

External Organizer Configuration Guide

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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:

	RealTime Manager	
Ac	ctions View Help	
Dise	kconnecti Service Synchro	synchronize View status Test configuration Save Refresh
Real	🐻 ps3 🛛 🕹	
Time	Resource Central <	Resource Central > General
Service	General	Enable output for this product
S	Database	All dates will be stored using the following time zone:
	Filtering	(UTC) Coordinated Universal Time
	Resource data synch Rooms and facility equipment	Deletion events processing delay (sec): 40 🗘
		Synchronize calendar permissions (Legacy)
		Synchronize meeting responses Replace appointment OriginalSubject by OrganizerName
		Synchronize body information of reservation
	RealTime Service	
	Exchange Central	
	WebTeam Central	
	Resource Central	

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 <u>ny101@add-on-</u> <u>company.com</u> 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				





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 name value:

HTML of email value:

 >Booking bruger email:

 >Booking bruger email:

 >aid="email" class="hasData" href="mailto:bda@adc.com?subject=Project">href="mailto:bda@adc.com?subject=Project">href="mailto:bda@adc.com?subject=Project
 Meeting">bda@adc.com

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.:

- telefonnummer7568591236
 → In which telefonnummer is used to get the phone number '7568591236'
- >Booking bruger navn: Brian Dalton
 → In which >Booking bruger navn: is used to get the external organizer's name 'Brian Dalton'
- Booking bruger email: bda@adc.com → In which Booking bruger email: 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:

Reservations - Friday, 03/10/2023								
PRINT BRESOURCE TYPE								
▲ From 💽	To 💌	Resource		Subject	•	Organizer		
08:00	08:30	New York - Room 102		Team Meeting		MarkOlin		
10:00	10:30	New York - Room 102		Project Meeting		Brian Dalton(bda@adc.vn, 886731223) *		
4								

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.:



New Rese	New Reservation					
Resource :	New York - Room 102					
From :	03-10-2023 10:00 (Friday)					
To :	03-10-2023 10:30 (Friday)					
Subject :	Project Meeting					
This is an auton	nated reply from Resource Central as you've just booked an internal resource.					
lf you wo	uld like any extra services for the resource booking then please Click here					
Please no	ote that the above link will expire 1 days after the meeting start time.					
After clicking on	After clicking on the above link, you'll be redirected to a central website to order the available services for the resource.					
Resource Co deleted or wi	Resource Central ensures that resource bookings are made easy. When changes are made to a booked time slot, a resource booking is deleted or when general changes are made then a response is automatically generated to both the organizer and the service provider(s).					
	Resource Central (C) 2005-2023 Add-On Products					
[Message clipped] <u>View entire message</u>						
One attachment • Scanned by Gmail ③						
🗎 14edaf75-d7	09-4507-87b6-ab5292adOce9.ics Download					

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:



Resource Central						
Reservation of New York -	Room 102					
From		Subject				
03-10-2023 10:00 (Friday)	Project Meeting				
То		Description				
03-10-2023 10:30 (Friday Pacific Standard Time)	ps3_010				
Location		Capacity				
Locations\United States\	New York	10				
New York - Room 102 Ord If you require one or more	New York - Room 102 Order If you require one or more servings for your resource booking, please enter the number of deliveries, and fill out this form.					
Number of deliveries	1 Delivery	·				
1st Service	Serving 1	10:00 -				
Comments						
Serving 1						
▶ Feed						

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.:

If you would like any extra services for the resource booking then please Click here Please note that the above link will expire 1 days after the meeting start time.

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:

E	Per Order 🗸 🗆 INFORMATION ONLY SET ORDER STATUS Select a Status 🗸 🔀 DECLINE 🔓 ACCEPT 📄 SEND TAX RECEIPT							
	Reservation at	Ends at 💌	Subject 💌	Organizer		Resource		
	03/10/2023 10:00	03/10/2023 10:30	Project Meeting	Brian Dalton [bda@adc.com, 886731223] *		New York - Room 102		
	03/10/2023 12:30	03/10/2023 13:15	Team Meeting	Mark Olin [mol@add-on-company.com]		New York - Room 102		
	03/10/2023 12:30	03/10/2023 13:15	Team Meeting	Joan Smith [js@add-on-company.com]		New York - hotdesk 1		
F	Status legends New Changed 🗖 Confirmed 💭 Transferred 💭 Arranged 💌 Locked 🔍 Ca							
					Anange			

Figure 10. External organizer shown on RC backend \rightarrow 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.:

Resource Central	Bookings	
DAILY TASKS REPORTS	RUN REPORT	
 Standard Reports Items In Order 		To date
Item Price List	Sunday, January 1, 2023	Friday, March 31, 2023
Bookings Resource Utilization	From group	To group:
Detailed Utilization	A	Ζ
Frontdesk	Location 1	Location 2
Extra Services Orders	Location 3	Location 4
Excel	Resource Types	Resources
Tasks Tax Receipts SQL	•••	•••
Custom Reports		
V DESIGNER	Booking type	
V LOCATION	All orders	
✓ SECURITY	External Orders Internal Orders	
V SYSTEM	Report result	

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							
<	1	of 7	>	\triangleright I		ß	Find Next
Bookin	gs						Resource Central
Date:		01/01/2	023 - 03	3/31/2023			
Location:							
Groups inclu	ded:	A - Z					
Resource Ty	pe:						
Data	Start t		ltime	Subject			Organizar
New York - Ro	om 102	me End	i ume	Subject			Organizer
01/05/2023	14:00	14:3	30	Subject o - Bekræfi	danish: Ændre tet	t- Overfør	Raymond Weyland [raymond_weyland@powplan.com, 788917056]*
01/06/2023	07:00	07:3	30	Project Meeting			Todd Randell [todd.randell@bngtech.com, 977654272]*
01/06/2023	09:00	09:3	30	Project Meeting			Douglas Quinton [douglas.q@sba.onmicrosoft.com, 817945075]*
01/06/2023	10:00	10:3	30	Welcome Visitors from Denmark			Valarie Marilyn [valarie@sba.onmicrosoft.com, 817945075]*
01/09/2023	04:30	05:0	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.