



Add-On Products

Resource Central

Booking Manager User Guide

For RC 4.3

Version: 1.11

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Booking Manager Overview

Booking Manager is a new feature introduced to provide users with the ability to easily manage bookings and resources in Resource Central (RC).

With this feature, you can move appointments to other meeting rooms, move appointments to another time, and move orders to other resources as well.

NOTE: RC admin service account needs to have impersonation rights or Calendar Editor permission on the user calendars to be able to use Booking Manager.

This feature is controlled by the parameter **BookingManager.Enable**.

BookingManager.Enable	<p>This parameter controls the appearance of Booking Manager node in RC backend (Daily Tasks → Booking Manager).</p> <p>If the value of this parameter is '1', then Booking Manager is enabled in RC.</p> <p>If this parameter is not created or created with any value other than '1' then Booking Manager is disabled.</p>
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When Booking Manager is enabled, a role must be assigned "View" permission to be able to see this node in the tree menu.

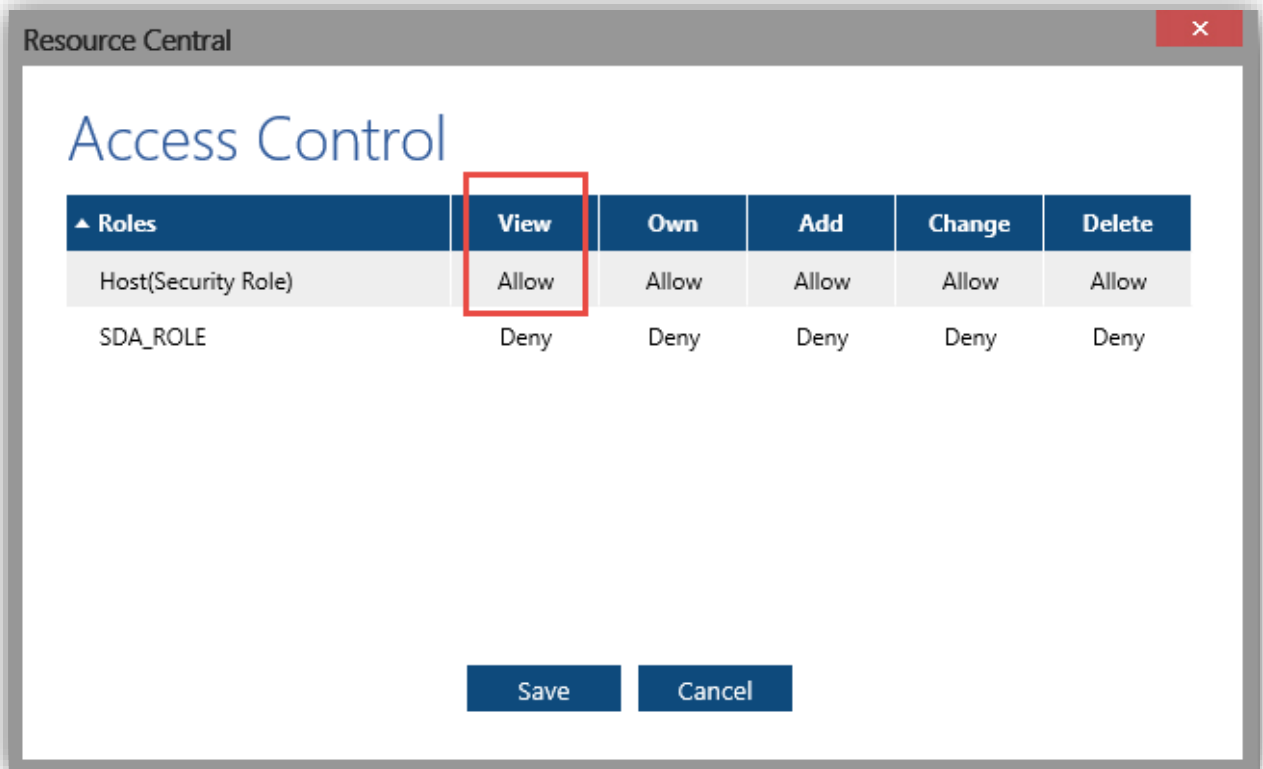
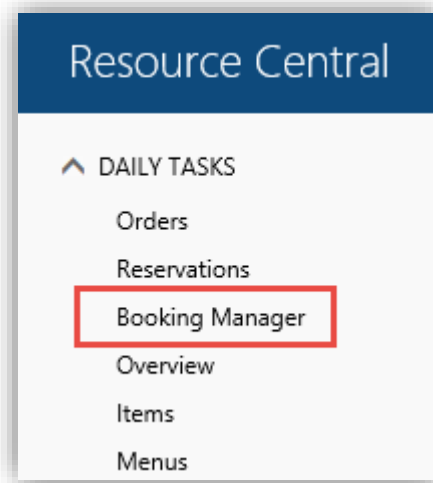


Figure 1. Access control list

After this feature is enabled, you will see the **Booking Manager** node in the menu from RC backend:



Clicking [**Booking Manager**] will open a screen showing all **reservations** of the current **selected date** (When it is opened for the first time, the current system date will be selected).

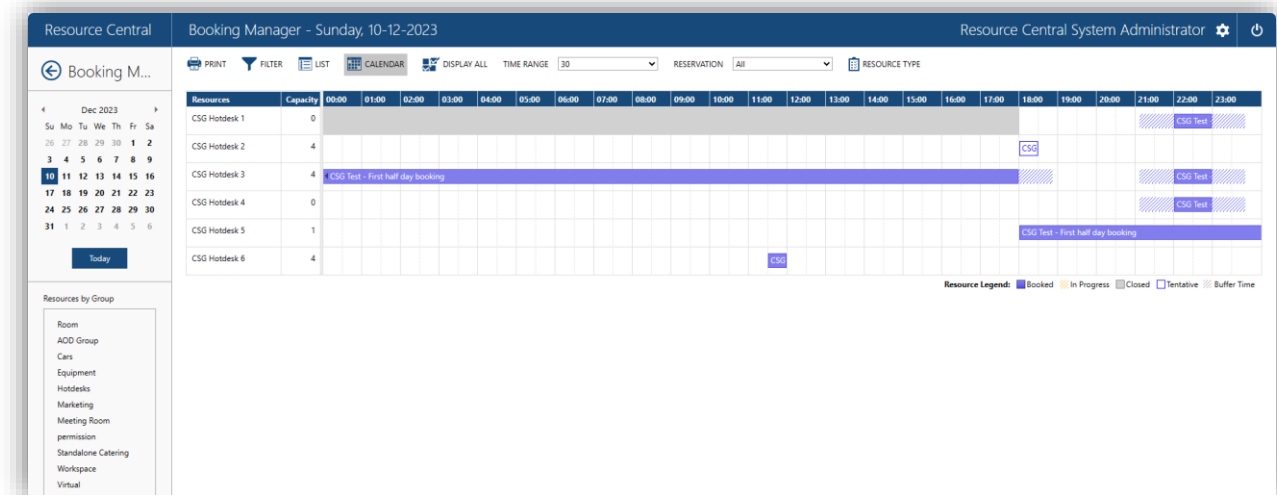


Figure 2. Booking Manager

Unlike the **Reservations** screen, this section enables you to change resource(s) and time of the reservations. Also, you can move order from one resource to another.

In Booking Manager, the following parameters are used:

<p>BookingManager.ListViewIntervalTime</p>	<p>This parameter controls the refresh interval time in the task list. The default value of this parameter is 300.000 (milliseconds). If this parameter is not created or created with invalid value, the default value will be employed.</p>
<p>BookingManager.RestoringTime</p>	<p>This parameter provides an interval time within which the value of BookingManagerActive column will be kept. The default value of this parameter is 10 (minute). If this parameter is not created or created with invalid value, the default value will be employed.</p>

BookingManager.NumberOfAttendees This parameter controls the total number of attendees displayed in the Attendees section of Mini Resource Finder inside Booking Manager. If this parameter is not created, created with no value or invalid value, then all attendees will be displayed.

Booking Overview

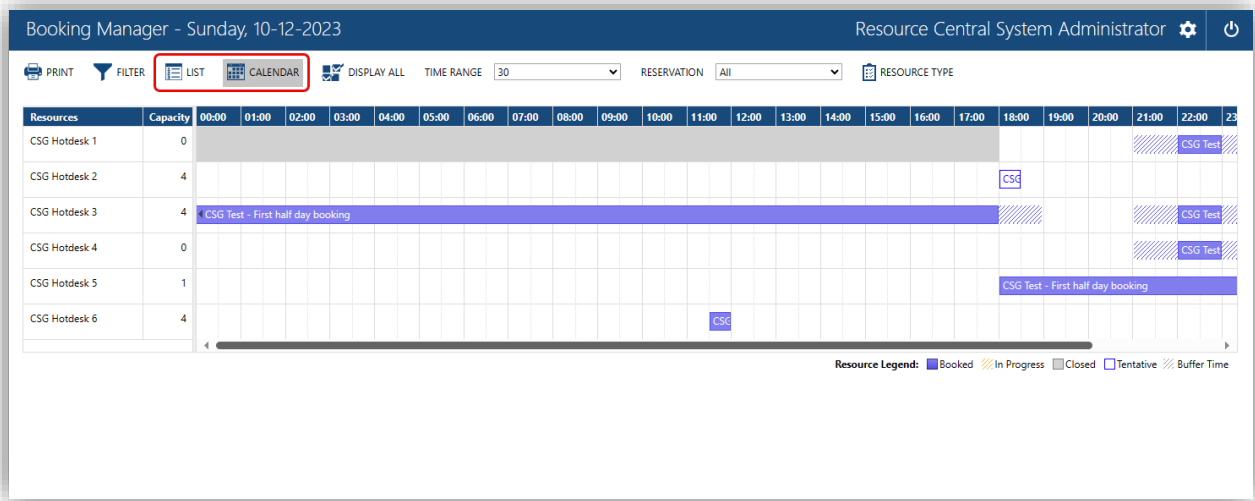


Figure 3. Booking overview

You can select view mode (List or Calendar) to have an overview of reservations.

List view

List view provides a list of all reservations with relevant information.

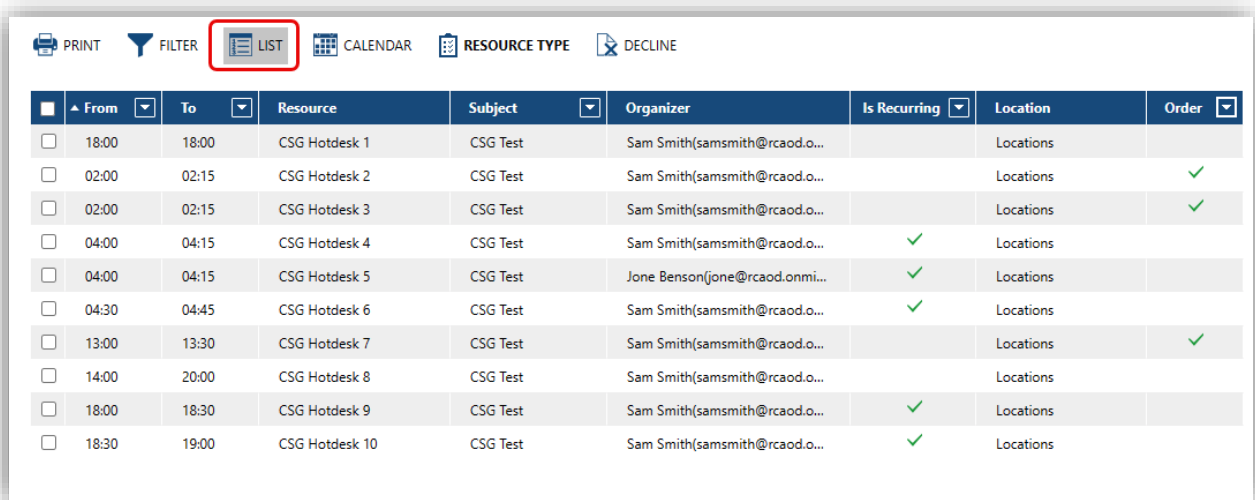


Figure 4. List view

Clicking a reservation will open its details (see [Reservation details](#) section in this document).

Calendar view

Calendar view provides an overview of reservations in a timeline.

In Calendar view, you can select to display a list of all resources (by clicking **Display all** option) ...

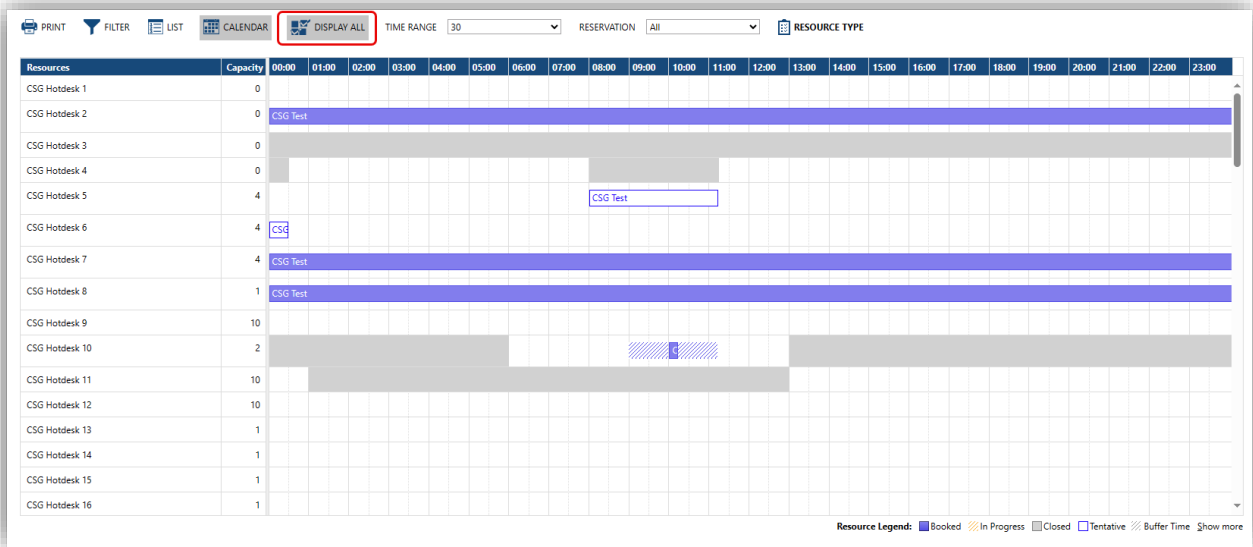


Figure 5. Calendar view – Display All selected

...or only resources with reservations.

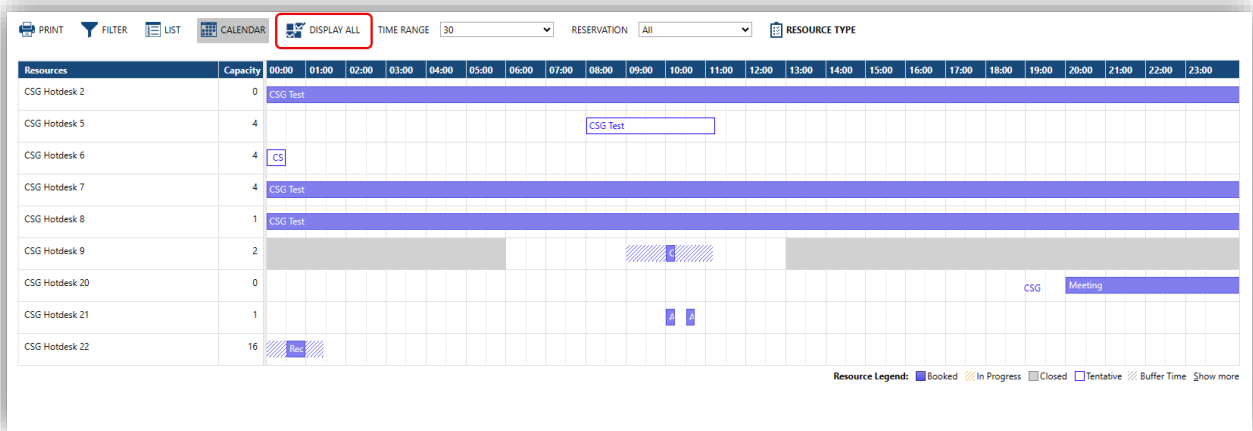
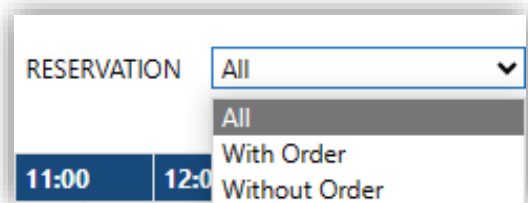


Figure 6. Calendar view – Display All deselected

The Reservation filter on the toolbar consists of 3 options (All/With Order/Without Order) which help you categorize reservations depending on the presence of orders.



- If you choose "With Order" in the Reservation filter, only reservations with orders are displayed; and reservations without orders are grayed out.

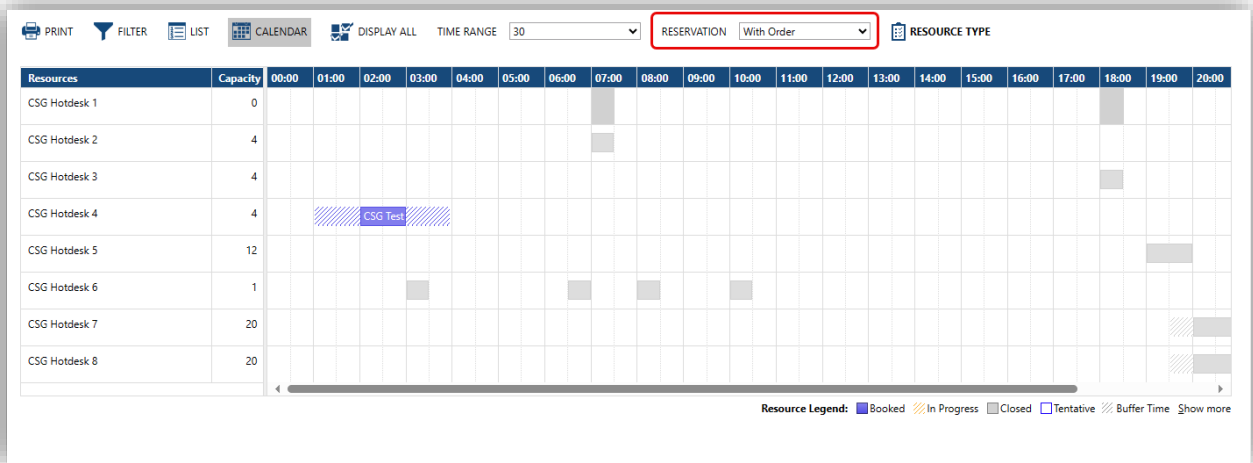


Figure 7. Show Reservation(s) with order(s)

- If you select "Without Order" in the Reservation filter, only reservations without orders are highlighted; and reservations with orders are grayed out.

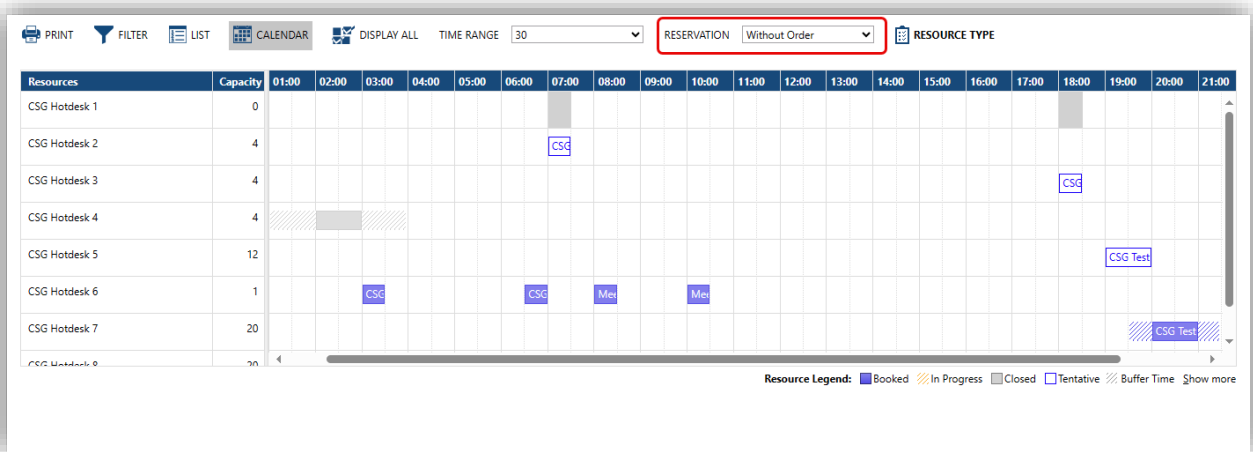


Figure 8. Show Reservation(s) without order(s)

You can select TIME RANGE to show how booked a pooled resource is in each time slot. This will help the Booking Manager when moving meetings of various lengths.

For example, the following table shows a pooled resource is booked for 2 hours:

MINUTES TIME RANGE 30

12:00	13:00	14:00	15:00	16:00
5/50	7/50	5/50	5/50	

30 minutes

MINUTES TIME RANGE 60

12:00	13:00	14:00	15:00	16:00
7/50	5/50			

60 minutes

RES	TIME RANGE	90				
		12:00	13:00	14:00	15:00	16:00
		7/50	5/50			

90 minutes

RES	TIME RANGE	120				
		12:00	13:00	14:00	15:00	16:00
		7/50				

120 minutes

Clicking on RESOURCE TYPE allows you to select a resource type to filter the booking display.

RESOURCE TYPE

- All
- Rooms
- Desks
- Equipment
- Misc

Apply

By entering filter conditions, you can obtain the reservations that you want to work on.

Filters

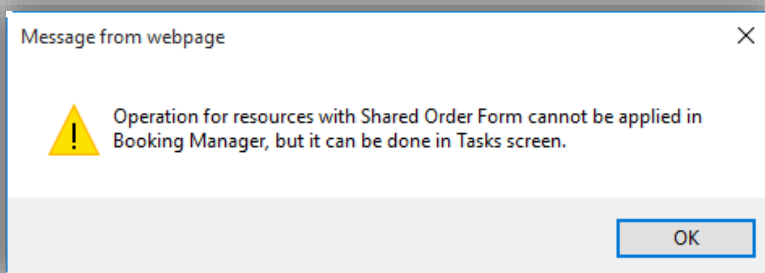
Organizer	Location	Resource	Meeting type	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Apply Filter"/> <input type="button" value="Clear Filter"/>

Figure 9. Filters in Booking Manager

Click the (+) symbol if you want to add more location(s) to the filter conditions. You can also select multiple resources for filtering.

You can drag and drop an existing reservation to another place in the grid to change resource or time of that reservation. If the reservation has order, the order moving must follow the predefined conditions (see the note at the end of this section). Also, clicking a reservation will open its details (see [Reservation details](#) section in this document).

NOTE: This screen does NOT allow you to work on reservations with Shared Order. If such reservations show up in the list, they are greyed out. Clicking on a reservation with Shared Order, a warning message shows up:



Reservation details

Clicking one of the reservations will show details about it.

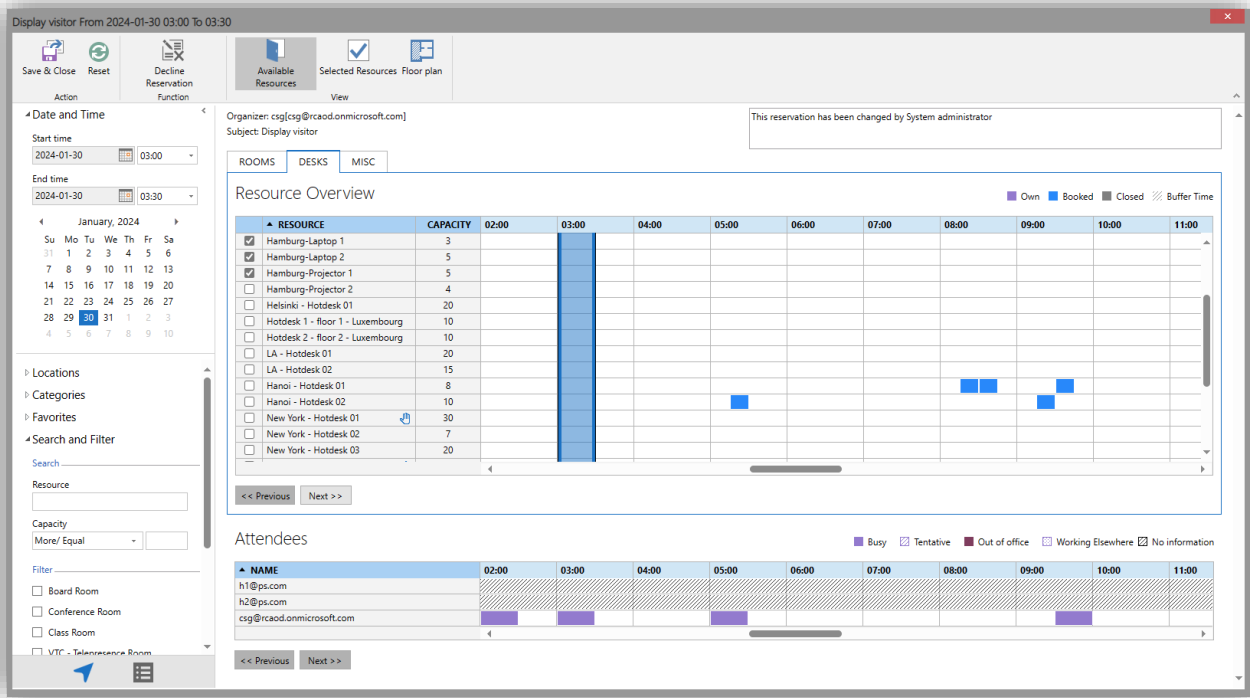


Figure 10. Booking Manager – Reservation details

In this view (with look and feel of ResourceFinder), you can change time and resource of the reservation.

For example, if you want to add more resource, click [**Available Resources**], and a list as the following figure shows up:

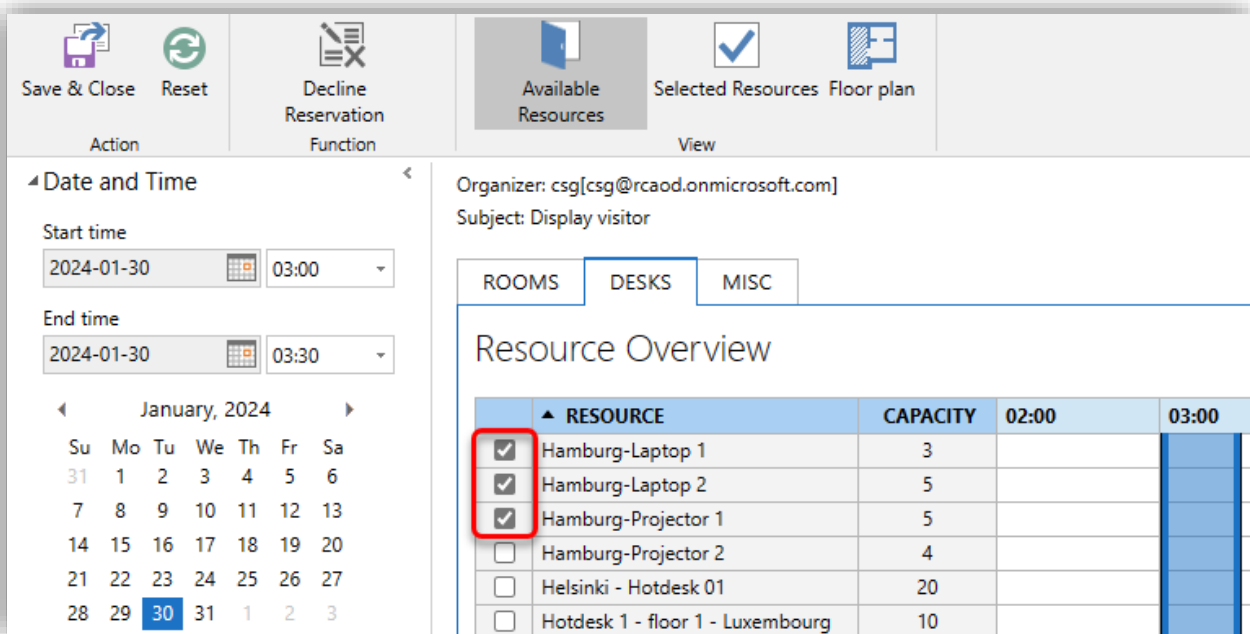


Figure 11. List of available resources

Select the resource you want to add by checking the box corresponding to the resource. If you click [**Selected Resources**], you will be redirected to the reservation details with added resource:

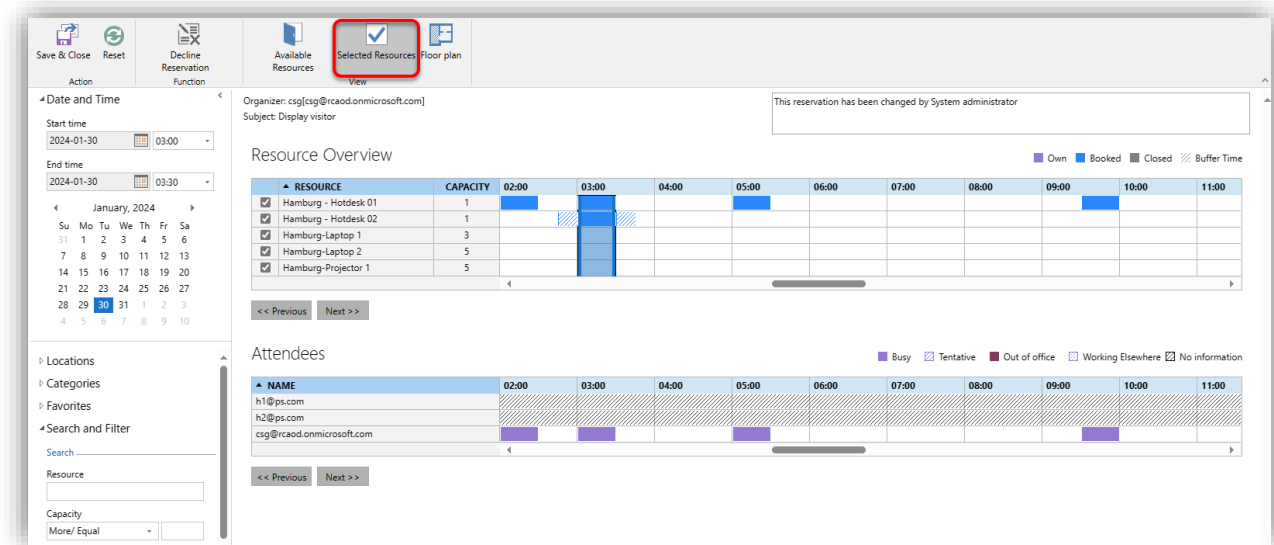


Figure 12. Reservation with added resource

Click [**Save and Close**] to finish your modification. You can also decline the selected reservation by clicking [**Decline Reservation**] button on the ribbon. This can also be done on the List view by selecting reservations you want to delete and clicking [**Decline**] button.

NOTE: This functionality can be used without impersonation rights for users (instead, it will impersonate resource account).

NOTE: You can only change the time of recurring bookings one occurrence at a time.

In case of moving order from a resource to another, you should pay attention to the below section:

IMPORTANT NOTE: In order to move order from a resource (original resource) to another resource (target resource), the following conditions must be met:

1. The items/extra services on the original resource are available on the target resource.
2. Number of items/extra services in the original resource is less than or equal to that of the target resource.
3. Order cannot be moved from a resource to multiple resources at the same time.

Hence, when you transfer an order to a new resource, you may encounter one of two (2) following scenarios:

- If the item/extra service is available on the new resource and the serving time is within the serving hours of the item/extra service, the order for this item/extra service will be moved:

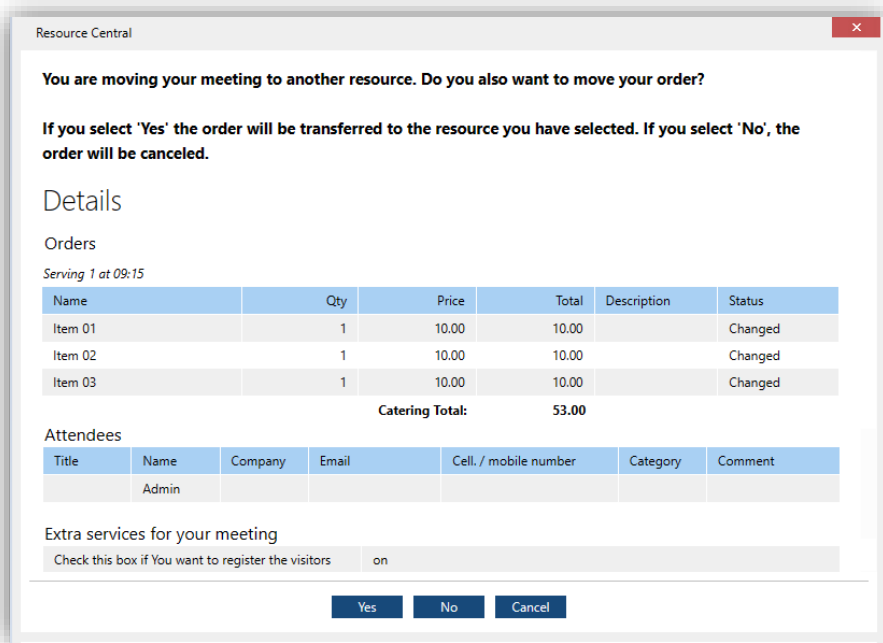


Figure 13. Moving order message (order that has all available items)

- If any item/extra service is NOT available on the new resource, or the serving time is outside the serving hours of that item/extra service, the order for that item/extra service will be crossed out and cannot be moved to the new resource. If you attempt to click [Yes], only available item(s)/extra service(s) (not crossed out) can be transferred to new resource.

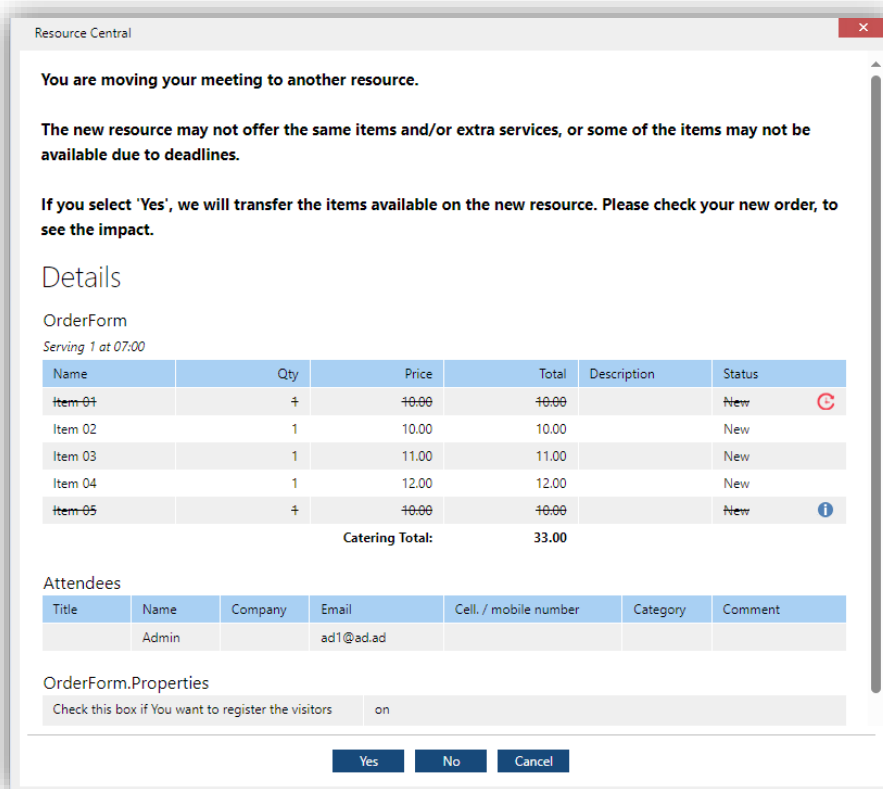


Figure 14. Moving order message (order that has unavailable items)