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Guest Requests Analytics

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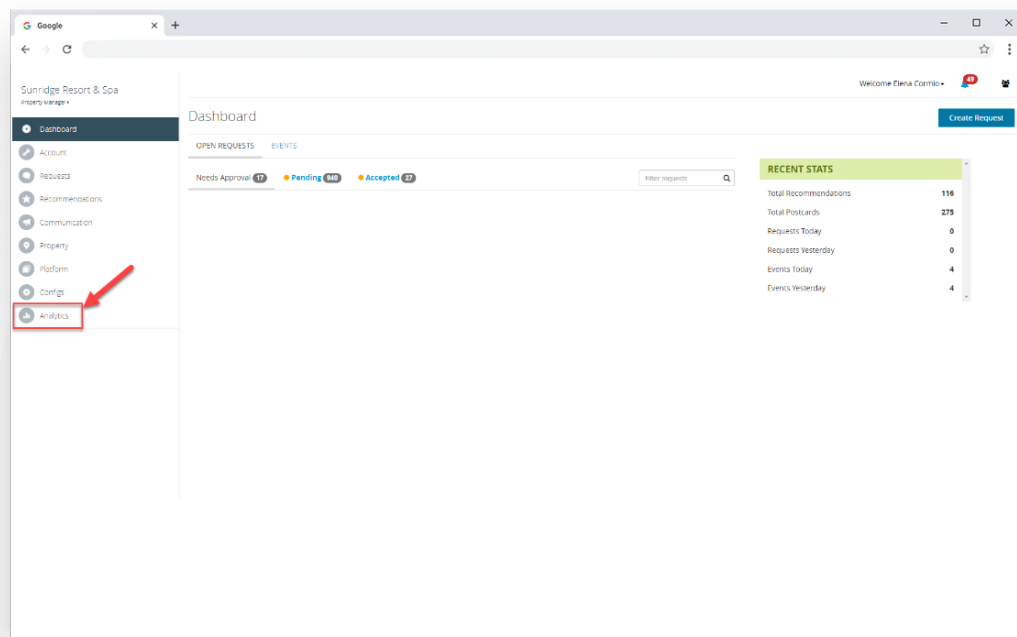
PREREQUISITES

- 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".

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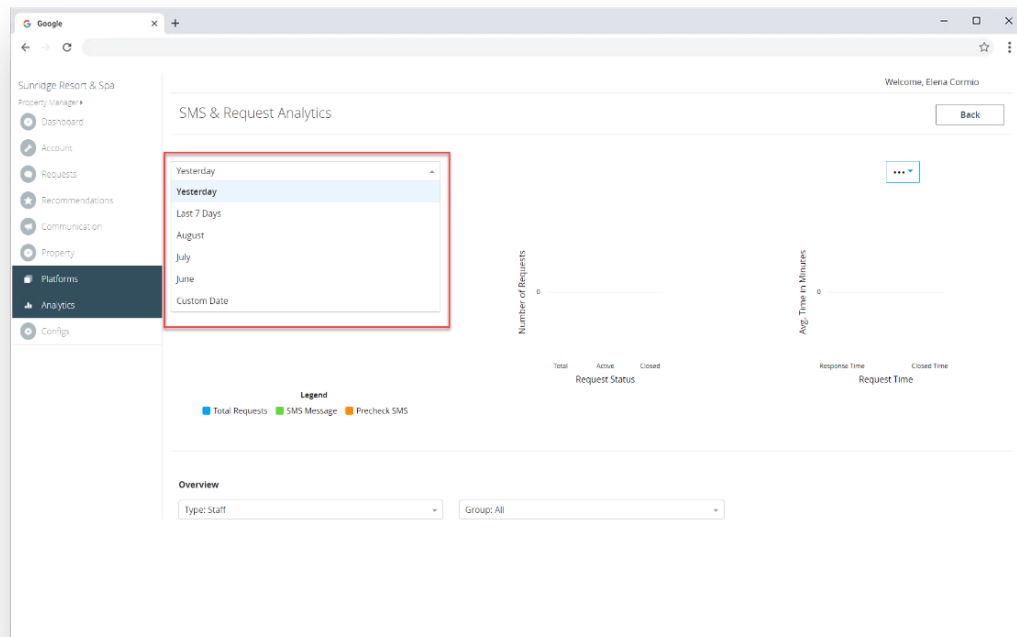
Once you have selected the time period desired, the screen's results will automatically update, offering the following information:

- 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
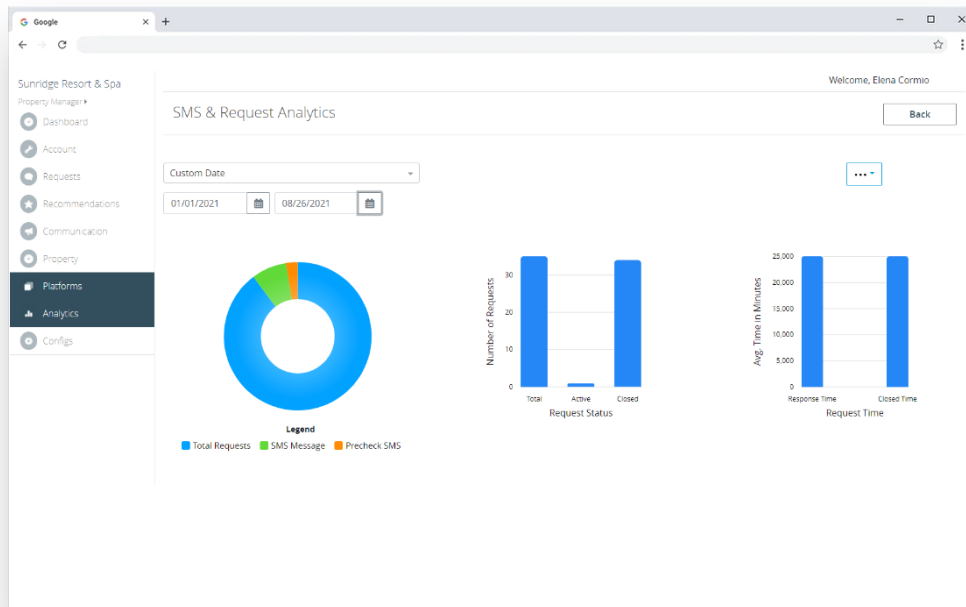
Below the graphs is the **Overview** section, where you can filter the results in more detail, and filter requests by several types of filter:
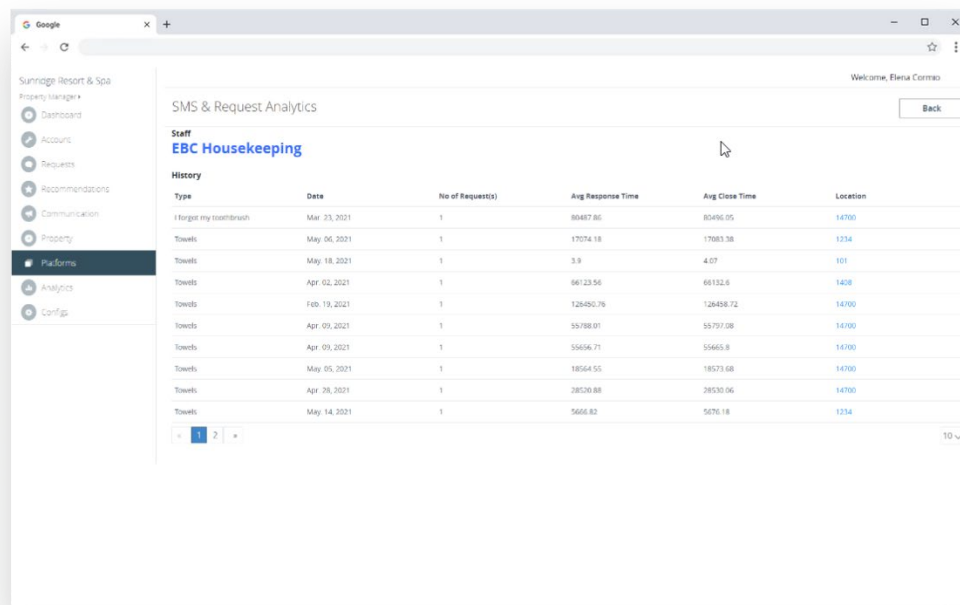
- Requests actioned by specific staff members
- Type of Request created during the selected date range
- Requests created by specific room numbers

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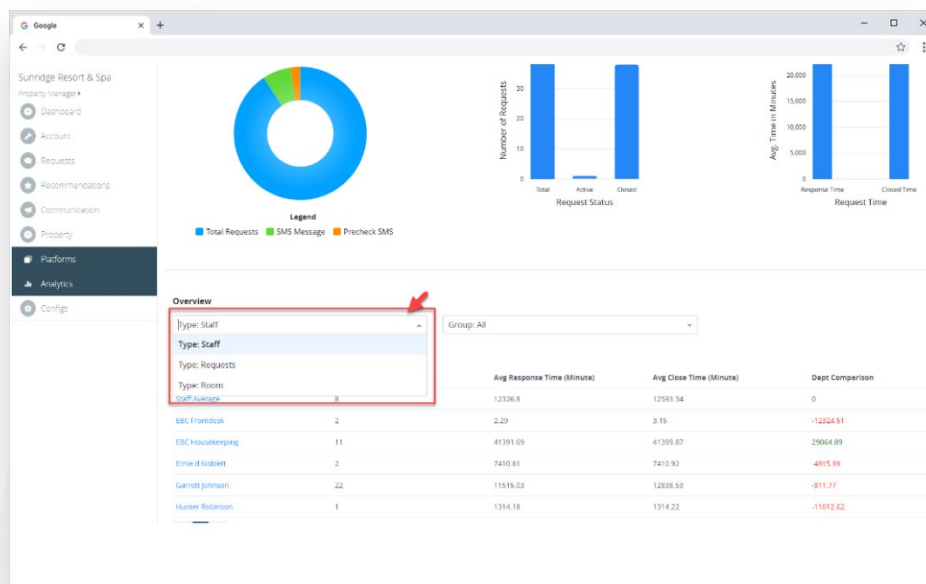
- Filter Type **Staff**
  - This will display all staff users that have actioned requests, along with the Staff Average response and close time. The average times for each user is also compared to a system-wide average calculated for all Monscierge clients, providing an "industry" average that can be 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.

- 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.

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- Filter Type **Room**
  - o 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.
  - o 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.

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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.)
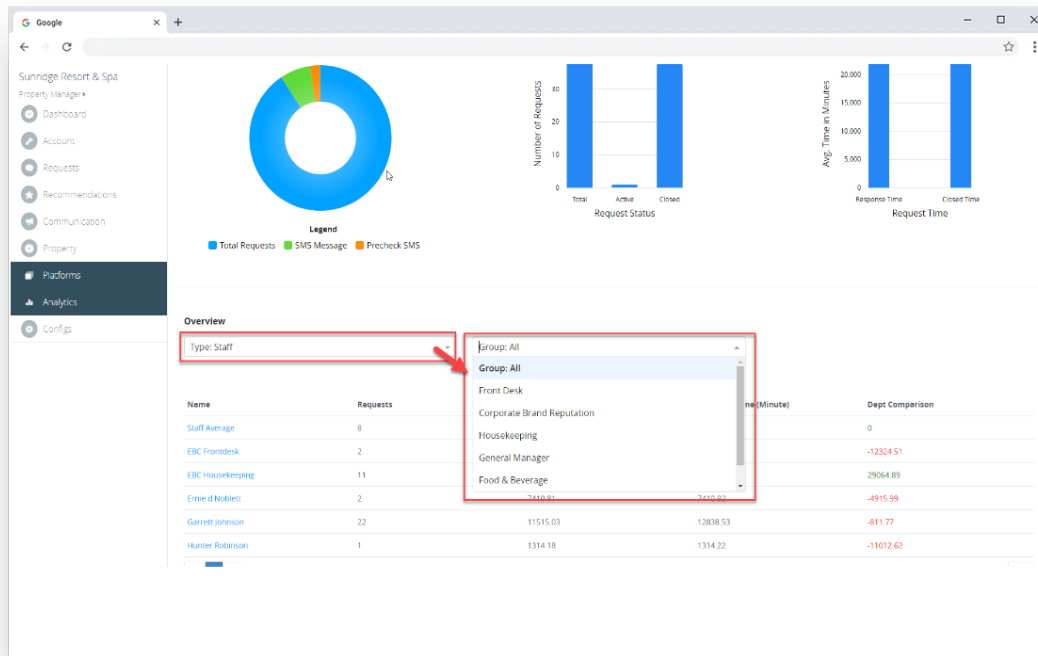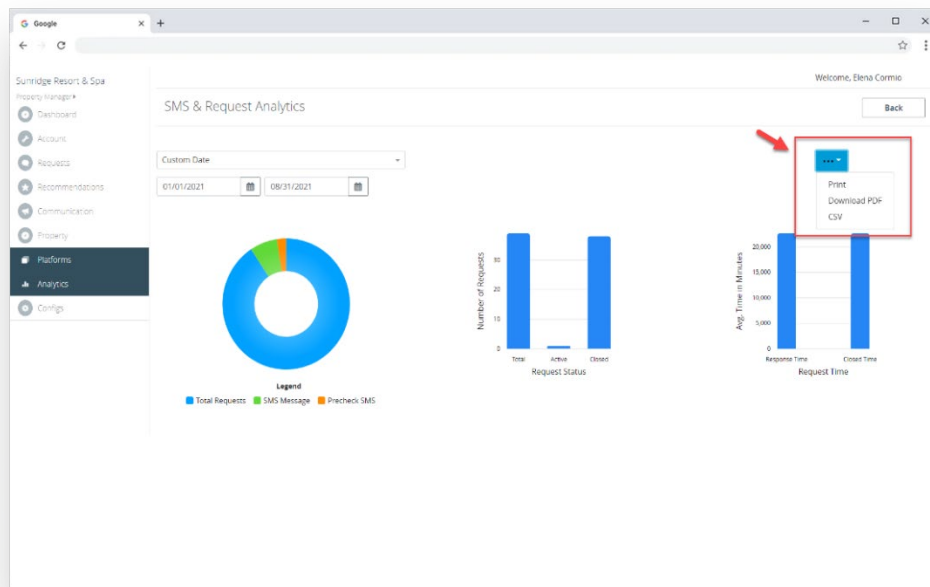

Reporting

As a complement to the on-screen analytics, you can also export the data visualized on the screen in several ways:
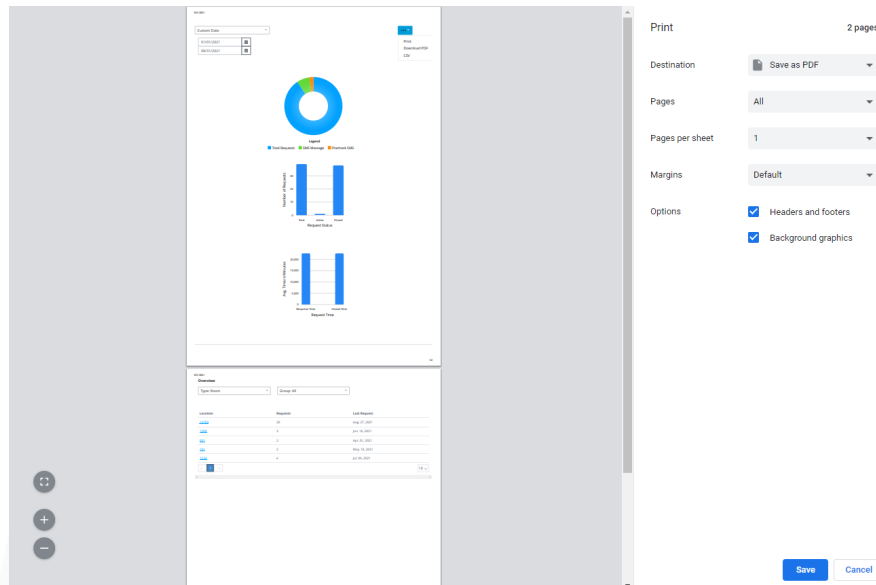
- Print the screen
- Download a PDF version of the screen
- Download the data in the Overview section in .csv format

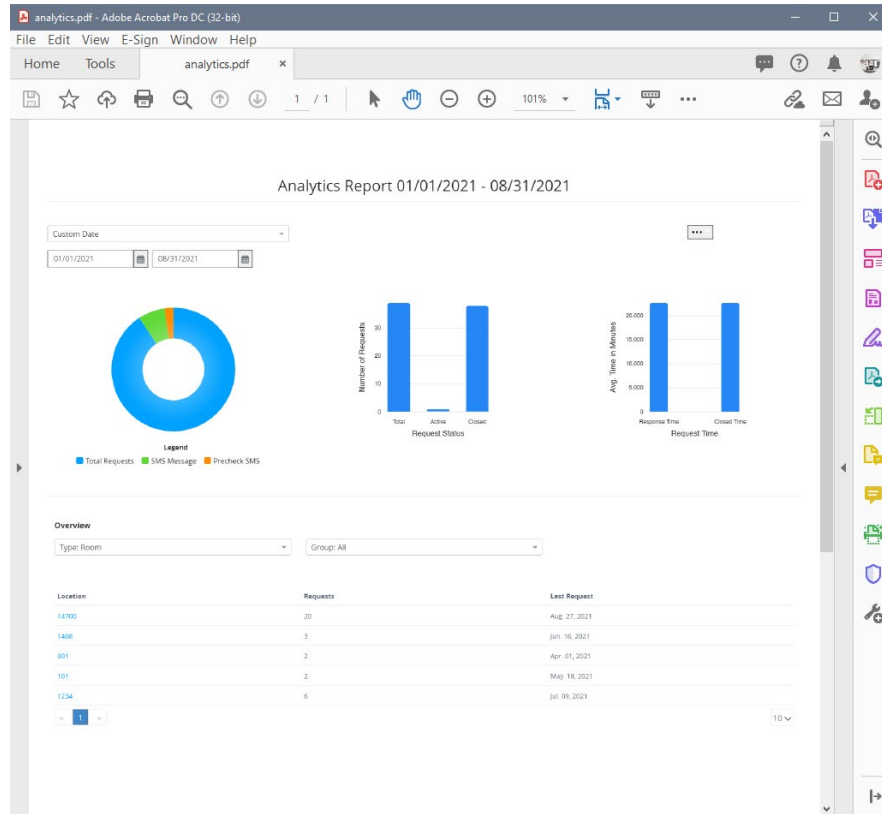Click on the "three dot" menu on the top right section of the screen to choose the desired export format.

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Sample "Print"

Sample "Download PDF"

Sample "Download CSV"

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For additional questions or support please reach us at:

Chat	Monscierge.com/support
Email	support@monscierge.com
Phone	1-888-426-5730, opt. 2

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