



CRM_Customer Search — Key Points

To access the full manual, click on the following link:

[CRM_New principles for client search](#)

IT & Organization

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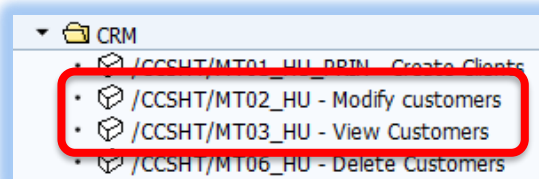
New search criteria have been introduced under the "**Name**" field for searching for customers (guests, companies or agencies) in order to reduce the response time.

- If you know how to write part of a name, enter it in the "Name" field without using "*" and without shortening it. **Whole words** must be used.
- If you do not know how to write part of a name, use "*", which will return results as follows:
 - XYZ* — This will search for anything beginning with "XYZ"
 - *XYZ* — This will search for anything that contains "XYZ"
 - *XYZ — This will search for anything ending with "XYZ"
- The search tool does not differentiate between uppercase and lowercase.
- Accents do not make a difference.
- When searching for names that include "-", the search tool will return matches both with and without the hyphen.
- When searching for words that contain "ü", the search tool returns both results that contain the umlaut and results where the umlaut has been replaced with the underlying vowel (e.g. Ä > AE).

Transactions Affected by this Criterion

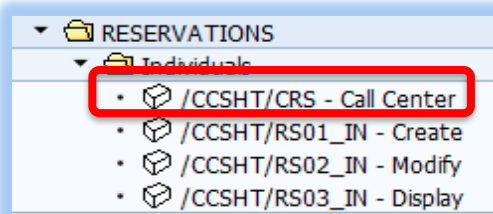
- In the "CRM Front office" menu, the following transactions are affected:

- /CCSHT/MT02_HU — Modify Customers
- /CCSHT/MT03_HU — View customers



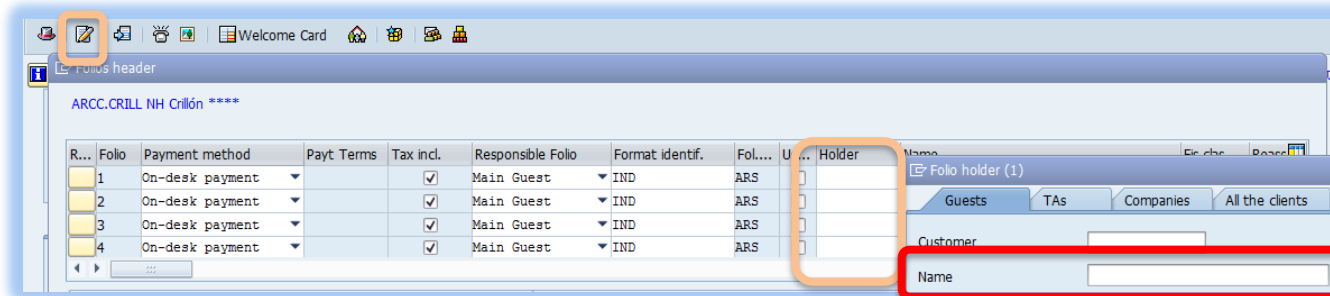
- In the "Reservations" menu:

- /CCSHT/CRS — Call Center



- Within a reservation:

- In the "Folios Header" in the "Holder" field



- In the "General Data" tab on the search binoculars
- In the "General Data" tab in the "Code" field

Guests										
O.	Code	Guest Name	Fidelización	Type	Loyalty card	Meal Plan	PAX T...	Meal pla...	Gender	VIP
1						BB	Adult		Unknown	

THANKS!

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