

Customers category

In the CUSTOMERS category you have three solutions available:

1. Offer additional services or send instructions to the guest
NEW - MAY 2021
2. Get more reviews
3. Thank / reward guests who have left a review

In the CUSTOMERS category you have three solutions available:

1. Offer additional services or send instructions to the guest

After the reservation has been made you can offer additional services or send instructions of arrival to the tourist. Set up this solution in Harmony and improve the customer experience while also increasing your sales.


-Choose a name for the solution which will be easy to identify internally and select the booking status you want the system to identify. Select "I want to choose the moment of execution" to personalise when the task must be executed. Choose the number of days before/after the Booking date or Arrival date and select the hour to be sent.

In this section

Related content

Content by label

There is no content with the specified labels

 New solution:
Offer additional services or send instructions to the guest
Show description

1 Choose a category

2 Choose a solution

3 Configure your solution

Name the solution (to whom, when etc.)

WHEN
A booking arrives with the state -- Select --
☐ I want to choose the moment of execution
More

ACTION
Send mail to client/guest

From
diego@livingsantiago.cl

To
-- Select --

Template
Booking confirmation

More options for the sender

+ Add notification

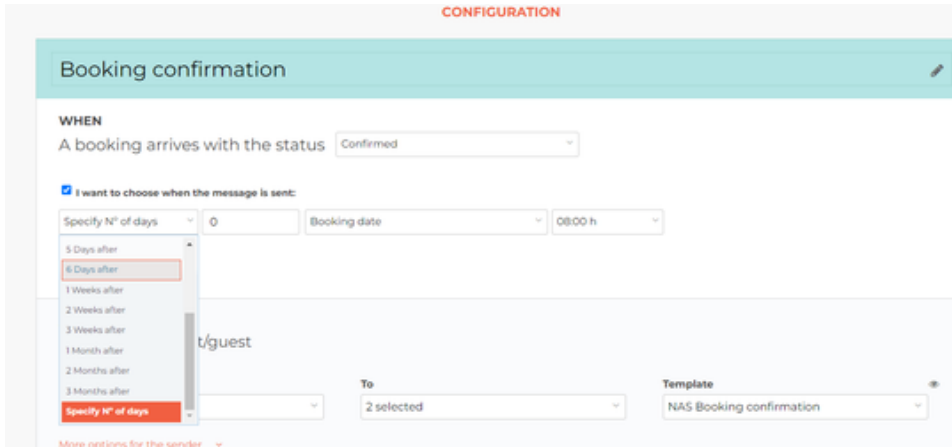
Solution valid for bookings with Booking date above or equal to day 18/09/2018 Change configuration

SAVE SOLUTION

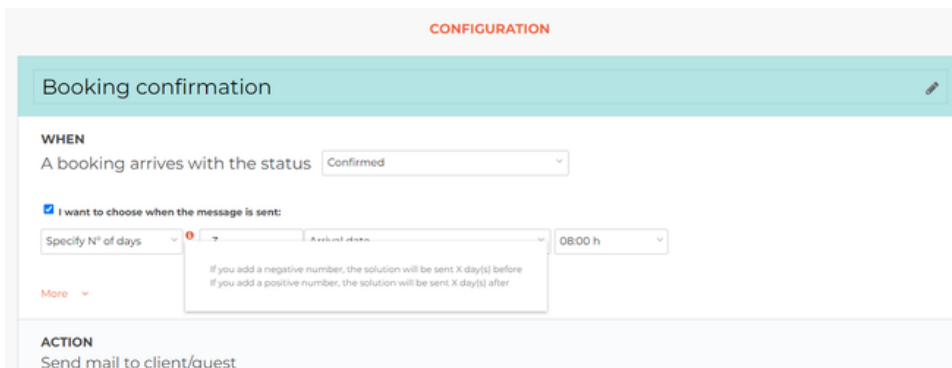
- The time for email delivery is your agency's local time.
- If a booking is registered with an entry date less than the "execution time" scheduled in the Harmony solution, the system will schedule the task at the time of the creation of this booking and the sending will be done at the next sending check performed by the system.
Ex: Solution scheduled with execution time 1 month before entry, but the booking is registered 2 weeks before entry -> the system will schedule and dispatch the task at the next dispatch check of the day.

NEW - MAY 2021

By making two small adjustments to the current interface, an option has been added with which you can add a customised number of days before.



Previously, you could only add customised number of days after and this meant that for example, you could not use Harmony solutions to be sent X customised days before the entry date. Now, the after has been removed and so you can use the same option for both after and before. And the time of sending the solution will depend on whether you add the number in positive or negative. Now, in case you choose this option, you will see that you have two options that we explain:



If you add a negative number, the solution will be sent X day(s) before

If you add a positive number, the solution will be sent X day(s) after

This change is only applicable on the Arrival and Departure date, not on the Booking date, which would be pointless.

-You can use internal tags to filter reservations, owners, properties or portals. For example: if you tag an owner as "VIP" and insert this tag in the Harmony solution, the system will only perform the actions for bookings associated to VIP Owners. (NOTE: the tagging works as an inclusion functionality, not as an exclusion of tasks)

-Next, you will have to select who you want to send the email to (guest, client, owner, agent) and the associated template to be sent. You can copy or black copy any email you want.

-Additionally, you can add a secondary notification, with a different template to another party involved (e.g to Owner). Click on “Add notification” and follow the exact same steps.

At the bottom you have the possibility to select if you wish this task to be performed only to bookings received after the moment of creation, or also to bookings already created in the system. Click on “Change configuration” to personalise the starting moment. Save the solution.

2. Get more reviews

After the check-out has been done, our system automatically sends an email requesting a review (provided you have the reviews module configured). However, using this solution in Harmony you can configure a reminder for tourists that have not left any review and increase the trust base of your properties. You can even include a small incentive like a promo code or a discount for future bookings.

The screenshot shows the 'New solution: Get more reviews' configuration screen. At the top, there's a progress bar with three steps: 1. Choose a category, 2. Choose a solution, and 3. Configure your solution. The current step is 3. Below the progress bar, there's a text input field for 'Name the solution (to whom, when etc.)'. Under the 'WHEN' section, there's a text input for 'The guest has not left a review, send a reminder' followed by a dropdown menu set to 'Same day' and a time input set to '00:00 h'. There's a 'More' link with a dropdown arrow. Under the 'ACTION' section, there's a text input for 'Send mail to client/guest'. Below this, there are three dropdown menus: 'From' (set to 'diego@livingsantiago.cl'), 'To' (set to '-- Select --'), and 'Template' (set to 'Booking confirmation'). There's a 'More options for the sender' link with a dropdown arrow. At the bottom, there's a '+ Add notification' button. At the very bottom, there's a footer area with a note 'Solution valid for bookings with Booking date above or equal to day 15/09/2018' and a 'Change configuration' link, and a 'SAVE SOLUTION' button.

-Choose a name for the solution which will be easy to identify internally and configure the date and time you want the reminder to be sent out.

-You can use internal tags to filter reservations, owners, properties or portals. For example: if you tag an owner as “VIP” and insert this tag in the Harmony solution, the system will only perform the actions for bookings associated to VIP Owners. (NOTE: the tagging works as an inclusion functionality, not as an exclusion of tasks).

-Next, you will have to select who you want to send the email to (guest, client, owner, agent) and the associated template to be sent. You can copy or black copy any email you want.

-Additionally, you can add a secondary notification, with a different template to another party involved (e.g to Owner). Click on “Add notification” and follow the exact same steps.

At the bottom you have the possibility to select if you wish this task to be performed only to bookings received after the moment of creation, or also to bookings already created in the system. Click on “Change configuration” to personalise the starting moment. Save the solution.

3. Thank / reward guests who have left a review

After a review has been received in the system, you can configure and automatic Thank You email for the tourist and even include a small incentive like a promo code or a discount for future bookings. This will help you improve the customer experience and loyalty towards your agency.

The screenshot shows a web interface for configuring a new solution. At the top, it says 'New solution: Thank / reward guests who have left a review' with a 'Show description' link. Below this is a progress bar with three steps: 1. Choose a category, 2. Choose a solution, and 3. Configure your solution. The current step is 'Configure your solution'. The main form has a header 'Name the solution (to whom, when etc.)' with an edit icon. Under the 'WHEN' section, there is a dropdown for 'Same day', a text 'at', a dropdown for '00:00 h', and a text 'of the receiving of a review'. There is a 'More' link with a dropdown arrow. Under the 'ACTION' section, it says 'Send mail to client/guest'. There are three fields: 'From' with the value 'diego@livingsantiago.cl', 'To' with a dropdown showing '-- Select --', and 'Template' with the value 'Booking confirmation'. There is a 'More options for the sender' link with a dropdown arrow. At the bottom of the form is a '+ Add notification' button. Below the form, there is a footer area with the text 'Solution valid for bookings with Booking date above or equal to day 15/09/2018' and a 'Change configuration' link. On the right side of the footer is a red 'SAVE SOLUTION' button.

-Choose a name for the solution which will be easy to identify internally and configure the date and time you want the email to be sent out.

-You can use internal tags to filter reservations, owners, properties or portals. For example: if you tag an owner as "VIP" and insert this tag in the Harmony solution, the system will only perform the actions for bookings associated to VIP Owners. (NOTE: the tagging works as an inclusion functionality, not as an exclusion of tasks).

-Next, you will have to select who you want to send the email to (guest, client, owner, agent) and the associated template to be sent. You can copy or black copy any email you want.

-Additionally, you can add a secondary notification, with a different template to another party involved (e.g to Owner). Click on "Add notification" and follow the exact same steps.

At the bottom you have the possibility to select if you wish this task to be performed only to bookings received after the moment of creation, or also to bookings already created in the system. Click on "Change configuration" to personalise the starting moment. Save the solution.