

How to use tags correctly with Harmony

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Description

In Harmony you can use the tags from bookings, accommodations, owners and portals.

Correct use of tags in Harmony

If you tag an owner as "VIP" and insert this tag into the Harmony solution, the system will only send notifications to bookings that are associated with owners' "VIP" tags:

The screenshot shows the 'CONFIGURATION' section titled 'Inform the Owner of Confirmed Booking'. Under the 'WHEN' section, it specifies 'A booking arrives with the status' set to 'Confirmed'. Below this, a checkbox 'I want to choose when the message is sent:' is checked, with options for '2 Days after', 'Booking date', and '18:00 h'. A red box highlights the 'For owners with the following tags' section, which contains a dropdown menu with 'VIP' selected. A red arrow points to the 'VIP' tag. Other sections for 'For bookings with the following tags', 'For properties with the following tags', and 'For portals / agents with the following tags' are also visible but not highlighted.

The tag functionality in Harmony works in an inclusive, not exclusive, way.

This means that the message task will only be created when **all** tags in the solution are adhered to.

So for example, if we create a solution with the tag "VIP" under owners, "Ocean" under accommodations and "Manual" under bookings, the system will only generate a message where we have already previously created the tags under those tabs in the VRMS **AND** the tags must all apply to that particular booking for the message to be generated.

Because of this, we recommend not adding too many tags to Harmony solutions to avoid confusion.

To learn more about the Harmony module, [click here](#).

Content of this section

Related Content

Content by label

There is no content with the specified labels