Resource Central

Add-On Products

External Organizer Configuration Guide

Version: 1.0

Table of contents

Foreword

The following guide will describe the solution on how to import data on External Organizers from Exchange resource reservations to Resource Central (RC) and how RC handles the external ordering.

A use case could be that External Organizers like citizens or external companies book via your own developed booking interface. These reservations are then created in your exchange by a service account which provide the External Organizer information through the resource reservation body.

Solution

In order to integrate External Organizers' reservations into Resource Central it requires a third-party booking interface and a service account that books on behalf of the External Organizers. The service account most insert the External Organizer data into the body content of the resource reservation.

When the External Organizers make reservations, **RTS** will from the Exchange resource reservation's body get the External Organizer data including **Name**, **Email**, and **Phone number** and send it to RC. After that, RC will process the data of External Organizers for these reservations and send notifications to the External Organizers.

The following diagram describes the interactions between external platform, RTS, and RC:
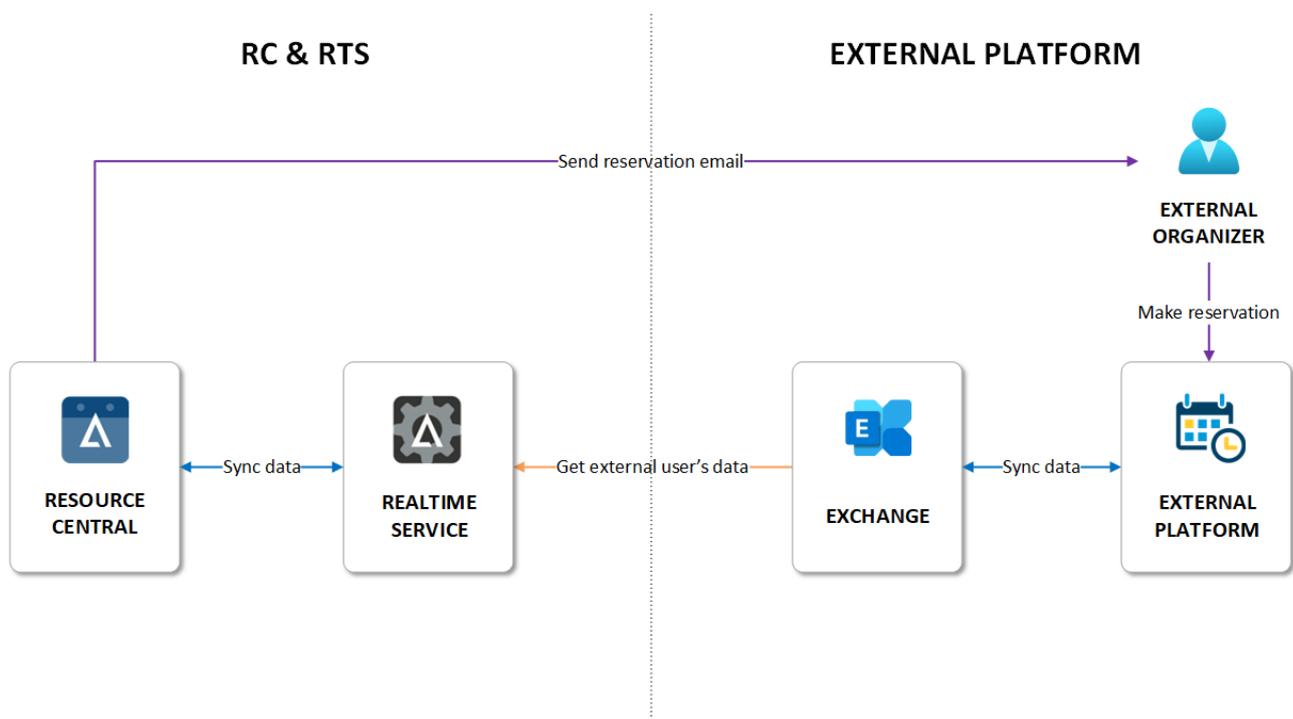
Figure 1.   External Organizer interaction diagram

Requirements

NOTE: This solution requires **Resource Central 4.3 RTM or higher** and **RealTime Service 6.6.32.23 or higher**.

In order for RC to get data from the external organizers and their reservations, it requires the following:

1. Enable the option *'Synchronize body information of reservation'* on RTS:

Open **RealTime Manager** and go to **Resource Central** ➜ **General** interface:
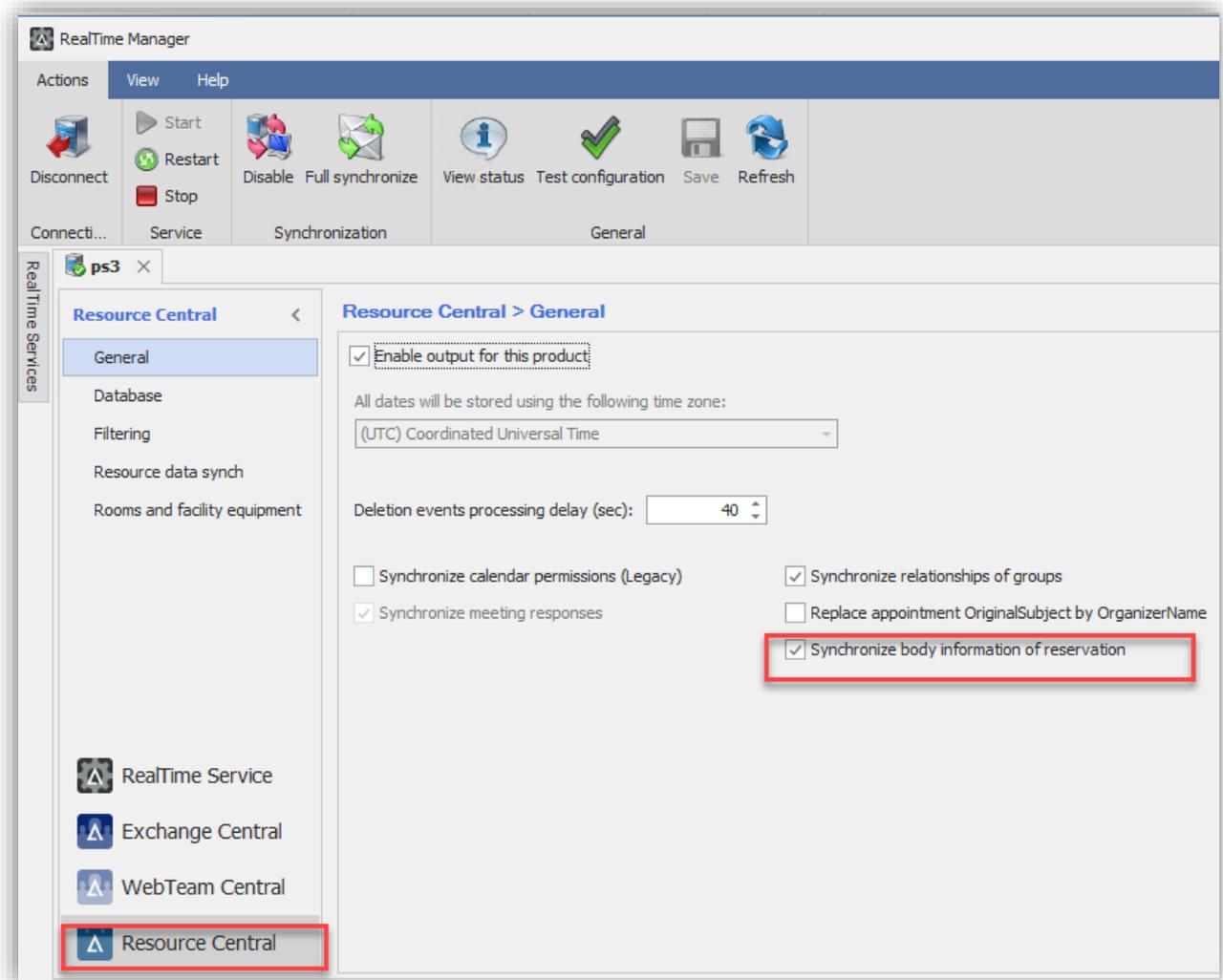
Figure 2. **'Synchronize body information of reservation' option**

There you will see the option **'Synchronize body information of reservation'**, simply enable this option and save your change.

For more information on how to enable this option, please refer to RealTime Service User Guide.

2. Configure the parameter *'DeleteComments'* for specific resources

In order for Exchange to get the external organizer's data and send it to RC, the value of the parameter **'DeleteComments'** for each resource needs to be configured in **Set-CalendarProcessing**.

By default, this value of this parameter is **$True**, meaning the body content of the reservation for all resources will be automatically deleted. Therefore, Exchange will not be able to get the necessary data of the external organizers (the details of these data will be explained below).

To change the value of the parameter, run the following command on PowerShell:

```
Set-CalendarProcessing -Identity 'email_here' -DeleteComments $False
```

In which '**email_here**' is the email address of the resource that allows external organizers (e.g., *'ny101@add-on-company.com'*).

For example:
Set-CalendarProcessing -Identity 'ny101@add-on-company.com' -DeleteComments $False

This means the body content of the reservation for the resource with email address ny101@add-on-company.com will be kept. Thus, Exchange can get its external organizers' data and send them to RC.

Repeat the same command to change the value of this parameter for other resources that need to keep reservation's body content.

In case you want to delete the body content of reservations for a specific resource, simply run the same command but with its value changed to **$True**, e.g.:

```
Set-CalendarProcessing -Identity 'email_here' -DeleteComments $True
```

3. The required data for external organizers on body content

For RTS to get the External Organizers' data, the reservation body needs to contain their Name, Email, and Phone number. E.g.:

New booking of New York 101

Resource

Resource name:	New York 101
Resource email:	ny101@add-on-company.com

Reservation

Reservation subject:	Project Meeting
Reservation start hour:	04/11/2022 - 19:00
Reservation end hour:	04/11/2022 - 20:00
Cvr	306694330
Phone number	7568591236

Organizer

Organizer name:	Brian Dalton
Organizer email:	bda@adc.com
Organizer ID:	UID-ejWPG3c6G4bYjnVRj5wA8XXItKOCmByzVRrA-UID

Figure 3.   Example of reservation by External Organizer

Structure of the reservation body HTML content

In HTML format, the reservation **<body>** content should contain the respective ids so that RTS can find the mentioned value, e.g.:

- **HTML of phone number value**:

```
<tr class="telefonnummer">
      <td>telefonnummer</td><td id="telefonnummer" class="metadata
hasData">7568591236</td>
</tr>
```

- **HTML of name value**:

```
<tr class="booker-name">
    <td>Booking bruger navn:</td>
    <td id="name" class="hasData">Brian Dalton</td>
</tr>
```

- **HTML of email value**:

```
<tr class="booker-email">
    <td>Booking bruger email:</td>
    <td><a id="email" class="hasData"    href="mailto:bda@adc.com?subject=Project
Meeting">bda@adc.com</a></td>
</tr>
```

With the ids provided in the reservation **<body>** content, RTS will find their respective values and sync the data with RC using the ***'Synchronize body information of reservation'*** option as mentioned above.

In case the id element is missing from the **<body>** content, RTS will look for the <td> element (that contains the field name) before the <td> element that contains the value, e.g.:

- **<td>telefonnummer</td>**<td class="metadata hasData">**7568591236**</td>

  ➜ In which **<td>telefonnummer</td>** is used to get the phone number '**7568591236**'

- **<td>Booking bruger navn:</td>** <td class="hasData">**Brian Dalton**</td>
  ➜ In which **<td>Booking bruger navn:</td>** is used to get the external organizer's name '**Brian Dalton**'

- **<td>Booking bruger email:</td>** <td><a class="hasData"
  href="mailto:bda@adc.com?subject=Project Meeting">**bda@adc.com**</td>

  ➜ In which **<td>Booking bruger email:</td>** is used to get the external organizer's email '**bda@adc.com**'

Reservation Process for External Organizer

New reservations by External Organizers

When a reservation is booked by an External Organizer, it appears in Resource Central as a reservation along with the information of the External Organizers including: their **Name**, **Email**, and **Phone number**.

In RC backend, the reservations made by External Organizers will have the External Organizers' information shown in the following way: **NAME(EMAIL, PHONE NUMBER) ***

For example:

Figure 4.   Reservation made by External Organizer.

After making the reservations, the External Organizers will receive new reservation emails which are similar to those sent to internal organizers, e.g.:
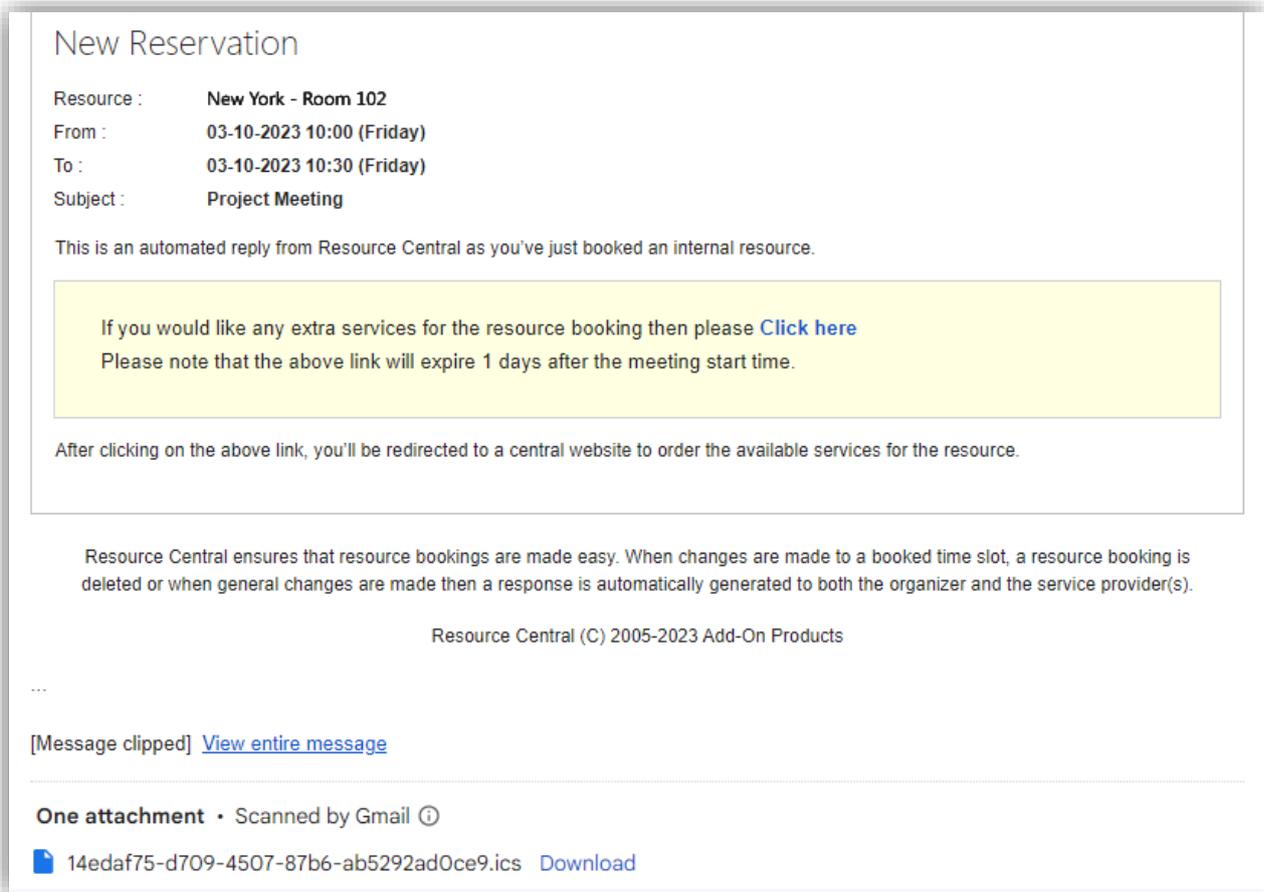
Figure 5.   New Reservation email for External Organizers

This email includes an .ICS file similar as follows:

Figure 6.   .ICS file attachment in New reservation email

The External Organizers can download and use the file to add the reservations to their calendar.

In case there is a change to the reservation's start date/time, end date/time, or the booked resource, a new .ICS file will be sent due to the change.

The External Organizers can also open the order form via the [**Click here**] link on this email, which could look as this example:

Figure 7.   Order form for External Organizers

The ordering process is similar to how Internal Organizers create orders on the Order form.

Note that the email will include a message that warns the external organizers of the order form expiration, e.g.:

Figure 8.   Order form expiration message

This expiration setting can be found in **RC backend ➜ Designer ➜ Orders ➜ External Order**:
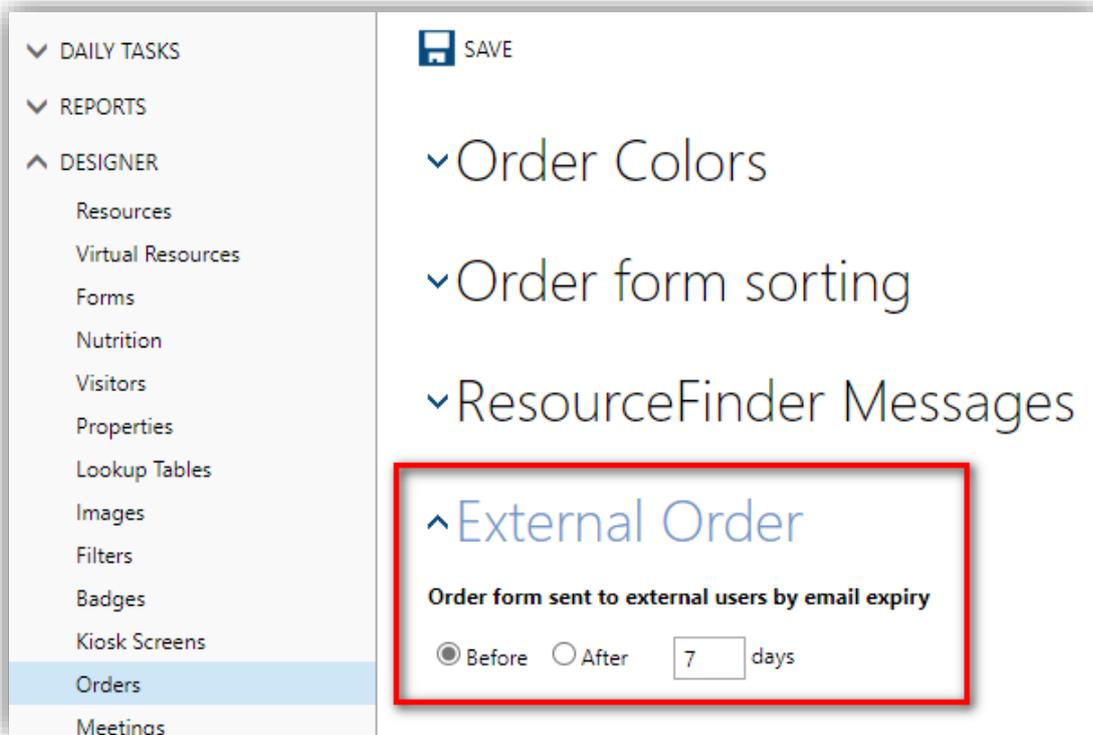
Figure 9.   External Order configuration

The expiration date is set '**X**' days before / after the meeting start date.

For example: the expiration date in the figure above is set **7 days before** the meeting start date.
If the external organizer books a meeting on **March 10th, 2023**, the expiration date for his/her external order form will be **March 3rd, 2023**.

When the order form is expired, the external organizers can still open the form; however, the following message will be displayed on the form:
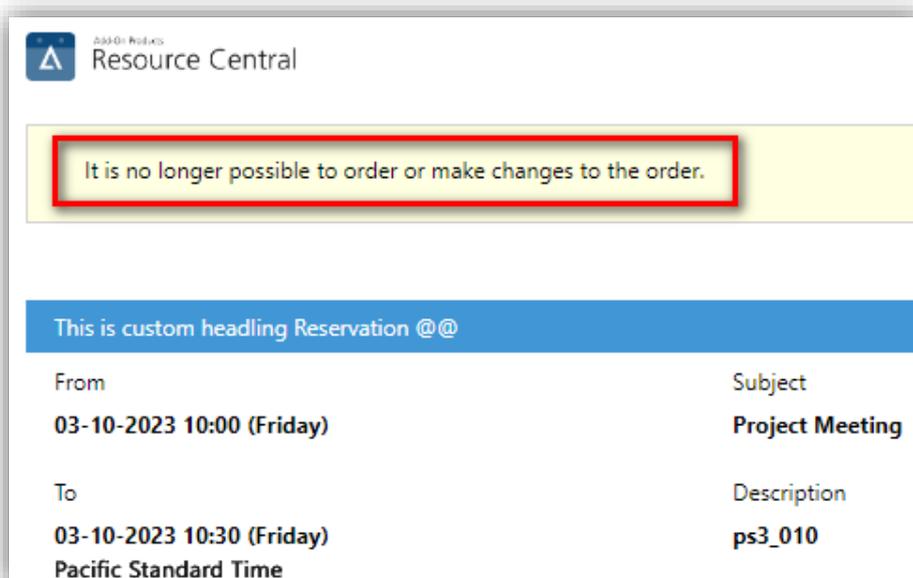
Service Provider handling orders by External Organizers

On **RC backend ➜ Daily Tasks ➜ Orders**, the orders made by External Organizers will have the External Organizer data shown in the following format: **NAME [EMAIL, PHONE NUMBER] ***

For example:

Figure 10. External organizer shown on RC backend ➜ Orders.

The Asterix signals that the order is external and can be used to filter on these orders.

The information is also shown on the reservation details, e.g.:

Figure 11. Order details

Overall, external orders can be handled just like internal orders by the service providers.

Reports for External Organizers

If you run either **Bookings**, **Cantina**, or **Orders** standard report, there is an additional condition called **Booking type** which let you run report of internal orders, external orders, or all orders, e.g.:
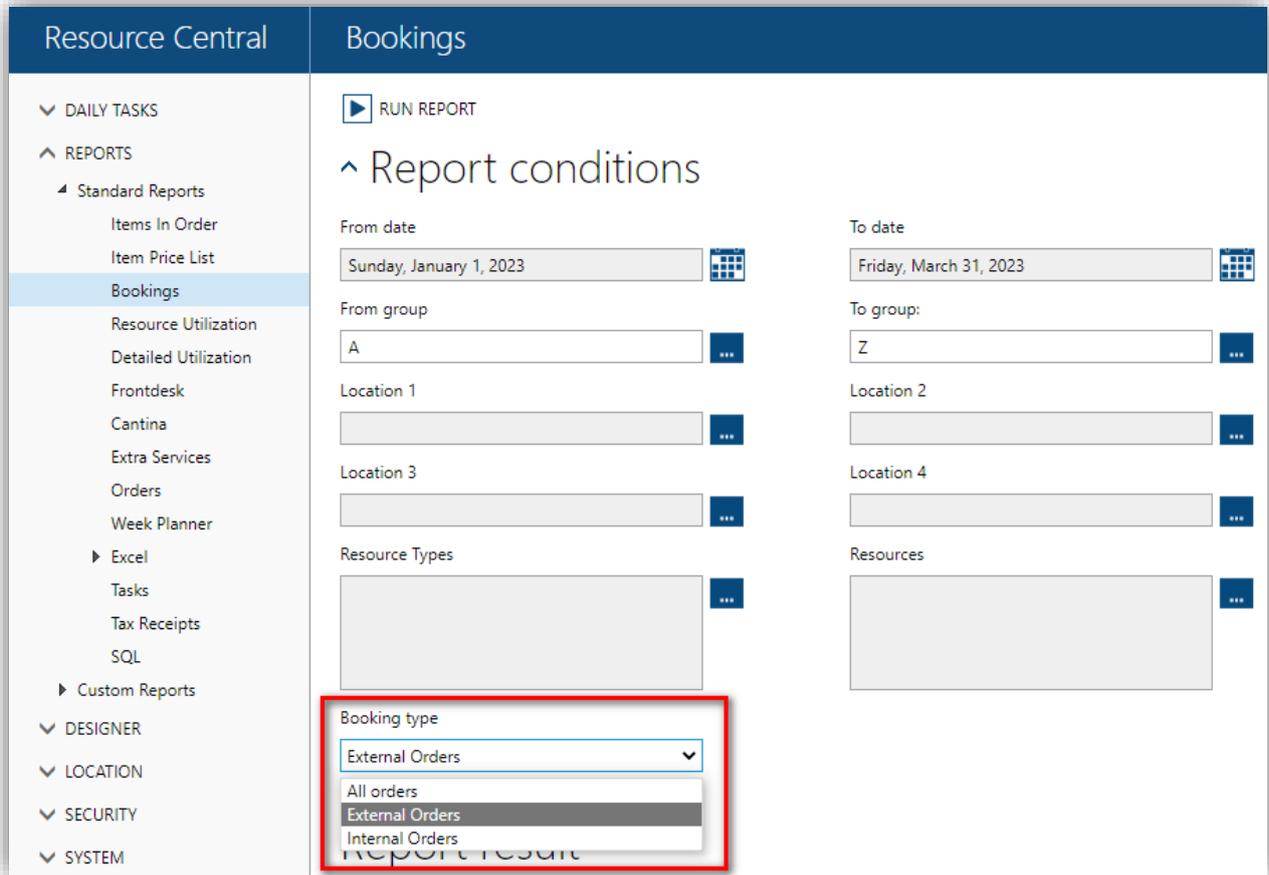
Figure 12.   Booking type condition

When you choose *'External Orders'*, the report result will only include orders made by External Organizers. For example:

Report result

Bookings

Add-On Products
Resource Central

Date: 01/01/2023 - 03/31/2023

Location:

Groups included: A - Z

Resource Type:

Date	Start time	End time	Subject	Organizer
New York - Room 102				
01/05/2023	14:00	14:30	Subject danish: Ændret- Overført - Bekræftet	Raymond Weyland [raymond_weyland@powplan.com, 788917056]*
01/06/2023	07:00	07:30	Project Meeting	Todd Randell [todd.randell@bngtech.com, 977654272]*
01/06/2023	09:00	09:30	Project Meeting	Douglas Quinton [douglas.q@sba.onmicrosoft.com, 817945075]*
01/06/2023	10:00	10:30	Welcome Visitors from Denmark	Valarie Marilyn [valarie@sba.onmicrosoft.com, 817945075]*
01/09/2023	04:30	05:00	Team Meeting	Nance Herman [nancy.h@xbxconsultance.com, 696747145]*

Figure 13.   Bookings report result

The External Organizers will have their name, email, and phone number shown on the Organizer column.