



# SMARTBUTLER® INTERNAL CALLS MODULE

“For all your in-house service requirements”

## Description

- A solution to enable a hotel to manage its internal calls and longer-term projects, including “job order” call tickets.
- Solution is based upon the hugely successful SmartButler® Guest Service Centre concept.
- Sophisticated reporting capabilities allow for on-line and periodical presentation of results and analysis.
- Interfaces available to other relevant systems used at the hotel, including SmartButler® GSC.

## Features

- Departments open call tickets relating to longer-term projects.
- All project information recorded, and remains listed until completed.
- Allows for prioritisation of tasks, and measurement of time taken to complete work.
- Allows for each department to generate list of outstanding job orders.

## Benefits

- Has objective of list all job orders and projects to ensure that none are overlooked.
- Encourages operational efficiency.
- Is an excellent tool for communication between departments.
- Retains historical records for future reference and analysis.
- Identifies recurring problems.

## Technical

- Easy installation and setup.
- Interfaces available to OnQ, Fidelio and SMS. Other interfaces can be developed with required co-operation.
- Unlimited workstations at each site.
- Two upgrades issued on average annually.
- Operates on local database and SQLs.

## Costs of Ownership

- License Fee equal to 25% of SmartButler® License Fee paid annually in advance.
- License Fee includes rights to use system and interfaces, remote telephonic support and upgrades.
- Initial cost for installation and training.
- Charges may be levied by third parties for interfaces to their systems, or for messaging such as SMS.



# SMARTBUTLER INTERNAL CALLS BASIC OPERATION

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## Operating Instructions

### Tasks for Each Call Ticket:

1. The department initiating the event ticket will enter the details of the service required directly into SmartButler Internal Calls.
2. The ticket opened in SmartButler must contain an appropriate service picked from a pre-defined service list. This may also include the required completion date in the “remarks” field, however, the default completion time is the standard time associated for this service.
3. The service-providing department (usually Engineering) will review new event tickets. Tickets not opened according to the agreed requirements will be rejected, and returned to the initiating department for further information. Otherwise, the department’s dispatcher or order taker is required to enter the finalized expected conclusion date and time.
4. If the completion date needs to be revised by the service-providing department at any time before completion, this should be reflected in the system.
5. The service should be carried out in priority according to the completion date, and the system should be updated to “Provided” status to reflect this fact. Where the “Hot Close” option is used in the service definition, once a ticket is “provided”, it is automatically closed.
6. Departments should communicate with each other regarding each event ticket by inserting details into the remarks box.

### Daily Tasks:

1. Each service-providing department should review the list of open event tickets allocated to them on a daily basis.
2. Tasks should be completed in order of priority according to completion date.
3. Tasks that cannot be completed on time, or require reprioritisation for any reason, should be amended accordingly. Comments or explanations for reason of re-prioritizing should always be inserted in the remarks box when changing completion dates.
4. Completed tasks should be updated to “Provided” status.
5. Completed tasks that have been rejected by the initiating departments should be revisited and completed accordingly.