

# 6.14.1 Release

Synxis Central Reservation System  
(Synxis CRS)

Please dial in for the audio

Conference Code: 3876 4935 75



Sabre Hospitality Training  
Ilse Kous

**Sabre** | Hospitality  
Solutions™

*powering progress*

# Meeting Information

- Class is approximately 90 minutes long
- You must dial in to hear the audio
- Phones will be on Auto Mute
- To ask a question please send to JeanPascal Manin via chat
- Do not place your phone line on hold



# Training Agenda


- Control Center
  - Additional Search Hotels Options
  - Expansion of 3<sup>rd</sup> Party Tracking Code
  - Data Management Updates
    - New Sabre GDS Amenities
    - Room Services option moved to Dining page
    - New fields in Communication page
    - Local Policies
  - Improve usability on Destinations page
  - Guest Connect Template - Language Selection

# Training Agenda

- Guest Connect
  - Mobile Booking Engine Tracking support
  - Translations of State and Country Fields
- Voice Agent
  - Confirmation type by CRO
  - Voice Agent Sort Order ability for Destinations
  - Streamline Voice Agent Message and Action for Cancel Policy Message

# Training Agenda

- Reports and Analytics
  - Additional Fields Added to the HOD History Report
  - Promotion Name Added to Arrivals and Departure Report
- Additional Items
  - Availability of Google Direct Connect channel to customers not using Guest Connect
  - Specific e-mail templates can specified through Direct Connect API
  - Opera Reservation Synchronization retain room upgrade information



SynXis CRS 6.14.1 Release  
**Control Center**

# Additional Search Hotels Options

- Additional search parameters are added to the Search Hotels area with Control Center.
- New additions search parameters are:
  - Location ( address, city, state and country)
  - Active or Inactive properties
  - GDS /IDS codes

The image shows a comparison between an old and a new version of the 'Search Hotels' interface. The old version (left) has fields for 'Hotel Code' and 'Hotel Name'. The new version (right) has a 'Search Hotels' section with a dropdown menu for 'Search Type' and radio buttons for 'Status'. A red box highlights the 'Search Type' dropdown, which now includes 'Code and Name', 'Hotel ID', 'Location', and 'GDS/IDS Code'. A red arrow points from a box labeled 'New Search Hotel Options' to the dropdown menu.

**Search Hotels**  
Type the name of the hotel you wish to search for in the textbox below.

**Search Hotels**

Search Type: Code and Name

Hotel Code:

Hotel Name:

Status:  Active  Inactive  Both

**New Search Hotel Options**

Code and Name  
Code and Name  
Hotel ID  
Location  
GDS/IDS Code

Search



## Demonstration

- Search Hotel Options

# Expansion of 3<sup>rd</sup> Party Tracking Code

- The character limitation of 3<sup>rd</sup> party tracking code has been expanded to unlimited characters.
- Control Center will allow the following template steps to accept unlimited characters:
  - Check availability
  - Availability results
  - Select packages
  - Reservation results
  - Modify reservation
  - Customer information
  - Confirmation
  - My profile
- This functionality is implemented for all template types.
- Updating can be done by client if access allows, otherwise contact your Account Manager

# New Sabre GDS Amenities

## Setup > Data Management

- Additional six fields have been added to the Control Center to support the new special qualities and amenities added to Sabre GDS hotel description (HOD).
- The additional six fields are added to the Meeting Rooms, Facilities and Location in the Data Management section
- Recommendation: To update these new fields if applicable to your hotel.

# New Sabre GDS Amenities

## Setup > Data Management

- Please note : These amenities still require manual loading in Sabre until our vendor adds them to the HOD interface to publish automatically.
- If you submitted the 'HOD Manual Update Form – Sabre 20 new Amenities' to Data Services earlier this year:
  - You should update the 20 amenities in the SynXis CRS ONLY.
  - You do NOT need to submit another manual HOD update request to Data Services.
- If you did not do this, and want to have the 20 new Sabre amenities set for your properties:
  - You should update the 20 amenities in the SynXis CRS.
  - You will need to complete the 'HOD Manual Update Form – Sabre 20 new Amenities' and submit to Data Services.
- Note that after the 6.14.1 release, if you submit the form to Data Services without having first updated the CRS, the update request will pended back to you.

# New Sabre GDS Amenities

- “Free Wireless Internet Connectivity in all Meeting Rooms” has been added to Meeting Rooms.

Setup > Data Management > Meeting Rooms

## Meeting Rooms

Fields designated with "\*" are required. Fields designated with "†" are displayed in one or more GDS and/or Pegasus HCD. Maximum

Smallest Room Space:	<input type="text" value="0"/>	† (6)			
Total Exhibit Space:	<input type="text" value="0"/>	† (6)			
Largest Seating Capacity:	<input type="text" value="0"/>	† (6)			
Smallest Seating Capacity:	<input type="text" value="0"/>	† (6)			
Number of Meeting Personnel on site:	<input type="text" value="0"/>	† (4)			
Conference Space:	<input type="checkbox"/>	†	On Property:	<input type="checkbox"/>	†
Exhibit Space:	<input type="checkbox"/>				
Convention Facilities:	<input type="checkbox"/>	†	On Property:	<input type="checkbox"/>	†
Host Social Functions:	<input type="checkbox"/>				
Video Conferencing:	<input type="checkbox"/>				
AV Equipment:	<input type="checkbox"/>	†	On Property:	<input type="checkbox"/>	†
Catering:	<input type="checkbox"/>	†	On Property:	<input type="checkbox"/>	†
Free Wireless Internet Connectivity in all Meeting Rooms:	<input type="checkbox"/>	†			

# New Sabre GDS Amenities

- Four new fields have been added to the Facilities.  
Setup > Data Management > Facilities > General Facilities

## Facilities

Specify your on-property general and physically challenged facilities. Fields designated with "\*" are required. Fields designated with "†" are optional. Maximum field lengths are noted in parenthesis next to text fields.

Lounge / Bar:	<input type="checkbox"/> †	No Adult Channels/No Pornographic Films:	<input type="checkbox"/> †
Night Club:	<input type="checkbox"/> †	Smoke-Free Property:	<input type="checkbox"/> †
Number of Night Clubs:	<input type="text"/> † (3)	Smoking Rooms Available:	<input type="checkbox"/> †
Number of Double Bed Rooms:	<input type="text"/> † (5)	Water purification system in use:	<input type="checkbox"/> †
Number of Single Bed Rooms:	<input type="text"/> † (5)	Hypoallergenic rooms available:	<input type="checkbox"/> †
Number of Connecting Rooms:	<input type="text"/> † (5)		

# New Sabre GDS Amenities

- “Public Transportation adjacent to hotel” is added to Location.  
Setup > Data Management > Location

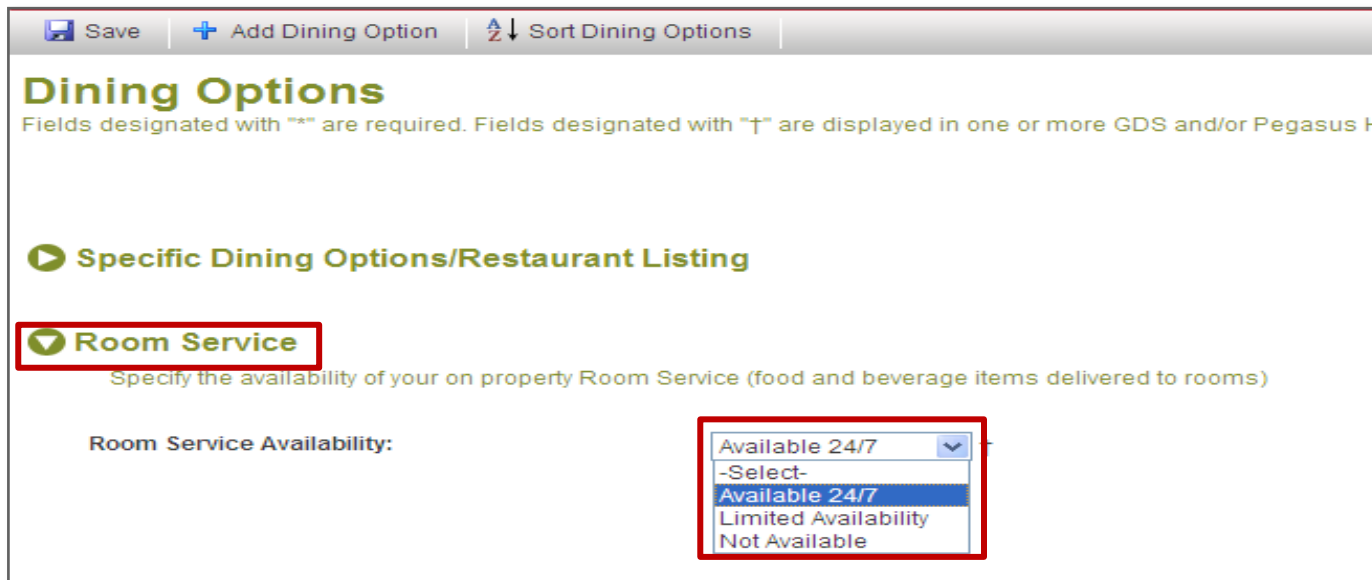
**Location**  
Fields designated with "\*" are required. Fields designated with "†" are displayed in one or more GDS and/or Pegasus HCD.

Distance to City Center:	<input type="text"/>	† (5)
Airport Listing:	<input type="checkbox"/>	
Local Landmark:	<input type="text"/>	† (19)
Closest Major City:	<input type="text"/>	† (50)
Direction to Closest Major City:	<input type="text" value="-Select-"/>	†
Distance to Closest Major City:	<input type="text"/>	† (5)
Metro Area:	<input type="text"/>	(50)
Alternate City Listing 1:	<input type="text"/>	(50)
Alternate City Listing 2:	<input type="text"/>	(50)
Alternate City Listing 3:	<input type="text"/>	(50)
Alternate State Listing:	<input type="text"/>	(2)
Name of closest train station:	<input type="text"/>	(50)
Distance from closest train station to hotel:	<input type="text"/>	(5)
Name of closest metro, bus, or subway station/stop:	<input type="text"/>	(50)
Distance from metro, bus or subway station/stop to:	<input type="text"/>	(5)
Public Transportation adjacent to hotel:	<input type="checkbox"/>	†

# New Room Services

Setup > Data Management > Dining Options

- A new Room Services section is added to Dining Options page.
- Data Migration for GDS/HCD distribution is as follows:
  - If a property had selected Room Service on Data Management>Services, the new field on the Dining Options is set to Limited Availability.
  - The Room Service option will continue to reside on the Services page to support the Channel Connect channel.



The screenshot shows the 'Dining Options' page with a navigation bar at the top containing 'Save', 'Add Dining Option', and 'Sort Dining Options'. Below the title, there is a note about required and GDS/HCD fields. The 'Room Service' section is highlighted with a red box and contains a description: 'Specify the availability of your on property Room Service (food and beverage items delivered to rooms)'. Below this, the 'Room Service Availability:' label is followed by a dropdown menu, also highlighted with a red box. The dropdown menu is open, showing the following options: 'Available 24/7' (selected), '-Select-', 'Available 24/7', 'Limited Availability', and 'Not Available'.

# New fields in Communications Page

Setup > Data Management > Communications

- Communications page is updated with new fields and usability changes.
  - Fax section is removed as this data is no longer utilized for HOD or HCD
  - Phone cost per minute, over minutes and maximum access charge are removed.
  - A drop down menu with the option to designate if there is a charge or the service is complimentary to all is added.

Current screen

After 6.14.1 Release, new drop down menu with options

Service	Available	Charge Type	Charge Amount	Note
Local	<input checked="" type="radio"/> Y <input type="radio"/> N	-Select- ▼	<input type="text"/> (7)	<input type="text"/> (100)
Calling/Credit Card	<input checked="" type="radio"/> Y <input type="radio"/> N †	-Select- ▼	<input type="text"/> (7)	<input type="text"/> (100)

# New fields in Communications Page

Setup > Data Management > Communications

- Remove number of rooms, Provider and all “Other Data Connections” field in the Data Connections Available in Guest Room

The image displays two screenshots of the 'Data Connections Available in Guest Room' configuration page. The top screenshot, labeled 'Current screen', shows a table with columns: Name, Available, # Rooms, Provider, and Charge (initial fee only). The 'Analog Dial Up Dataport' row has radio buttons for 'Y' and 'N', a text input for '# Rooms' with '(5)' next to it, a text input for 'Provider' with '(50)' next to it, and a text input for 'Charge' with '(7)' next to it. Below the table is a 'Describe Charges:' field with '(100)' next to it. The bottom screenshot, labeled 'After 6.14.1 Release, new drop down menu with options', shows the same table but with a 'Charge Type' column. The 'Analog Dial Up Dataport' row has radio buttons for 'Y' and 'N', a dropdown menu for 'Charge Type' with '-Select-' and a downward arrow, a text input for 'Charge' with '(7)' next to it, and a text input for 'Charge' with '(100)' next to it. The 'Internet Browser on TV' row has radio buttons for 'Y' and 'N', a dropdown menu for 'Charge Type' with '-Select-' and a downward arrow, a text input for 'Charge' with '(7)' next to it, and a text input for 'Charge' with '(100)' next to it. Red arrows point from the text boxes to the 'Provider' field in the top screenshot and the 'Charge Type' dropdown in the bottom screenshot.

Name	Available	# Rooms	Provider	Charge (initial fee only)
Analog Dial Up Dataport	<input type="radio"/> Y <input type="radio"/> N	<input type="text"/> (5)	<input type="text"/> (50)	<input type="text"/> (7)
Describe Charges: <input type="text"/> (100)				

Service	Available	Charge Type	Charge	Charge
Analog Dial Up Dataport	<input checked="" type="radio"/> Y <input type="radio"/> N	-Select- ▼ *	<input type="text"/> (7)	<input type="text"/> (100)
Internet Browser on TV	<input checked="" type="radio"/> Y <input type="radio"/> N	-Select- ▼ *	<input type="text"/> (7)	<input type="text"/> (100)

# New fields in Communications Page

Setup > Data Management > Communications

- Remove provider and all “Other Data Connections” fields in Data Connections Available in Business Center.

**Current screen**

Name	Available	Provider	Charge (initial fee only)
Analog Dial Up Dataport	<input type="radio"/> Y <input type="radio"/> N †	<input type="text" value=""/> (50)	<input type="text" value=""/> (7)
		Describe Charges:	<input type="text" value=""/> (100)

**After 6.14.1 Release, new drop down menu with options**

Service	Available	Charge Type	Charge (initial fee only)
Analog Dial Up Dataport	<input checked="" type="radio"/> Y <input type="radio"/> N †	-Select- ▼ *	<input type="text" value=""/> (7) <input type="text" value=""/> (100)
High Speed Internet Access for Laptop	<input checked="" type="radio"/> Y <input type="radio"/> N †	-Select- ▼ *	<input type="text" value=""/> (7) <input type="text" value=""/> (100)

# New fields in Communications Page

Setup > Data Management > Communications

- Remove provider and all “Other Data Connections” fields in Data Connections Available in Public Area.

**Current screen**

Name	Available	Provider	Charge (initial fee only)
Analog Dial Up Dataport	<input checked="" type="radio"/> Y <input type="radio"/> N †	-Select-	(100)
High Speed Internet Access for Laptop	<input checked="" type="radio"/> Y <input type="radio"/> N †	-Select-	(100)
Kiosk or computer	<input checked="" type="radio"/> Y <input type="radio"/> N	-Select-	(100)
Wireless Internet Connection	<input checked="" type="radio"/> Y <input type="radio"/> N †	-Select-	(100)

**After 6.14.1 Release, new drop down menu with options**

Service	Available	Charge Type	Charge
Analog Dial Up Dataport	<input checked="" type="radio"/> Y <input type="radio"/> N †	-Select-	(100)
High Speed Internet Access for Laptop	<input checked="" type="radio"/> Y <input type="radio"/> N †	-Select-	(100)
Kiosk or computer	<input checked="" type="radio"/> Y <input type="radio"/> N	-Select-	(100)
Wireless Internet Connection	<input checked="" type="radio"/> Y <input type="radio"/> N †	-Select-	(100)

# Local Policies

Setup > Property > Policies > Local Policies

- The “No Kids Allowed” field is renamed to “Adults Only Hotel/ No Kids Allowed”

**Local Policies**  
Fields designated with "\*" are required. Fields designated with "†" are displayed in one or more GDS and/or Pegasus HCD. Maximum field lengths are

Deposit Policy:	<input type="text"/>	† (600)
Cancellation Policy:	<input type="text"/>	* † (600)
Pet Policy:	<input type="text"/>	† (300)
Pets Allowed:	<input type="checkbox"/> †	
Pets Free:	<input type="checkbox"/> †	
Family Policy:	<input type="text"/>	† (500)
Kids Stay Free:	<input type="checkbox"/> †	
Max Child Age:	-Select- †	
Family Plan Offered:	<input type="checkbox"/> †	
Group Policy:	<input type="text"/>	† (2000)
Commission Policy:	<input type="text"/>	† (255)
Commission Percentage:	<input type="text"/> † (2)	
Property Suitable for Children:	<input type="checkbox"/> †	
<b>Adults-only Hotel/No Kids Allowed:</b>	<input type="checkbox"/> †	
Privacy Policy affirmation capture:	-Select-	



## Demonstration

- Data Management Updates

# Destinations Page Updates

- The current display shows both options at the same time and can be confusing.

## Destinations > Create Destination

Fill out the information below and click "Save" to create a new destination

### ▼ Destination Details

Chain ID: 5148  
Chain Code: SYN  
Chain Name: SynXis Suites  
Destination Code:   
Destination Name:

**Add hotels by distance:**

Hotel	<input type="text" value="SHS Training27"/>
Latitude	<input type="text" value="52.385480"/>
Longitude	<input type="text" value="4.907520"/>
Distance	<input type="text"/> <input type="text" value="Km"/>

# Destinations Page Updates

- Currently a destination can be set up to include a hotel list or show destinations by distance (based on the latitude and longitude of the property).
- We will be separating these two options on the page to make it more intuitive for the user.

The screenshot displays the 'Destinations > Create' page with a modal dialog box titled 'Select Hotels By Distance'. The dialog box has a title bar with 'Save', 'Cancel', and '+ Select Hotels By Distance' buttons. The main content area of the dialog includes a title 'Select Hotels By Distance', a toolbar with 'Select', 'Select and Close', 'Close', and 'Help' buttons, and a form section titled 'Select Hotels By Distance:'. The form contains the following fields:

- Starting Hotel: TEST - Spookhotel (dropdown menu)
- Starting Latitude: 52.151730 (text input)
- Starting Longitude: 4.681840 (text input)
- Distance: (text input) Km (dropdown menu)

The 'Distance' field and its unit dropdown are highlighted with a red box. In the background, the 'Destinations > Create' page is visible, showing 'Destination Details' (Chain ID: 5148, Chain Code: SYN, Chain Name: SynXis Suite, Destination Code: SEA, Destination Name: South East) and 'Hotel Assignment' (Assigned Hotels: Un-Selected, Spookie, SynXis Suites Brinklaan).

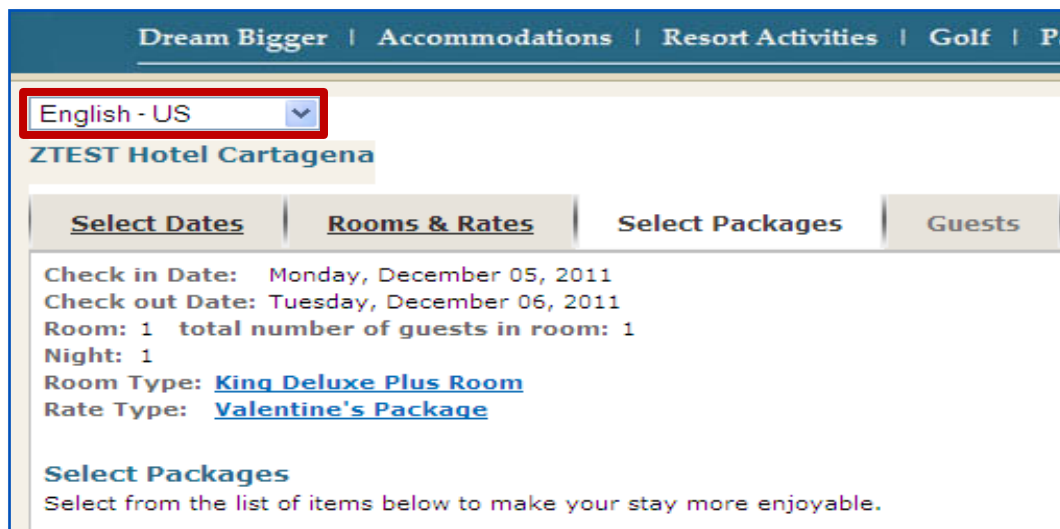


## Demonstration

- Destinations Page

# Guest Connect Template – Language Selection

- Currently if a hotel is implementing the use of language selection drop-downs within the template there are multiple steps required:
  - Activate language selection in the General Attributes section
  - Select the Control Selection when the Placeholder Name is Language Selection (default is Empty Control) for each step that the hotel wants to display the drop-down.



The screenshot displays a hotel booking interface. At the top, there is a navigation bar with the text "Dream Bigger | Accommodations | Resort Activities | Golf | Pa". Below this, a language selection dropdown menu is highlighted with a red box, showing "English - US" with a downward arrow. The main content area is titled "ZTEST Hotel Cartagena" and features four tabs: "Select Dates", "Rooms & Rates", "Select Packages", and "Guests". The "Rooms & Rates" tab is active, showing the following details: "Check in Date: Monday, December 05, 2011", "Check out Date: Tuesday, December 06, 2011", "Room: 1 total number of guests in room: 1", "Night: 1", "Room Type: [King Deluxe Plus Room](#)", and "Rate Type: [Valentine's Package](#)". Below this, there is a section titled "Select Packages" with the text "Select from the list of items below to make your stay more enjoyable."

# Guest Connect Template – Language Selection

Template Setup > Edit Template > Edit Step > Edit Placeholder

Edit Hotel-Level Template

**Placeholder Details**  
Placeholder Details

Placeholder Name: Language Selection

Placeholder Description: Language Selection Placeholder

**Control Selection**  
Select the Control that will be placed in this Placeholder

Control: Empty Control

Step 2 : Default is “Empty Control” for each step. Hotel have to choose “Language Selection”

# Guest Connect Template – Language Selection

- With 6.14.1 release, the default setting of the Control Selection to “Language Selection” when building a new Guest Connect template has been changed. There is no more need to enter into each step and activate this control.
- This will save steps as the only action needed to activate for all steps is to check Allow Language Section under General Attributes to activate the drop-downs for all pages.
- This change only affects new template builds and does not affect existing templates.

# Guest Connect Template – Language Selection

## Template Setup > Edit Template > Edit Step > Edit Placeholder

Edit Hotel-Level Template

### ▼ Placeholder Details

Placeholder Details

Placeholder Name:

Placeholder Description: Language Selection Placeholder

### ▼ Control Selection

Select the Control that will be placed in this Placeholder


Control:

With 6.14.1 release, system changed the default setting of the Control Selection to “Language Selection” when building a new Guest Connect template.



## Demonstration

- Guest Connect Template – Language Selection



SynXis CRS 6.14.1 Release  
**Guest Connect**

# Mobile Booking Engine Tracking

- With 6.14.1 release, tracking support will be added to the Mobile Booking Engine.
- Character limitation will be up to 4000k.
- Tracking support will support :
  - Plain text
  - URL encoded
  - Java Script safe code

# Translations for States and Countries field

- With the 6.14.1 release, the translation of all the States and Countries in the Guest Connect user information page will be available for Hotel and Chain translation in all languages.
- No action needs to be taken from the hotel.



SynXis CRS 6.14.1 Release  
**Voice Agent**

# Confirmation Email type by CRO

- With 6.14.1 release, the SynXis CRS will be updated so at a chain level a user can associate chain level confirmation or cancellation templates.
- These would be used as the default template when confirming/cancelling a reservation for a specific CRO.

**CROs > Edit CRO**  
Edit an existing CRO

CCD Hotel SIN  
MVD CCD Test Hotel  
XP- rienZ - Design Hotel by Fr

Ascott Hotel 1  
B Labonte Test Hotel  
CCD  
Erser Test Hotel  
Hilton VC  
Hotel JTK  
Hotel Piacenza  
Hotel VC TEST  
Jen Hotel  
Justin's Test  
No 5 Cavendish Square  
Ostia Beach Resort

Select All or Ctrl+Click

Select All or Ctrl+Click

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**▼ eMail Template Assignment**

Reservation Confirmation:

Reservation Cancellation:

Pre- Stay:

Post- Stay:

# Confirmation Email type by CRO

- When default confirmation is associated to a CRO, it will override any hotel default or rate default template.
- The existing Control Center > Administration > Chain > CROs page will allow users to select overrides for Confirm, Cancel, Pre & Post Stay email templates.

**CROs > Edit CRO**  
Edit an existing CRO

CCD Hotel SIN  
MVD CCD Test Hotel  
XP- rienZ - Design Hotel by Fr

Spookie  
SynXis Suites Brinklaan  
TEST - Happy Hotel  
TEST - HOTEL Vale  
TEST Pablo Hotel  
Test HOD Hotel  
TEST Hotel Casa Lucia Synxis S  
TEST Hotel Mel ShortNme  
TEST Leertouwer Lodge  
The Shire  
Vane Hotel modif  
Vanitha Hotel

Select All or Ctrl+Click

Select All or Ctrl+Click

**eMail Template Assignment**

Reservation Confirmation:	CRO Europe	▼
Reservation Cancellation:	cancellation mail chain	▼
Pre-Stay:	prestay email at chain level M	▼
Post-Stay:	poststay rez chain Mod	▼

# Confirmation Email type by CRO

- The Voice Agent user will still be able to override the template being used.

The screenshot displays a reservation management interface with the following details:

- Booking Channel:** Voice
- Confirmation:** 50973WT000023
- Reservation Status:** Pending
- Arrival Date:** 11/22/2011 (Tuesday)
- Departure Date:** 11/23/2011 (Wednesday)
- Number Of Nights:** 1
- # Adults:** 1
- # Children:** 0
- # Rooms:** 1
- Guest:** TEST - Happy Hotel (Corporate hotel)
- Hotel:** TEST - Happy Hotel (Corporate hotel)
- Rate:** Best Available Rate
- Room To Stay:** Deluxe Queen Room
- Room To Charge:** Deluxe Queen Room
- Avg. Price:** SGD350.00
- Room Price:** SGD350.00
- Room Taxes+Fees:** SGD61.95
- Stay Tax:** SGD0.00
- Total Price:** SGD411.95

Dropdown menus for Loyalty Program, Market Segment, Market Source, and Sub Source are all set to "None".

The **Email Template** dropdown menu is highlighted with a red box and contains the following options:

- Use Default
- Use Default
- Default Confirmation Reservati

A red arrow points from a text box to the "Default Confirmation Reservati" option.

**Send Guest Email**  **Send Booker Email**

Company:

Voice Agent user still be able to override the template

# Voice Agent Sort Order ability for Destinations

- On the "Find Hotels" form, a new "Destinations" column has been added to search results
- The default sort order for Voice Agent will now be Alphabetical.
- User has the ability to set the sort order of the destinations within the Voice Agent

The screenshot shows a 'Find Hotels' application window with a search form and a results table. The search form includes fields for Destination, Name, Country, Property Type, Brand, City, and Feature. The results table has columns for Name, Destination, Brand, Property Types, Address 1, City, State, Zip, and Country. The 'Destination' column is highlighted with a red box.

Name	Destination	Brand	Property Types	Address 1	City, State, Zip	Country
<input type="checkbox"/> Adrians Apartments	European Ho...	Ski Resorts	Condominiums, ...	23 59 Staines Road	Hounslow, CON ...	GB
<input type="checkbox"/> B Labonte Test Hotel	European Ho...	DELUXE HOTELS	Luxury	Chapel St	Sal 55555	CV
<input type="checkbox"/> Ostia Beach Resort & ...	European Ho...	Corporate hotels	Resort, Hotel &...	Lungomare Duca...	Lido di Ostia 00121	IT
<input type="checkbox"/> SDTEST Resort DO NO...	European Ho...	New brand	Lodge	150 Main Road	Adelaide, SA 1200	AU
<input type="checkbox"/> Simons Test Hotel	European Ho...	New brand	Hotel & Confer...	High Street	Brighton, NONE ...	GB
<input type="checkbox"/> SynXis Suites Brinklaan	European Ho...	DELUXE HOTELS	Luxury, Hotel, ...	Brinklaan 21	Bussum 1404EP	NL
<input type="checkbox"/> TEST Leertouwer Lodge	European Ho...	DELUXE HOTELS	Hotel & Confer...	Zeeburgerkade ...	Amsterdam, NONE	NL
<input type="checkbox"/> Vane Hotel	Alternate av...	DELUXE HOTELS	Hotel, Hotel & ...	Annankatu 12	Helsinki 00120	FI
<input type="checkbox"/> Hotel Piacenza		New brand				JM


# Cancel Policy Message Modifications in Voice Agent

- Some functionality to streamline the messages and actions for the reservation agent has been added.
- This items includes:
  - The correction of warning messages being displayed too often within the application.
  - The rewording of specific message to ensure Reservations Agents' understanding of the message displayed.
  - The correction of authorization requests where agents were being asked to enter their authorized credentials even though agent already had permissions to modify the reservations.



## Demonstration

- Confirmation type by CRO
- Sort Order ability for Destinations



SynXis CRS 6.14.1 Release  
**Reports & Analytics**

# Additional Fields to HOD History Report

Track > Reports > Property > HOD History

- Method of payment will be displayed in the HOD History Report.  
Fields include:
  - Code
  - Descriptions
  - Guarantee
  - For Deposit
  - In Use
  - Delete

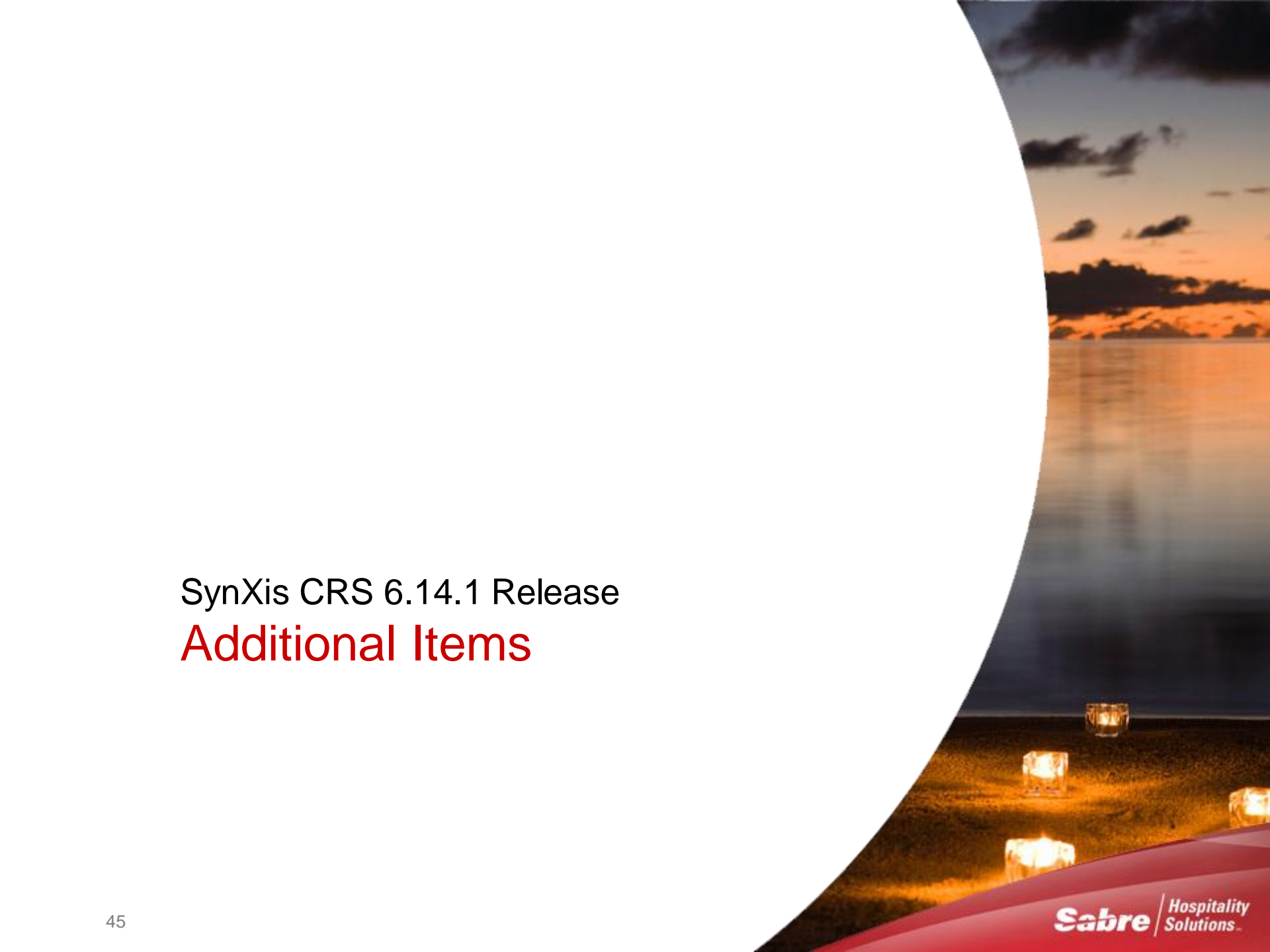
# Additional Fields to HOD History Report

Track > Reports > Property > HOD History

- Rooms descriptions in the GDS and IDS channels will be displayed in the HOD History Report.  
Fields include:
  - Room Name
  - Short Description
  - Long Description
- This additional field will assist with auditing purposes for hotels to review when a change has been requested to the Data Services teams.

# Promotion Name added to Arrival and Departure Report

- Promotion names are added to the Arrivals and Departures Report.
- The report will be located under :  
[Track > Reports > Reservations > Arrivals and Departures](#)



SynXis CRS 6.14.1 Release  
**Additional Items**

# Direct Connects

- Availability of Google Direct Connect channel to customers not using Guest Connect.
  - Today hotel customer who shop for availability on Google are redirected to a Guest Connect page to complete booking. For customers who do not have the Booking Engine assigned the following error will be shown to prospective customers: "The specified hotel, destination, brand or chain was not found." In order to avoid this error the "Booking Engine" Channel must be assigned to the hotel, which will enable the GC link.
  - Since the booking is actually coming through the Google channel and not the Booking Engine channel, Release 6.14.1 will remove this requirement.
  - No action needed from property side.

# Direct Connects

- Specific email templates can now be specified through Direct Connect API.
  - Customers using Direct Connect API to book reservations can now specify which email templates should be sent.
  - When an Email Template is denoted within the XML, the system uses that template with all email correspondence to the guests when they book a reservation.

# Property Integration

- Opera Reservation Synchronization will retain room upgrade information.
  - Today, under certain conditions room upgrades were being overwritten in the SynXis CRS by reservation synchronization message. With 6.14.1 Release, it will resolve this issue.

# Additional Help

Help documentation is available in the Help pages

▼ System    ▼ Favorites

Hotel ID   | Sales Demo Hotel (Change Hotel)

**HOME** ? Help

Home

Home  
Build Summary

**System Navigation**

- Hotel Search
- Site Map

**★ My Favorite Pages**

- Availability View
- Email Setup
- Group Configuration
- Express View
- Guest Connect Linking
- New Reservations
- Product Assignment Page
- Rate Configuration
- Rate Override
- Rate Seasons
- Stay Restrictions
- Calendar View

Questions?



# Thank you for your attendance!

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Thank you for your constructive feedback on the following brief online survey.