | BUSET_HANOVER HOTEL_FR | | Document-Based |
|  BUSET_HANOVER HOTEL_EN | | BUSET_HANOVER HOTEL_EN | | Document-Based |
|  BUSET_HANOVER HOTEL_ES | | BUSET_HANOVER HOTEL_ES | | Document-Based |
|  BUSET_HANOVER HOTEL_IT | | BUSET_HANOVER HOTEL_IT | | Document-Based |
|  BUSET_HANOVER HOTEL_PT | | BUSET_HANOVER HOTEL_PT | | Document-Based |

HYBRID HOTELS IN BUSE AND HANOVER: Tivoli Avenida Liberdade & Anantara Vilamoura

1.Introduce to the client the new contact at the hotel who will be in charge of the group from now on.

•**For room only groups**, it will be done with the hotel's Front Office department. If there is an event organizer, then to him/her, for groups **with meetings**, also add the colleague responsible in the events department.

•**Attachments:** rooming list, copy of signed contract, possible menus/buffets ,agenda/timetable/schedule information for guests.

○ **At header level: change the ST to their ORG STs. BUSE SA - ORG LIBERDA BUSE SA - ORG VILAMOURA**

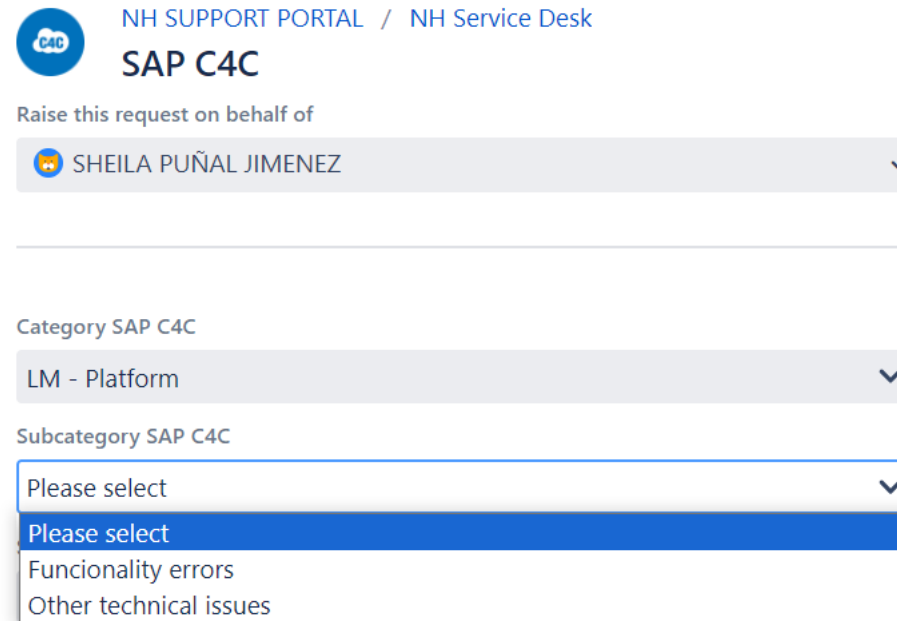
• Keep the Status **in Process**, so that the person taking over the operational part is aware of the new ticket to be handled.



How to open a JIRA

How to open a JIRA:

1. **Issues with the tool** (slow performance, bounce mails, etc.) always open a JIRA on LM Platform
2. **Set up modification** such as TRR uploading or signature modifications, open a JIRA on LM Set up
3. **New licenses** for new users open a JIRA on LM User
4. **Issues with opportunities** not being linked to an MQ/MB open a JIRA on LM TMS Integration
5. **Doubts on processes** or tool management always open a JIRA on LM Functionality



The screenshot shows the 'NH SUPPORT PORTAL / NH Service Desk' interface for creating a JIRA ticket. It features a blue circular icon with 'C4C' and the text 'SAP C4C'. Below this, there is a dropdown menu to 'Raise this request on behalf of' with the user 'SHEILA PUÑAL JIMENEZ' selected. Further down, there are two more dropdown menus: 'Category SAP C4C' with 'LM - Platform' selected, and 'Subcategory SAP C4C' which is currently open, showing options: 'Please select' (highlighted in blue), 'Please select', 'Funcionalidad errors', and 'Other technical issues'.

THANK YOU!

MINOR

HOTELS

