



Mass incident closure

BUSINESS PROCESSES - OPERATIONS

May 2025



▼ Mass incident closure

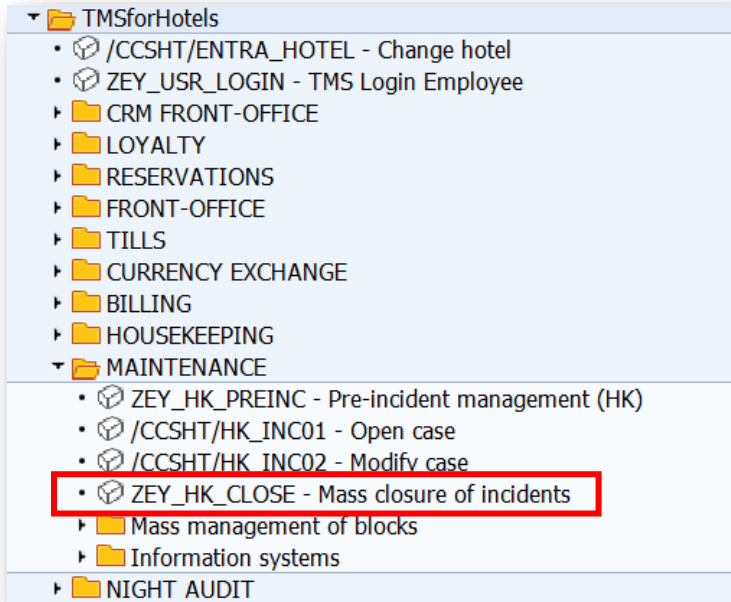
The purpose of this new transaction is to streamline and automate the process of resolving multiple maintenance issues simultaneously.

This type of transaction is particularly useful in scenarios where there are numerous open incidents that need to be closed efficiently, reducing the manual effort required and ensuring that the system is updated promptly.

▲



How to access and filter screen



Do not forget to select the correct option to close issues not only in rooms, but also in meeting rooms or areas:

Use these options to get the desired results:

The 'Mass incident closure' form includes the following fields and options:

- Hotel: ESMA.VILPA
- Incidence Status: [] to []
- Responsible for resolution: []
- Room No.: [] to []
- Function room: [] to []
- Reservation No.: [] to []
- Block status: [] to []
- Block start date: [] to []
- Maintenance type identifier: [] to []
- Priority: [] to []
- Fault ID Code: [] to []
- Group incident ID: [] to []
- Maintenance dsc. for searching: []

Maintenance type

- ☒ Room
- ☐ Lounge
- ☐ Zone

Results screen – Close incidents

Select the issues to close and the icon *Close Incidences*:

2°

1°

3°

Fill in the details and click Save.

Hotel	Incidence Sta...	Fault ID code	Fu...	Room	Block/Out of ...	Block/Out of ...	Maintenance request Owner	Mofidication ...	Mofidication ...	Block/Out of ...	Block/Out of ...	Block	Out of service	Status after b...	Fault Descri...
ESMA.VILPA	0 - Reported	2433001		201	09.06.2023	12:03:01		27.06.2023	17:18:03	27.06.2023	12:03:01	X		DT - Dirty	VER con Direc...
ESMA.VILPA	0 - Reported	2435036		605	13.06.2023	15:23:15			00:00:00	16.06.2023	15:23:15		X	DT - Dirty	Tratamiento ...
ESMA.VILPA	0 - Rep...							24.06.2023	14:20:05	27.06.2023	18:24:50	X		CL - Clean	REPORTAJE ...
ESMA.VILPA	0 - Rep...							24.06.2023	14:19:52	27.06.2023	12:39:00	X		DT - Dirty	
ESMA.VILPA	0 - Rep...							15.06.2023	18:20:42	27.06.2023	12:38:14		X	CL - Clean	
ESMA.VILPA	0 - Rep...									2023	12:34:58		X	CL - Clean	Reportaje fot...
ESMA.VILPA	0 - Rep...									2023	11:53:17		X	CH - Pending...	Preboda Erik...
ESMA.VILPA	0 - Rep...									2023	14:38:12	X		DT - Dirty	
ESMA.VILPA	0 - Rep...										14:37:57	X		DT - Dirty	
ESMA.VILPA	0 - Rep...									10.06.2023	17:52:37	X		CL - Clean	
ESMA.VILPA	0 - Rep...							10.06.2023	18:03:54		09:19:05				Possible prolo...
ESMA.VILPA	0 - Reported	2436031		107	14.06.2023	22:07:19			00:00:00		22:07:19				Possible prolo...
ESMA.VILPA	1 - In process	2426585		604	05.06.2023	10:24:35	TGF	08.08.2024	08:37:48	06.06.2023	14:24:35		X	DT - Dirty	Late chek out...
ESMA.VILPA	0 - Reported	2441693		312	26.06.2023	19:22:12			00:00:00	26.06.2023	16:22:12	X		CH - Pending...	late check ou...
ESMA.VILPA	0 - Reported	2438299		207	19.06.2023	11:17:25			00:00:00	20.06.2023	11:17:25		X	DT - Dirty	Late check ou...
ESMA.VILPA	0 - Reported	2426481		127	03.06.2023	13:33:23			00:00:00	03.06.2023	15:33:23		X	DT - Dirty	Late check ou...
ESMA.VILPA	0 - Reported	2441443		417	24.06.2023	20:53:02		24.06.2023	20:55:00	25.06.2023	20:53:02		X	CL - Clean	Late c/out 30...
ESMA.VILPA	0 - Reported	2441347		509	30.06.2023	16:50:30			00:00:00	01.09.2023	16:50:30	X		CH - Pending...	Insectos
ESMA.VILPA	0 - Reported	2427166		107	06.06.2023	12:09:45			00:00:00	06.06.2023	23:01:45	X		CL - Clean	Early chek in ...
ESMA.VILPA	0 - Reported	2427164		107	06.06.2023	12:07:42			00:00:00	06.06.2023	00:07:42		X	CL - Clean	Early chek in ...
ESMA.VILPA	0 - Reported	2432568		205	23.06.2023	16:26:46			00:00:00	23.06.2023	16:26:46	X		CH - Pending...	early c/in, se ...
ESMA.VILPA	1 - In process	2441371		604	24.06.2023	14:21:56	TGF	08.08.2024	08:38:11	24.06.2023	14:21:56	X		CL - Clean	Early C/in 25...
ESMA.VILPA	0 - Reported	2441372		506	24.06.2023	14:27:21			00:00:00	24.06.2023	23:00:00	X		CL - Clean	
ESMA.VILPA	0 - Reported	2441373		504	24.06.2023	14:27:51			00:00:00	24.06.2023	23:59:00	X		CL - Clean	

Results screen – Close incidents

A successful message will appear:

Mass incident closure

Close Incidences

Hotel	Incidence Sta.	Fault ID code	Function Roo.	Room	Block/Out of	Block/Out of	Maintenance	Modification	Modification	Block/Out of	Block/Out of	Block	Out of service	Status after b.	Fault Descri.	Close
ESMA.VILPA	2 - Closed	2433001		201	09.06.2023	12:03:01	TEST	27.06.2023	17:18:03	27.06.2023	12:03:01	X		DT - Dirty	Ver con Direc.	08.08
ESMA.VILPA	2 - Closed	2435036		605	13.06.2023	15:23:15	TEST		00:00:00	16.06.2023	15:23:15		X	DT - Dirty	Tratamiento	08.08
ESMA.VILPA	2 - Closed	2434717		217	25.06.2023	12:38:14	TEST	15.06.2023	18:20:42	27.06.2023	12:38:14		X	CL - Clean	REPORTAJE	08.08
ESMA.VILPA	2 - Closed	2434718		218	24.06.2023	12:39:00	TEST	24.06.2023	14:19:52	27.06.2023	12:39:00	X		DT - Dirty		08.08
ESMA.VILPA	2 - Closed	2436811		311	24.06.2023	18:24:50	TEST	24.06.2023	14:20:05	27.06.2023	18:24:50	X		CL - Clean		08.08
ESMA.VILPA	2 - Closed	2434715		408	24.06.2023	12:34:58	TEST	21.06.2023	17:40:44	27.06.2023	12:34:58		X	CL - Clean	Reportaje fot.	08.08
ESMA.VILPA	2 - Closed	2433833		224	11.06.2023	14:37:57	TEST		00:00:00	12.06.2023	14:37:57	X		DT - Dirty	Preboda Erik.	08.08
ESMA.VILPA	2 - Closed	2433834		225	11.06.2023	14:38:12	TEST		00:00:00	12.06.2023	14:38:12	X		DT - Dirty		08.08
ESMA.VILPA	2 - Closed	2431748		138	09.06.2023	17:52:37	TEST		00:00:00	10.06.2023	17:52:37	X		CL - Clean		08.08
ESMA.VILPA	2 - Closed	2277230		327	08.06.2023	11:53:17	TEST		00:00:00	12.06.2023	08:42:01		X	CH - Pending		08.08
ESMA.VILPA	2 - Closed	2433267		104	10.06.2023	09:19:05	TEST	10.06.2023	18:03:54		08:42:02				Possible prolo.	08.08
ESMA.VILPA	2 - Closed	2436031		107	14.06.2023	22:07:19	TEST		00:00:00		08:42:02				Possible prolo.	08.08
ESMA.VILPA	2 - Closed	2426585		604	05.06.2023	10:24:35	TGF	08.08.2024	08:37:48	06.06.2023	14:24:35		X	DT - Dirty	Late chek out.	08.08
ESMA.VILPA	2 - Closed	2441693		312	26.06.2023	19:22:12	TEST		00:00:00	26.06.2023	16:22:12	X		CH - Pending	Late check ou.	08.08
ESMA.VILPA	2 - Closed	2438299		207	19.06.2023	11:17:25	TEST		00:00:00	20.06.2023	11:17:25		X	DT - Dirty	Late check ou.	08.08
ESMA.VILPA	2 - Closed	2426481		127	03.06.2023	13:33:23	TEST		00:00:00	03.06.2023	15:33:23		X	DT - Dirty	Late check ou.	08.08
ESMA.VILPA	2 - Closed	2441443		417	24.06.2023	20:53:02	TEST	24.06.2023							Late c/out 30.	08.08
ESMA.VILPA	2 - Closed	2441347		509	30.06.2023	16:50:30	TEST								Insectos	08.08
ESMA.VILPA	2 - Closed	2427166		107	06.06.2023	12:09:45	TEST								Early chek in	08.08
ESMA.VILPA	2 - Closed	2427164		107	06.06.2023	12:07:42	TEST								Early chek in	08.08
ESMA.VILPA	2 - Closed	2432568		205	23.06.2023	16:26:46	TEST								early c/in, se	08.08
ESMA.VILPA	2 - Closed	2441375		301	24.06.2023	14:29:02	TEST								Early C/in 25	08.08
ESMA.VILPA	2 - Closed	2441376		302	24.06.2023	14:31:54	TEST		00:00:00	24.06.2023	23:59:00	X		CL - Clean		08.08
ESMA.VILPA	2 - Closed	2441373		504	24.06.2023	14:27:51	TEST		00:00:00	24.06.2023	23:59:00	X		CL - Clean		08.08
ESMA.VILPA	2 - Closed	2441372		506	24.06.2023	14:27:21	TEST		00:00:00	24.06.2023	23:00:00	X		CL - Clean		08.08
ESMA.VILPA	2 - Closed	2441371		604	24.06.2023	14:21:56	TGF	08.08.2024	08:38:11	24.06.2023	14:21:56	X		CL - Clean		08.08
ESMA.VILPA	2 - Closed	2441374		211	24.06.2023	14:28:31	TEST		00:00:00	24.06.2023	23:59:00	X		CH - Pending		08.08

Incidences have been closed.

FAQs

- Q. Can we bulk-change some incident data, such as room cleaning status, availability start date, etc.?
- A. No. This transaction only allows the closure of incidents, including the fields of the person responsible for management and closure.
- Q. What is VERY IMPORTANT to keep in mind about the cleanliness of the rooms?
- A. Mass closure of incidents will simultaneously cause a massive change in room cleaning status. The data shown in the incident as “Status after blocking period” is actually the “Status after incidence closure” so there may be changes to the current status of some rooms.
- If you close several incidents in the same room, the system will take the status that appears in the last line to be closed as the new status, since it internally performs the mass closing from top to bottom.

Mass incident closure

	Hotel	Incidence Sta...	Fault ID code	Fu...	Room	Block/Out of ...	Block/Out of ...	Mofidicati...	Mofidication ...	Block/Out of ...	Block/Out of ...	Status after b...
	ESMA.VILPA	0 - Reported	1447204		103	23.07.2019	18:19:32	19.07.2019	18:27:25	25.07.2019	00:01:00	CL - Clean
	ESMA.VILPA	0 - Reported	1435672		103	08.07.2019	12:37:44		00:00:00	09.07.2019	12:37:44	DT - Dirty
	ESMA.VILPA	0 - Reported	1398506		103	21.05.2019	09:42:13		00:00:00	22.05.2019	09:42:13	CH - Pending...

Blocking data		
☐ Blocked	Block/Out of service start date	21.05.2019
☒ Out of service	Block/Out of service Start time	09:42:13
	Availability Start date	22.05.2019
	Availability Start Time	09:42:13
Status after blocking period		
Pending to check		⚠

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Thank You

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