

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	This parameter controls the appearance of Booking Manager node in RC backend (Daily Tasks \rightarrow Booking Manager).
	If the value of this parameter is '1', then Booking Manager is enabled in RC.
	If this parameter is not created or created with any value other than '1' then Booking Manager is disabled.

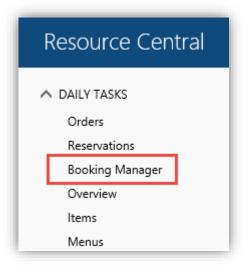
When Booking Manager is enabled, a role must be assigned "**View**" permission to be able to see this node in the tree menu.

esource Central					
Access Control					
▲ Roles	View	Own	Add	Change	Delete
Host(Security Role)	Allow	Allow	Allow	Allow	Allow
SDA_ROLE	Deny	Deny	Deny	Deny	Deny
	Save	Cance	I		

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).

esource Central	Booking Man	ager - Su	nday, 10-12	-2023												Resourc	e Cent	ral Syst	tem A	dministra	tor 🏚
Booking M	🖶 PRINT 🍸 FIL	TER 📘 LIST	CALENDA	R 📑 DISPL	AY ALL TIME F	ANGE 30		~	RESERVA	ATION AII		۲	🔋 RE	SOURCE TYP	E						
Dec 2023 >	Resources	Capacity 0	0:00 01:00	02:00 03:00	04:00 0	5:00 06:00	07:00	08:00	09:00	10:00	11:00	12:00 1	3:00 1	4:00 15	00 16:0	0 17:00	18:00	19:00	20:00	21:00 22	00 23:00
u Mo Tu We Th Fr Sa	CSG Hotdesk 1	0																		//////////////////////////////////////	Test -
6 27 28 29 30 1 2	CSG Hotdesk 2	4															CSG				
3 4 5 6 7 8 9	CSG Hotdesk 3	4 4	To Task Free bolt	de la coltra																	
0 11 12 13 14 15 16 7 18 19 20 21 22 23	C30 Hotdesk 3		CSG Test - First hall	day booking																<i></i>	Test
4 25 26 27 28 29 30	CSG Hotdesk 4	0																		//////////////////////////////////////	Test -
1 1 2 3 4 5 6	CSG Hotdesk 5	1															CSG Test	- First half o	day bookin	q	
	CSG Hotdesk 6																-				
Today	CSG Hotdesk 6	4									CSG										
lesources by Group															Reso	urce Legend	Booked	l 🚿 In Prog	iress 🔲 Ci	losed Tental	ve % Buffer T
Room AOD Group																					
Cars																					
Cars																					
Cars Equipment																					
Cars Equipment Hotdesks																					
Cars Equipment Hotdesks Marketing Meeting Room permission																					
Cars Equipment Hotdesks Marketing Meeting Room permission Standalone Catering																					
Cars Equipment Hotdesks Marketing Meeting Room permission																					

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:

BookingManager.ListVie wIntervalTime	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.
BookingManager.Restori ngTime	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.



BookingManager.Number OfAttendees	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

🖶 PRINT 🛛 🍸 FI		LIST	CALE	NDAR	JE DISP	LAY ALL	TIME RA	ANGE 3	0		~	RESERVA	TION A	I		~	🖹 RESO	JRCE TYPI	E					
Resources	Capaci	ty 00:0	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00
CSG Hotdesk 1		D																						CSG Te
CSG Hotdesk 2		4																		csc				
CSG Hotdesk 3		4 <cs< td=""><td>Test - First</td><td>half day b</td><td>ooking</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>CSG Te</td></cs<>	Test - First	half day b	ooking																			CSG Te
CSG Hotdesk 4		D																						CSG Te
SG Hotdesk 5		1																		CSG Tes	t - First ha	lf day boo	iking	
SG Hotdesk 6		4											CS											
		4														Reso	urce Leger	nd: Ba	ooked 🚿	In Progres	ss Clos	ed Te	ntative '//,	Buffer 1



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.

▲ From 💌] To 💌	Resource	Subject [▼ Organizer	Is Recurring 💌	Location	Order
18:00	18:00	CSG Hotdesk 1	CSG Test	Sam Smith(samsmith@rcaod.o		Locations	
02:00	02:15	CSG Hotdesk 2	CSG Test	Sam Smith(samsmith@rcaod.o		Locations	~
02:00	02:15	CSG Hotdesk 3	CSG Test	Sam Smith(samsmith@rcaod.o		Locations	~
04:00	04:15	CSG Hotdesk 4	CSG Test	Sam Smith(samsmith@rcaod.o	\checkmark	Locations	
04:00	04:15	CSG Hotdesk 5	CSG Test	Jone Benson(jone@rcaod.onmi	~	Locations	
04:30	04:45	CSG Hotdesk 6	CSG Test	Sam Smith(samsmith@rcaod.o	\checkmark	Locations	
13:00	13:30	CSG Hotdesk 7	CSG Test	Sam Smith(samsmith@rcaod.o		Locations	~
14:00	20:00	CSG Hotdesk 8	CSG Test	Sam Smith(samsmith@rcaod.o		Locations	
18:00	18:30	CSG Hotdesk 9	CSG Test	Sam Smith(samsmith@rcaod.o	~	Locations	
18:30	19:00	CSG Hotdesk 10	CSG Test	Sam Smith(samsmith@rcaod.o	~	Locations	

Figure 4. List view

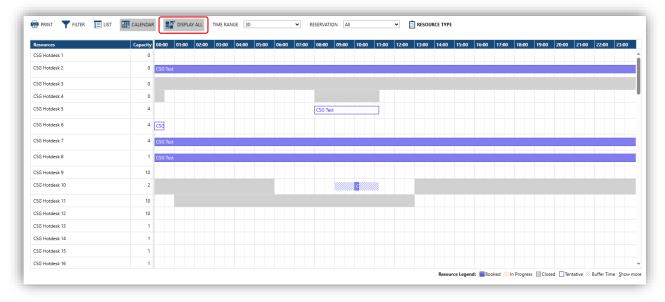
Clicking a reservation will open its details (see <u>Reservation details</u> section in this document).



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) ...





... or only resources with reservations.

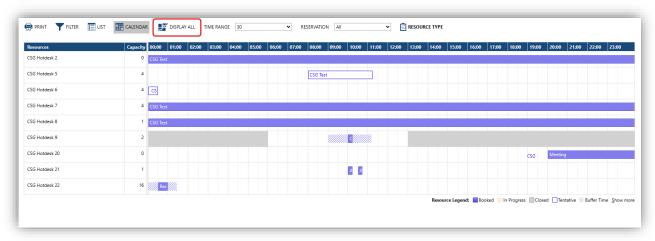


Figure 6. Calendar view – Display All deselected

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.

RESERVAT	ON	All	~
		All	
		With Order	
11:00	12:0	Without Order	

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

7



lesources	Capacity 00:	00 01:0	0 02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:0
SG Hotdesk 1	0																				
SG Hotdesk 2	4																				
SG Hotdesk 3	4																				
SG Hotdesk 4	4		CSG Te	st																	
SG Hotdesk 5	12																				
SG Hotdesk 6	1																				
SG Hotdesk 7	20																				
SG Hotdesk 8	20																				
	4																	_			

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.

G Hotdesk 2 A G Hotdesk 3 A G Hotdesk 4 A G Hotdesk 5 12 G Hotdesk 6 1	Resources ISG Hotdesk 1	Capacity 0	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20.00	21:0
G Hotdesk 3 A G Hotdesk 4 4 G Hotdesk 5 12 G Hotdesk 6 1 G SG Met	C United 2																						
G Hotdesk 6 1 CSG Men Men CSG CSG Men	.30 Holdesk 2	4							CSQ														
GHotdesk 6 12 CSG Mes Mes	SG Hotdesk 3	4																		CSG			
G Hotdesk 6 1 CSG CSG Met Met	SG Hotdesk 4	4																					
	SG Hotdesk 5	12																			CSG Test		
G Hotdesk 7 20	SG Hotdesk 6	1			CSG			CS	G	Mee		Met											
	CSG Hotdesk 7	20																				CSG Test	////
Resource Legend: Booked %In Progress Closed Tentative % Buffer Time Show n	CG Hatdack 0	20	4	_																			►

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:

12:00	13:00	14:00	15:00	16:00	K h	12:00	13:00	14:00	15:00	16:00
5/5(7/5	6 5/5 5/5	7				7/50	5/50			

30 minutes

60 minutes

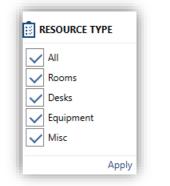


:00	13:00	14:00	15:00	16:00	1	12	.00 13:0	00 14:00	15:00
	5/5					7/5	0		

90 minutes

120 minutes

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



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

Filters				
Organizer	Location	Resource	Meeting type	
		🖽		···
				Clea

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 <u>Reservation details</u> 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:

Message from webpage	×
Operation for resources with Shared Order Form cannot be ap Booking Manager, but it can be done in Tasks screen.	plied in
	ОК



Reservation details

Clicking one of the reservations will show details about it.

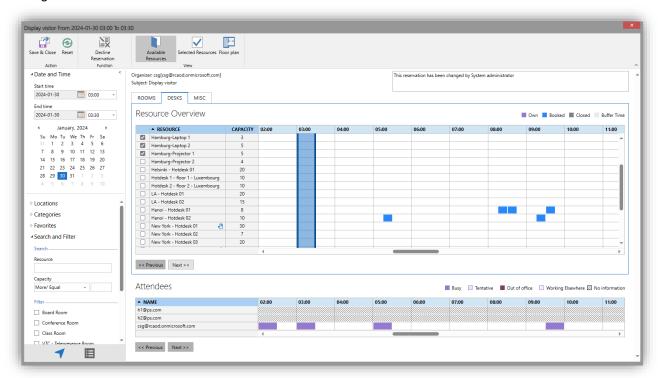


Figure 10. Booking Manager – Reservation details

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:

Save & C	llose	Re	B set		Res	Decline servat	e ion			vailable esources	Selected View	Resources	Floor plan				
▲ Date Start ti 2024- End tir 2024-	ime 01-30 me)	_	Ō	03:0		< •	S	ubject: ROOI	r: csg[csg@rc Display visitor MS DES OUTCE C	r KS N	IISC	1]				
•	J	lanu	ary, i	2024	Ļ	►				▲ RESOUR	CE		CA	PACITY	02:00	0	03:00
Su	Мо	Tu	We	Th	Fr	Sa				Hamburg-La	aptop 1			3			
31	1	2	3	4	5	6				Hamburg-La	aptop 2			5			
7	8	9	10	11	12	13				Hamburg-Pr	rojector 1			5			
14	15	16	17	18	19	20				Hamburg-Pr	rojector 2			4			
21	22	23	24	25	26	27				Helsinki - Ho	otdesk 01			20			
28	29	30	31	1	2	3				Hotdesk 1 -	floor 1 - L	uxembourg	1	10			

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:

ave & Close Reset Decline Reservation Action Function	Available Resources View	,										
Date and Time <	Organizer: csg[csg@rcaod.onmicrosoft.co Subject: Display visitor	im]					This reservation has b	een changed by Sys	tem administrator			
2024-01-30 03:00 ·	Resource Overview									📕 Own 📕 Bo	ooked 🔳 Closed	2 Buffer Tim
2024-01-30 03:30 -	 RESOURCE 	CAPACITY	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00
 January, 2024 	Hamburg - Hotdesk 01	1										
Su Mo Tu We Th Fr Sa	Hamburg - Hotdesk 02	1										
31 1 2 3 4 5 6	Hamburg-Laptop 1	3										
7 8 9 10 11 12 13	Hamburg-Laptop 2 Hamburg-Projector 1	5				_						
14 15 16 17 18 19 20 21 22 23 24 25 26 27	Hamburg-Projector I	5	4									
28 29 30 31 1 2 3	<< Previous Next >>											
4 5 6 7 8 9 10												
	Attendees							📕 Busy 🖾 1	entative 📕 Out	of office 🖾 Wor	rking Elsewhere 🖾	No informatic
4 5 6 7 8 9 10 Locations Categories			02:00	03:00	04:00	05:00	06:00	Busy 🛛 1	entative 📕 Out	of office 🖾 Wor	rking Elsewhere 🛛	No informatic
Locations Categories	 Attendees NAME h1@ps.com 							07:00	08:00	09:00	10:00	11:00
Locations Categories Favorites	Attendees Anne httpscom hz@pscom						06:00	07:00	08:00	09:00	10:00	11:00
Locations Categories Favorites Search and Filter	 Attendees NAME h1@ps.com 							07:00	08:00	09:00	10:00	11:00
Locations Categories Favorites	Attendees Anne httpscom hz@pscom							07:00	08:00	09:00	10:00	11:00
Locations Categories Favorites Search and Filter	Attendees Anne httpscom hz@pscom							07:00	08:00	09:00	10:00	11:00

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:

11



/ou are n	noving your m	eeting to an	other re	esource. Do you	also want to mo	ove your order	?
-	ect 'Yes' the or I be canceled.	rder will be t	ransfer	red to the resou	rce you have sel	ected. If you s	elect 'No', the
Detail	S						
Orders							
Serving 1 at	09:15						
Name			Qty	Price	Total	Description	Status
Item 01			1	10.00	10.00		Changed
Item 02			1	10.00	10.00		Changed
Item 03			1	10.00	10.00		Changed
Attendee	25			Catering Total:	53.00		
Title	Name	Company	Email	Cell	/ mobile number	Category	Comment
	Admin						
Extra ser	vices for your	meeting					
Check this	box if You want to	register the vis	itors	on			

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.

-		same items and/o	or extra services, o	r some of the iter	ms may not	be
fes', we w t.	ill transfer th	ne items available	on the new resour	ce. Please check y	your new or	der, to
	05.	Duiss	T-+-!	Description	Chature	
				Description		C
						C
	1	12.00	12.00		New	
		10.00	10.00			0
			33.00			
		ing totali	55100			
Name	Company	Email	Cell. / mobile number	Category	Comment	
Admin		ad1@ad.ad				
oportic -						
	register the visi	itors on				
	to deadlin (es', we w t. Name Admin roperties	to deadlines. fes', we will transfer the t.	to deadlines. fee', we will transfer the items available t.	to deadlines. fee', we will transfer the items available on the new resour t. Qey Qey Price Total 1 0000 1 1000 1 1000 1 1000 1 1000 1 0000 1 1000 1 0000 1 0000 1 1000 1 0000 1 000	to deadlines. (es', we will transfer the items available on the new resource. Please check is t. Question of the service	to deadlines. fee', we will transfer the items available on the new resource. Please check your new or transfer the items available on the new resource. Please check your new or transfer the items available on the new resource. Please check your new or transfer the items available on the new resource. Please check your new or transfer the items available on the new resource. Please check your new or transfer the items available on the new resource. Please check your new or transfer the items available on the new resource. Please check your new or transfer the items available on the new resource. Please check your new or transfer the items available on the new resource. Please check your new or transfer the items available on the new resource. Please check your new or transfer the items available on the new resource. Please check your new or transfer the items available on the new resource. Please check your new or transfer the items available on the new resource. Please check your new or transfer the items available on the new resource. Please check your new or transfer the items available on the new resource. Please check your new or transfer the items available on the new resource. Please check your new or transfer the items available on the new of the new of the new of the new or transfer the items available on the new of the new or transfer the items and the new of the

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