

MONSCIERGE®

Guest Requests Analytics

The Experience Engine's Content Management System (CMS) is now featuring a new Analytics section dedicated to Guest Requests.

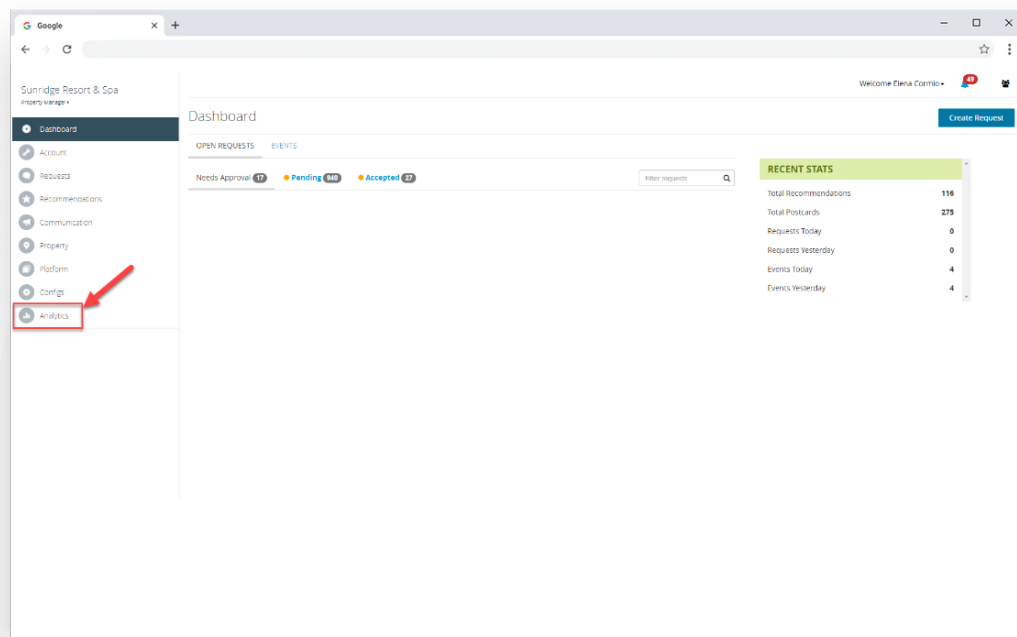
PREREQUISITES

- This feature is available to users with "Admin" permissions only.

HOW IT WORKS

Step 1) Log on to cms.monscierge.com with your username and password.

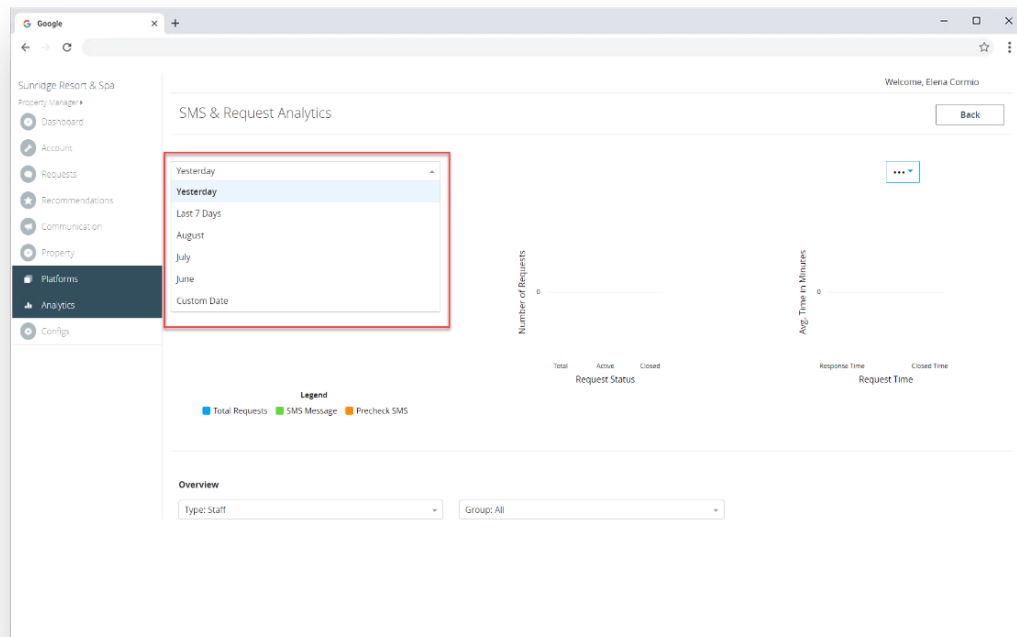
Step 2) On the leftside navigation menu, click on "Analytics".



Guest Requests Analytics

Step 3) The Analytics page opens, defaulting a date range of “Yesterday”. Use the dropdown list to choose the period you wish to see. There are several options available:

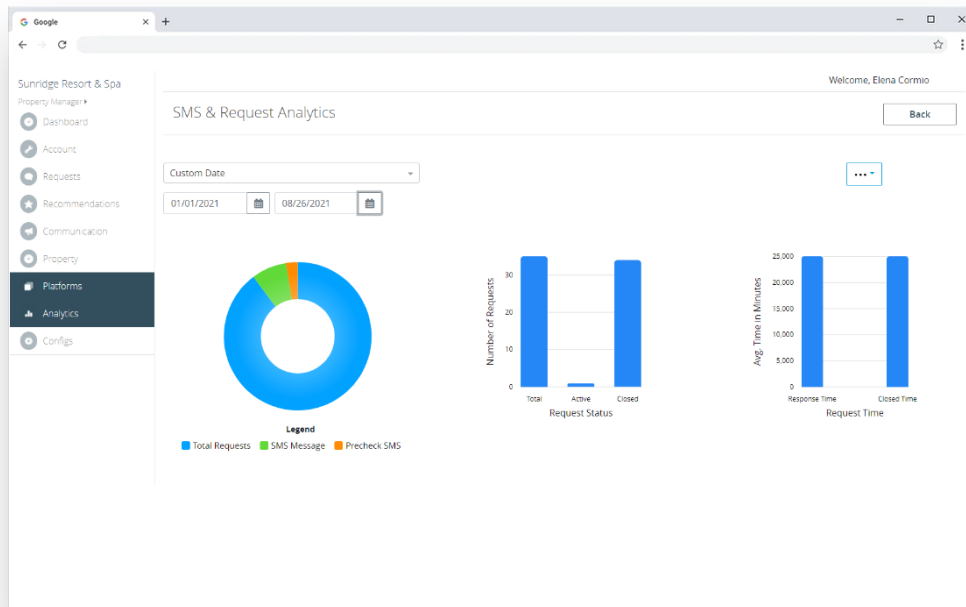
- Yesterday
- Last 7 Days
- Current month
- Previous 2 months
- Custom Date Range



Once you have selected the time period desired, the screen's results will automatically update, offering the following information:

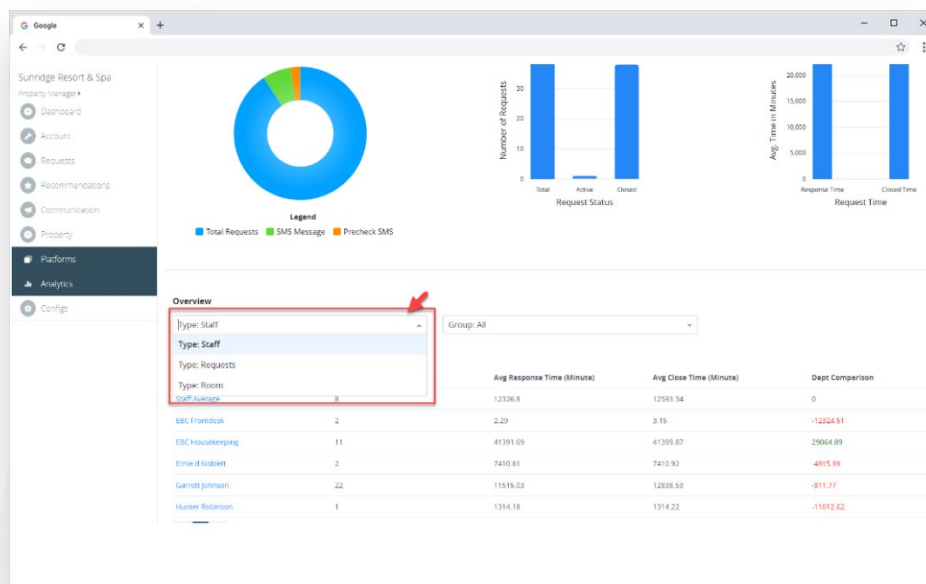
- Total number of requests, as well the detail of how many of those requests came from SMS messaging, and how many came from the PreCheck functionality.
- Breakdown of requests by status (Active vs. Closed)
- Breakdown of average response time and closed response time

Guest Requests Analytics



Below the graphs is the **Overview** section, where you can filter the results in more detail, and filter requests by several types of filter:

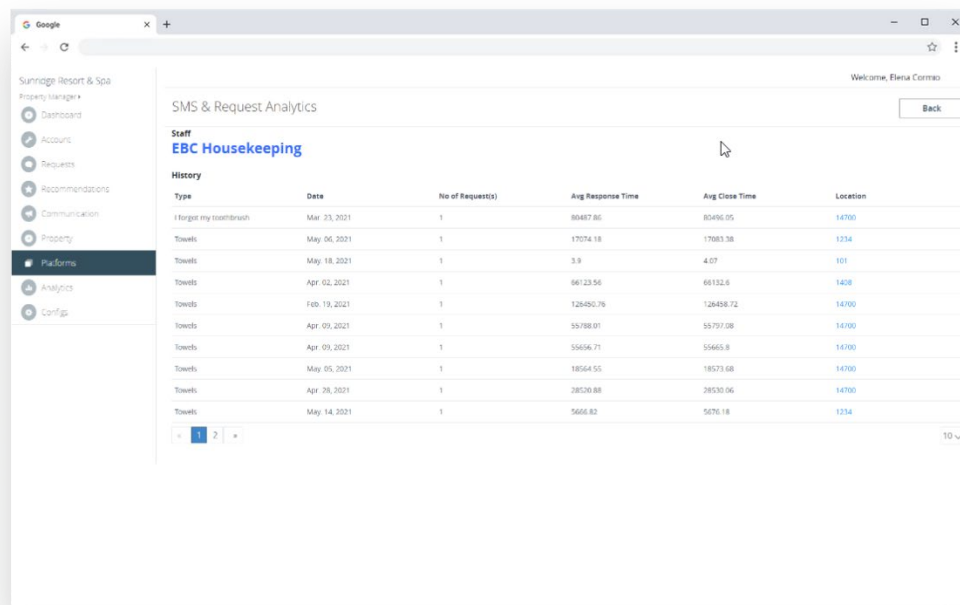
- Requests actioned by specific staff members
- Type of Request created during the selected date range
- Requests created by specific room numbers



Guest Requests Analytics

- Filter Type **Staff**

- This will display all staff users that have actioned requests, along with the Staff Average response and close time. The average times for each user is also compared to a system-wide average calculated for all Monscierge clients, providing an “industry” average that can be used as a benchmark.
- You can also click on each Staff user’s name to see the full list of requests that they have actioned.



The screenshot shows a web application interface for 'SMS & Request Analytics'. On the left is a sidebar with navigation links: Sunridge Resort & Spa, Property Manager, Dashboard, Accounts, Requests, Recommendations, Communication, Property, Platforms (highlighted), Analytics, and Config. The main content area is titled 'SMS & Request Analytics' and includes a 'Back' button. Below the title, it shows 'Staff EBC Housekeeping'. A 'History' section contains a table with the following data:

Type	Date	No of Request(s)	Avg Response Time	Avg Close Time	Location
I forgot my toothbrush	Mar 23, 2021	1	80487.86	80486.05	14700
Towels	May 06, 2021	1	17074.18	17083.38	1234
Towels	May 18, 2021	1	3.9	4.07	101
Towels	Apr 02, 2021	1	66123.56	66132.6	1408
Towels	Feb 19, 2021	1	126490.76	126498.72	14700
Towels	Apr 09, 2021	1	55798.01	55797.08	14700
Towels	Apr 09, 2021	1	55656.71	55665.8	14700
Towels	May 05, 2021	1	18554.55	18573.68	14700
Towels	Apr 28, 2021	1	28520.88	28530.06	14700
Towels	May 14, 2021	1	5666.82	5676.18	1234

At the bottom of the table, there is a pagination control showing '1' of 10 items.

- Filter Type **Requests**

- This will display all request types that were actioned, along with the average response and close times.
- Similarly to the Staff filter type, you can click into each request type to see the detail of each individual request for that type.

Guest Requests Analytics

The screenshot shows a web application interface for Sunridge Resort & Spa. The left sidebar contains a navigation menu with options: Dashboard, Accounts, Requests, Recommendations, Communication, Property, Platform (selected), Analytics, and Config. The main content area is titled 'SMS & Request Analytics' and includes a 'Request Type' filter set to 'Towels'. Below this is a 'History' table with columns: Location, Date, No of Request(s), Avg Response Time, Avg Close Time, and Assigned. The table lists several requests for towels from various locations, with the most recent being from location 14700 on May 05, 2021. A 'Back' button is located in the top right corner of the main content area.

Location	Date	No of Request(s)	Avg Response Time	Avg Close Time	Assigned
1234	May 06, 2021	1	17074.18	17083.38	ESC Housekeeping
101	May 16, 2021	1	3.9	4.07	ESC Housekeeping
14700	Jun 11, 2021	1	7401.11	7451.29	Garrett Johnson
14700	Jun 18, 2021	1	9741.13	9741.22	Garrett Johnson
14700	Jun 28, 2021	1	2.43	1376.51	Garrett Johnson
---	Aug 02, 2021	1	1384.18	1314.22	Harbor Robinson
1408	Apr 03, 2021	1	66133.56	66133.6	ESC Housekeeping
14700	Feb 19, 2021	1	126458.76	126458.72	ESC Housekeeping
14700	Apr 09, 2021	2	55722.26	55731.44	ESC Housekeeping
14700	May 05, 2021	1	18564.55	18573.68	ESC Housekeeping

- Filter Type **Room**

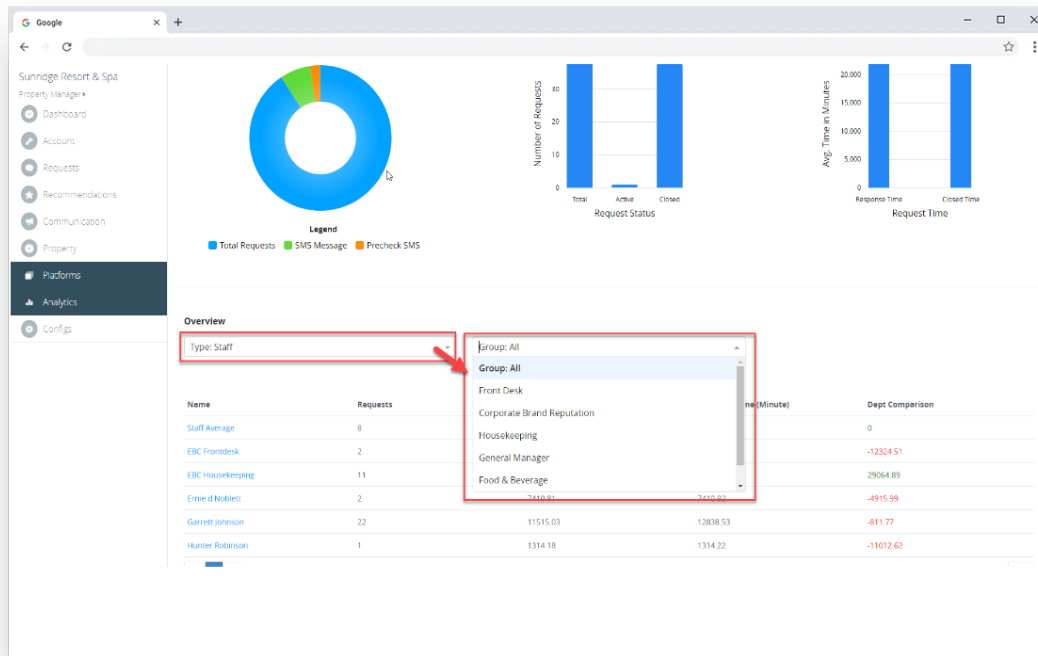
- This will display all rooms for which requests were received, along with the total number of requests received for each room, and the date of the last request received.
- Similarly to the Staff and Requests filter type, you can click into each room to see the detail of each individual request received for that room.

The screenshot shows the same web application interface, but with the 'Request Type' filter set to 'Room' and the 'Location' filter set to '14700'. The 'History' table now displays individual requests for room 14700, including types like 'Late Check Out', 'I forgot my toothbrush', 'Towels', 'I forgot my toothbrush', 'Pasta Dinner', 'Cocktail', and 'Pasta Dinner'. The table columns are the same as in the previous screenshot. A 'Back' button is also present in the top right corner.

Type	Date	No of Request(s)	Avg Response Time	Avg Close Time	Assigned
Late Check Out	Feb 18, 2021	1	8617.1	21883.49	Garrett Johnson
I forgot my toothbrush	Mar 23, 2021	1	80487.88	80496.09	ESC Housekeeping
Towels	Jun 11, 2021	1	7401.11	7451.29	Garrett Johnson
Towels	Jun 18, 2021	1	9741.13	9741.22	Garrett Johnson
Towels	Jun 28, 2021	1	2.48	1366.51	Garrett Johnson
I forgot my toothbrush	Jun 29, 2021	1	1.49	1259.15	Garrett Johnson
Pasta Dinner	Jul 14, 2021	1	4.21	5.53	Garrett Johnson
Cocktail	Jul 14, 2021	1	3.07	4.27	Garrett Johnson
Pasta Dinner	Jul 13, 2021	2	1213.35	1214.36	Garrett Johnson
Cocktail	Jul 13, 2021	1	1182.44	1183.7	Garrett Johnson

Guest Requests Analytics

You can also further refine each type of filter by **grouping** the data. For example, you can group the Staff filter type by Department (such as Housekeeping, Front Desk, etc.)



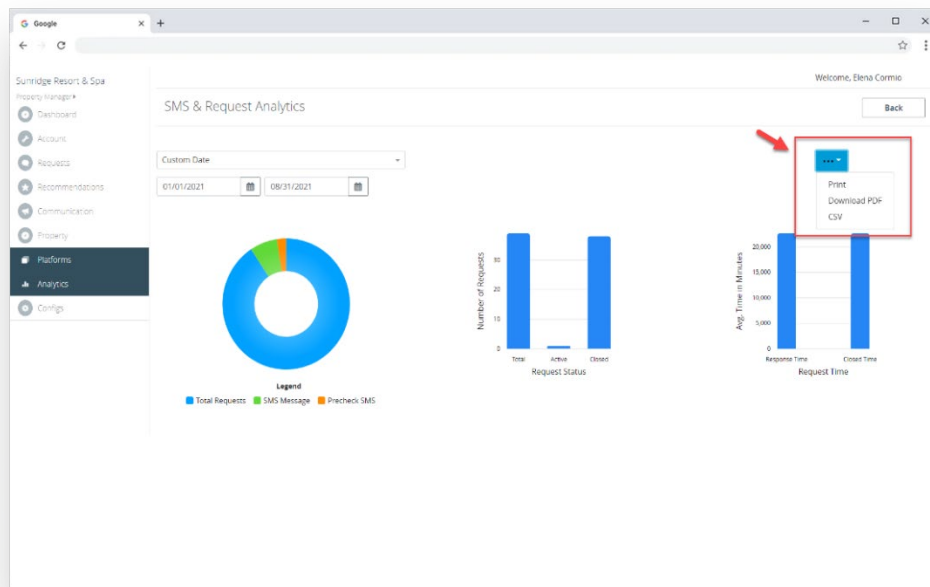
Reporting

As a complement to the on-screen analytics, you can also export the data visualized on the screen in several ways:

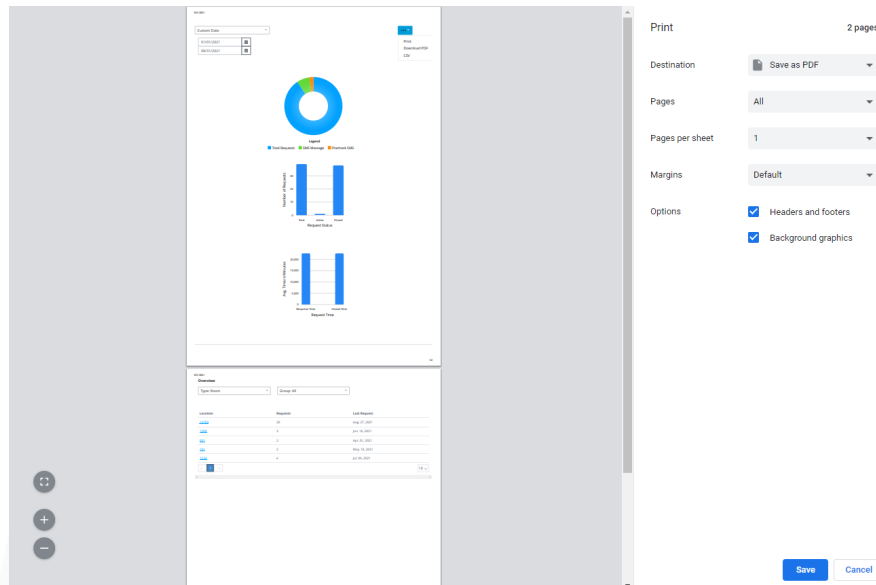
- Print the screen
- Download a PDF version of the screen
- Download the data in the Overview section in .csv format

Click on the “three dot” menu on the top right section of the screen to choose the desired export format.

Guest Requests Analytics

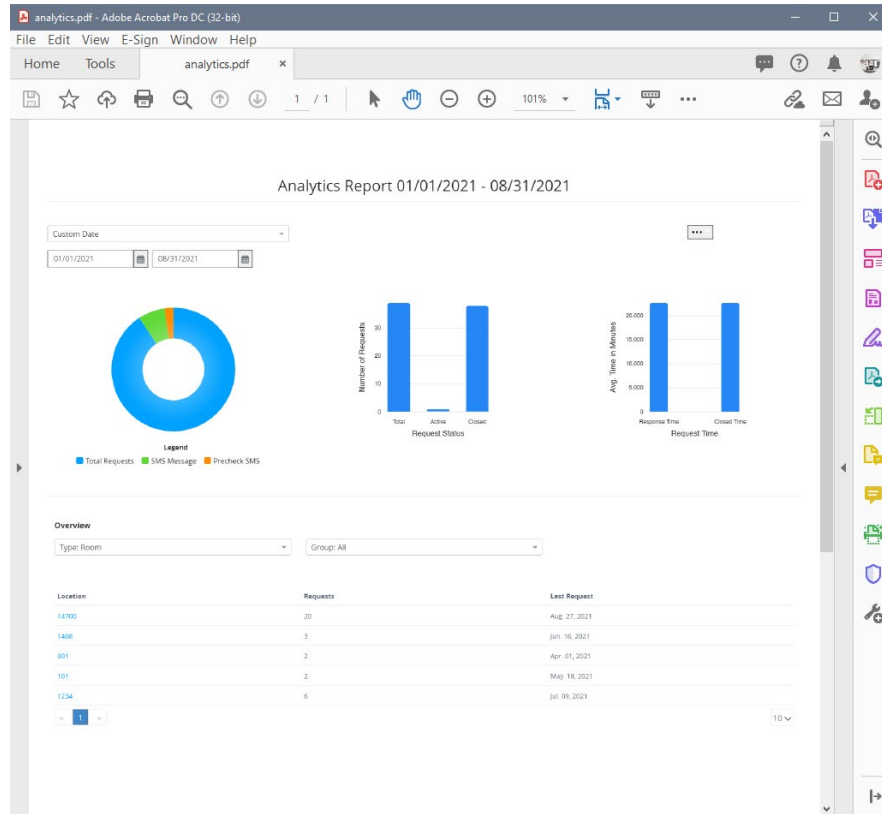


Sample "Print"



Guest Requests Analytics

Sample "Download PDF"



Sample "Download CSV"

Name	Request	LastRequestDate
14700	20	2021-08-27T17:42:43.92
1408	3	2021-06-16T22:02:25.7466667
1	2	2021-04-01T21:14:48.24
101	2	2021-05-18T13:06:52.42
1234	6	2021-07-09T18:41:20.4566667

Guest Requests Analytics

For additional questions or support please reach us at:

Chat [Monscierge.com/support](https://monscierge.com/support)

Email support@monscierge.com

Phone 1-888-426-5730, opt. 2