

Waitlists

Team Lead & Management
Commercial



Session Overview

- What are Waitlists
- What do I need to do to set them up
- How do I use them
- How will this feature benefit me

What are Waitlists?

Development introduced in Kx2017.0

Current Problem

Currently within KxConferencing, when adding a meeting room to an event, if the meeting room is currently booked you are prompted that there is a clash. The user currently has two options; to either ignore the clash or cancel the room booking.

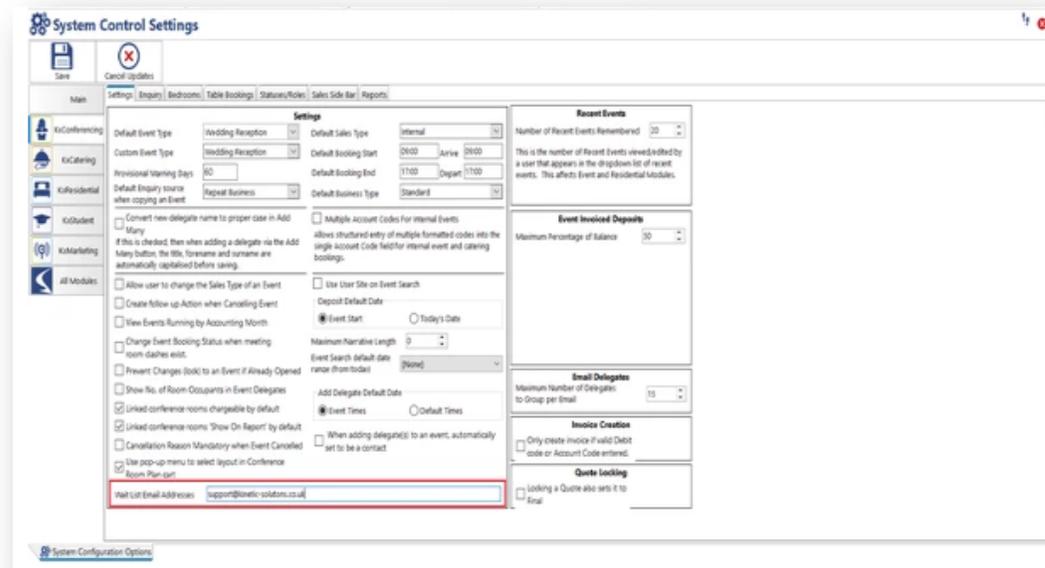
New Functionality

Functionality was introduced into KxConferencing that would allow a user to place an event on a waitlist if the space they are interested in is currently booked. If the room becomes free due to a cancellation, an email will be sent to a configurable email address to notify the user that the space has become available, allowing them to offer the room to any interested events

What do I need to do to set them up?

- Contact the KxSupport Team to request the Kx Waitlist Service to be installed on the Server
- In KxConfiguration > Admin > Control Settings > KxConferencing

The 'Wait List Email Address' will need to be populated with the email address that you would like to be notified should a room become available.



The screenshot displays the 'System Control Settings' window for 'KxConferencing'. The 'Settings' tab is active, showing various configuration options. The 'Wait List Email Address' field at the bottom is highlighted with a red border and contains the text 'support@kxsoft.com.au'. Other visible settings include 'Default Event Type' (Wedding Reception), 'Default Sales Type' (Internal), and 'Default Booking Start' (2000). The interface also features a sidebar with navigation icons for different modules and a top navigation bar with options like 'Settings', 'Inquiry', 'Bedrooms', etc.

How do I use them?

KxConferencing > Edit Event > Meeting Rooms > Add One

When adding a meeting room to an event you are now informed instantly that there is a booking clash (previously you would need to click 'Save' before being informed of the clash).

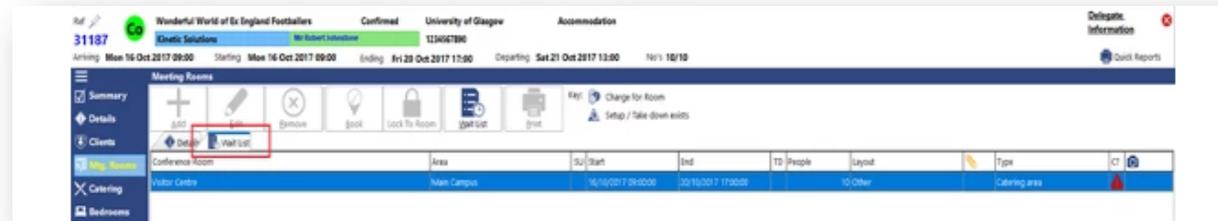
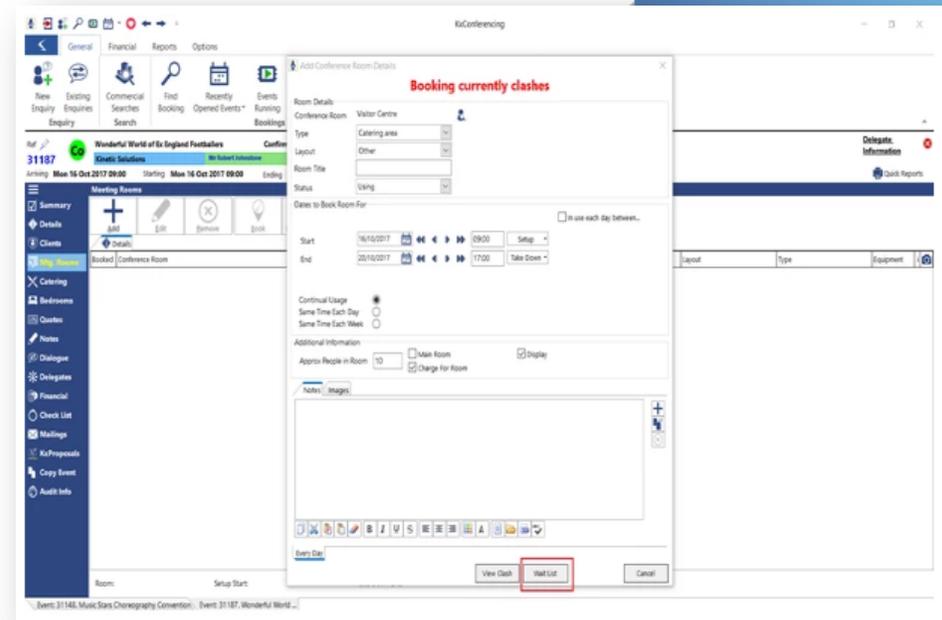
You then have 3 options:

Cancel - cancels the booking process and returns you to the 'Meeting Rooms' screen

View Clash - displays the details of the event that is clashing with the room booking - this allows you to continue and book the room.

Wait List - adds the event to a waitlist for the specific room

Once a room has been added to a wait list, an additional tab will display on the 'Meeting Rooms' screen. This additional tab will display all rooms that the event currently has on a wait list.

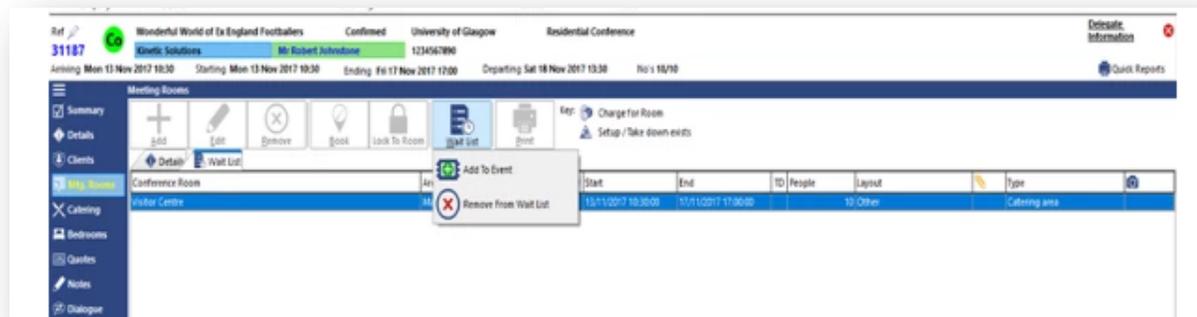
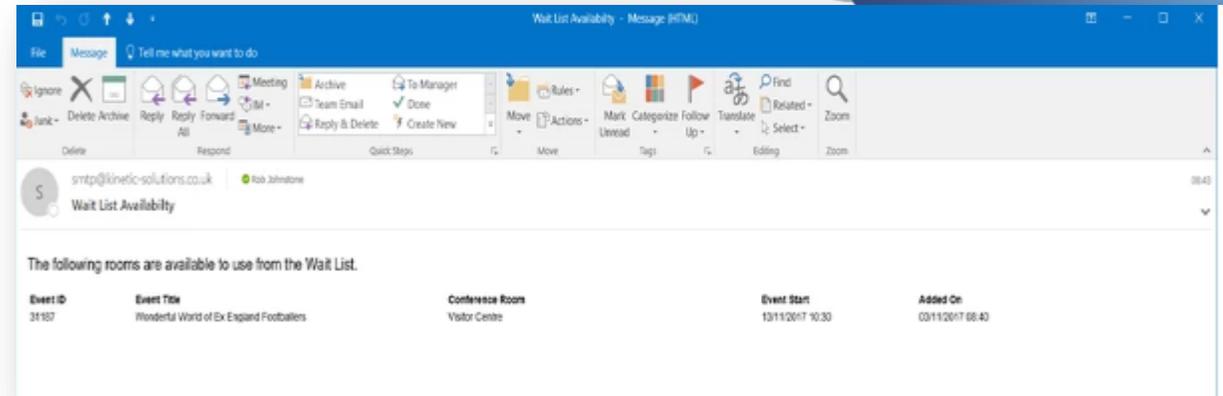


How do I use them?

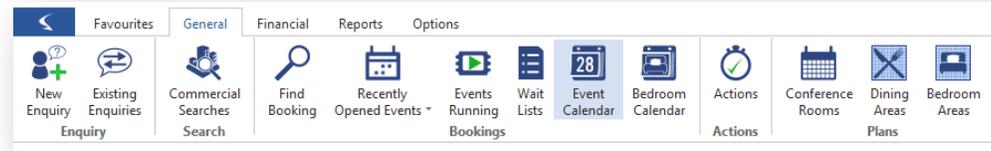
If the meeting room is then cancelled from the event it is booked against, if there are waitlist for that room in place, then an email will be generated and sent to the configured email address informing the user of all events that are currently on the wait list for the room in question.

From the new 'Waitlist' tab within the 'Meeting Rooms' tab of an event, the user has two options under the 'Wait List' button:

- **Add to the Event**
Allows the user to go through the booking process for the room
- **Remove From Wait List**
Removes the event from the waitlist for the particular room



Wait List Screen



KxConferencing > General > Wait Lists

This screen will give users a list of all events that are on a wait list for a particular room relating to a set of search criteria.

Search Criteria

Site - Allows the user to display only rooms of a certain site.

Area - Allows the user to display only rooms of a certain area.

Room - Allows a user to display events on a wait list for particular rooms

From / To - Allows a user to filter particular dates and times for rooms

Value - Filters the results grid on the value of the event

The following action buttons are available on this screen:

Open Event - This will open the event that is highlighted in the grid.

Remove - This will remove the event from the wait list.

Print - Prints the contents of the grid into a PDF report.

Refresh - Refreshes the grid with any changes to the search criteria

The screenshot shows the 'Wait List' interface. On the left, there are search criteria: Site (All), Area (All), Room (All), From (23/09/2019 00:00), To (10/11/2020 23:59), and Value (empty). On the right, there is a table with the following data:

Start	End	Area	Room	Event ID	Quote/Contact	Company	Days	CT
09/03/2019 09:00	16/03/2019 17:00	Area - Kx Campus	Sports Pavilion	20185	£120.00 Lisa Miles	Thames Valley Police	21	CT

*seeing the Wait List Screen is an option that can be turned on or off per User within KxConfiguration

How will this feature benefit me?

- By allowing you to fill rooms from cancelled bookings quicker and with less effort as the full details are there and the interest in that room has already been logged.
- This feature is really useful for rooms that receive a high volume of enquires and bookings
- Make the resale of rooms and management of conference space more efficient and effective

Questions / Comments