

Why BELLBUTLER®?

BellButler® is a conceptual breakthrough in the management and monitoring of guest service. It enables service providers to improve the quality of guest service, and to operate the hotel in a more efficient way.

[What is BELLBUTLER®?](#)



BELLBUTLER® downloads and tutorials:



Windows

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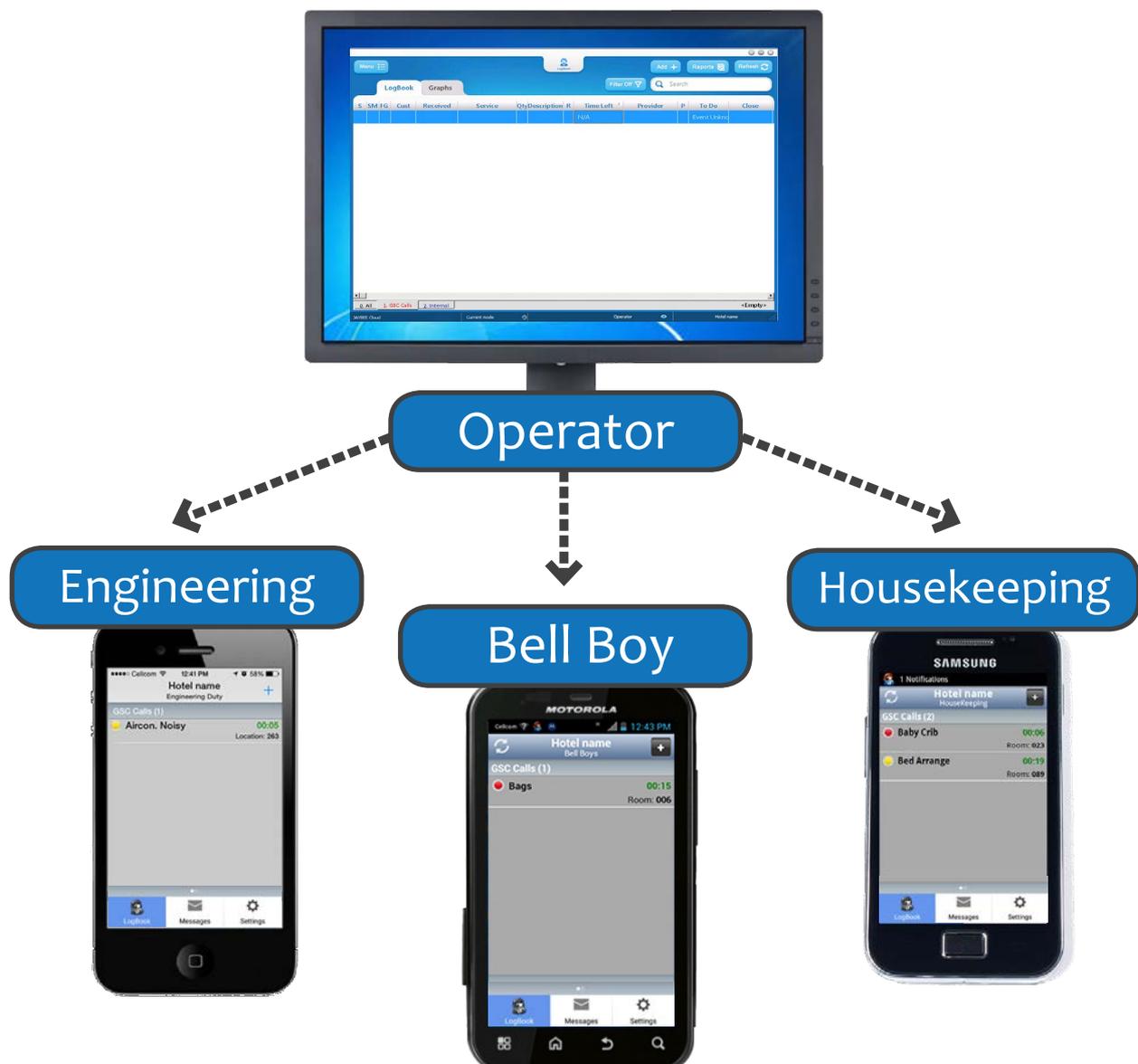
iOS

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[tutorial](#) | 

Using BELLBUTLER®:

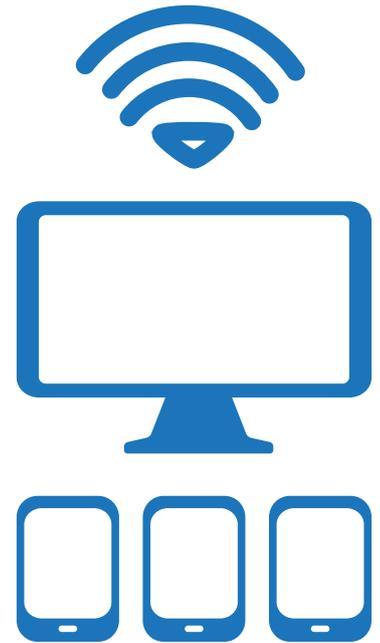
In order to run the **BellButler®** system in your hotel you will have to first install it on multiple devices. In the GSC and other management offices **BellButler®-Mezzo** should be installed on desktop computers. All runners, including housekeepers, engineers, bell boys and room service attendants, should all have **BellButler®** installed on their mobile devices, which they will have handy, at all times. The operator, who is located at the GSC, will have access to all types of events in the **BellButler®** system. The runners, will log in according to their job, and thus only have access to calls applicable to them.



Test BELLBUTLER®:

To give you a clearer picture of the functionality of **BellButler®**, let's have a little pilot experience with the system. Equip yourself with a desktop computer and three smartphones. All devices must have internet connection.

Firstly let's install the **BellButler®** application from the links above. Run the installation process on all devices. In order to establish a connection between all devices, you will need to enter the same access code into all of the systems. If you haven't received an access code contact us via our website to receive one.



Enter access code for desktop:

A screenshot of the desktop application interface. At the top, there are three tabs: 'Access Code' (selected), 'Config', and 'About'. Below the tabs is a text input field containing the number '123456'. To the right of the input field is a yellow 'Connect' button with a right-pointing arrow. Below the input field, there is a paragraph of text: 'provides access codes to customers and potential customers upon request, to grant use of **BellButler®** on a limited temporary basis. Each code is unique to a person or organisation, and is valid for use on a one-time basis for a limited period of time.'

Enter access code for mobile:

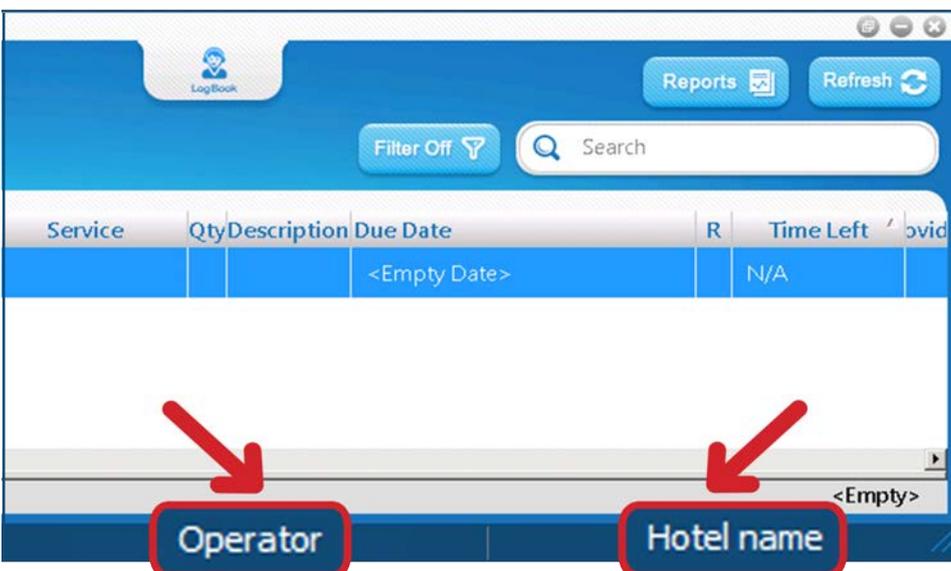
A screenshot of the mobile application interface. At the top, there are three tabs: 'Access Code' (selected), 'Config', and a gear icon. Below the tabs is a text input field containing the number '123456'. To the right of the input field is a yellow button with a right-pointing arrow and a chain-link icon. Below the input field, there is a paragraph of text: 'provides access codes to customers and potential customers upon request, to grant use of **BELLBUTLER** on a limited temporary basis. Each code is unique to a person or organisation, and is valid for use on a one-time basis for a limited period of time.'

The next step is logging in. You will log in to each device as a different user. This chart provides you with the passwords for the different users.

User	Password	Provider Scope	Device
Operator	Operator	All	Desktop
HK	HK	HouseKeeping	Mobile
EN	EN	Engineering	Mobile
BB	BB	Bell Boys	Mobile
RS	RS	Room Service	Mobile

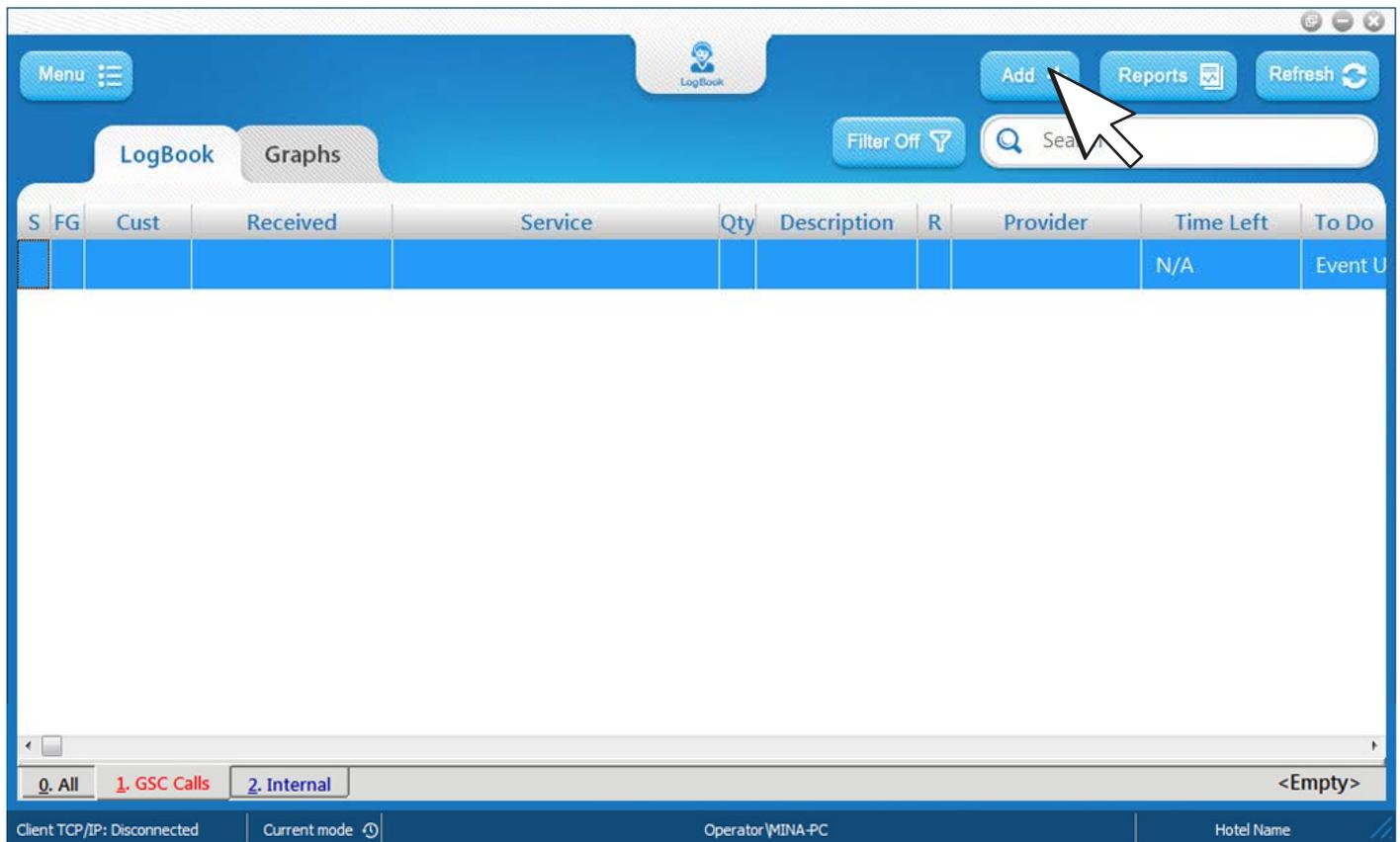


After logging in, notice that the same hotel name appears on all screens, as well as each user's individual username.



Events will be created by the operator in order to transmit information. Let's create our first event:

Press the "Add" button to create your first event



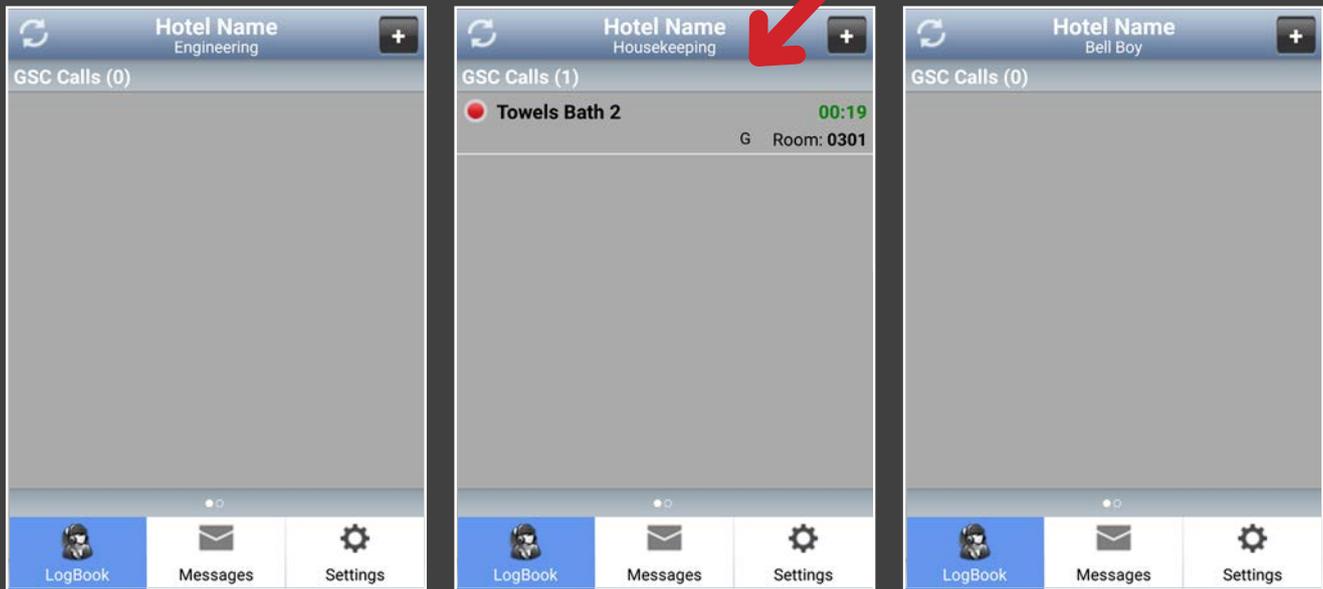
You will now have to define an "Initiator", "Customer" and "Service" out of the lists provided. You can manually add an optional "Quantity" and "Description". After pressing "Save" the message will be automatically sent to the appropriate runner.

The screenshot shows the 'Event Creator' dialog box. It has the following fields and controls:

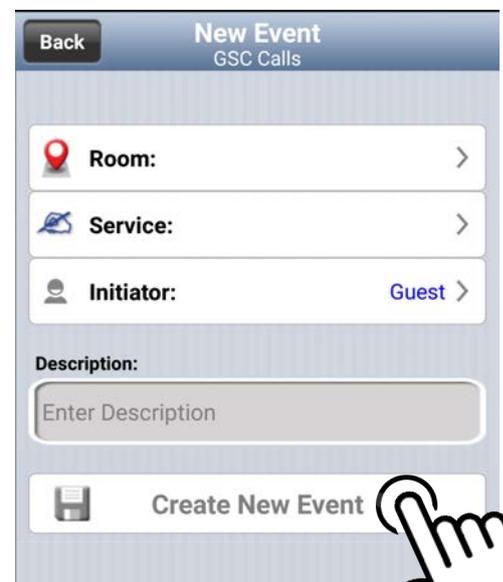
- Mode:** A dropdown menu set to 'Normal'.
- Received:** A text field containing '08/02/2016 11:46'.
- Initiator:** A dropdown menu set to 'Guest'.
- Customer:** A dropdown menu set to '0301'.
- Service:** A dropdown menu set to 'Towels Bath'.
- Qty:** A text field containing '2'.
- Description:** An empty text field.
- Representative:** An empty text field with a pencil icon for editing.
- Buttons:** 'Save' (with a floppy disk icon), 'Multi Service' (with a document icon), 'Close on Save' (checkbox), 'Clear' (with a pencil icon), and 'Close' (with a red X icon).

A mouse cursor is pointing at the 'Save' button.

A GSC call will now appear only on the housekeeper's screen, and her device will start beeping. The call will specify the service needed, room number and amount of time allotted for the task. The clock will count down to indicate the amount of time left to providing the service.



Events can also be created in the mobile version of the application. Tapping the “+” sign on the upper right corner on the mainscreen will open the “New event” screen. You will now have to choose a “Room”, “Service” and “Initiator” from the lists. You can also type in an optional “Description”. Then tap the “Create New Event” button to save the event.



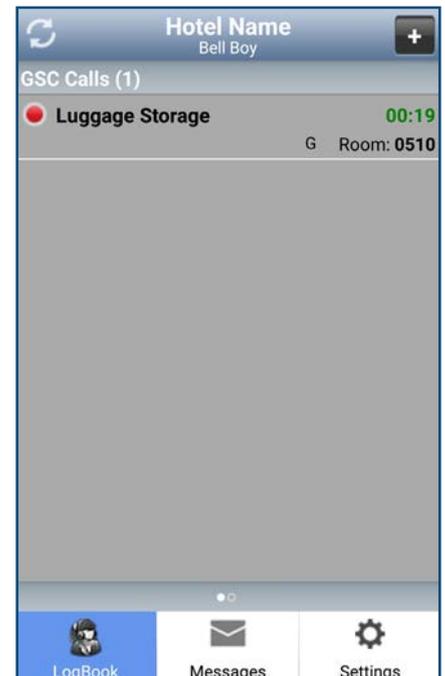
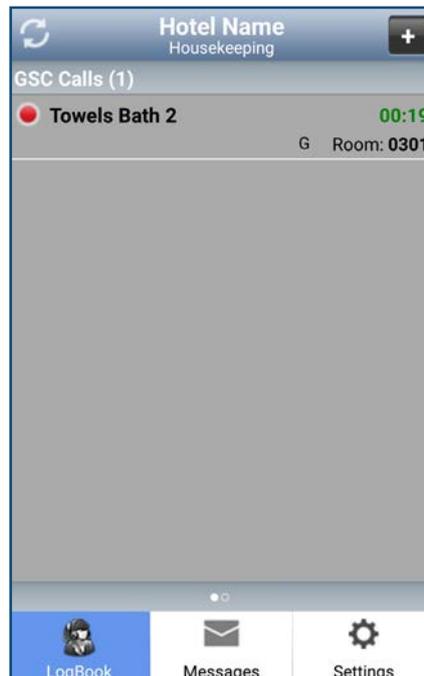
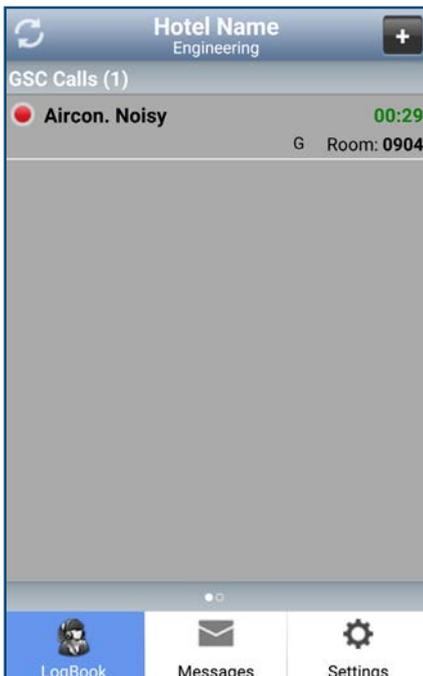
Create additional events that are intended for the bell boy and engineer. For the engineer define “Aircon. Noisy” and for the bell boy define “Luggage Storage”. Watch as the calls appear on the runner's screens, and as the devices start beeping.

All GSC calls will appear on the operator's screen, and each runner will only see calls he is responsible to provide.

The screenshot shows the LogBook desktop application interface. At the top, there is a navigation bar with a 'Menu' button, a 'LogBook' tab, and a 'Graphs' tab. To the right, there are buttons for 'Add +', 'Reports', and 'Refresh'. Below the navigation bar, there is a 'Filter Off' button and a search bar. The main content area displays a table of GSC calls. The table has columns for 'S', 'FG', 'Cust', 'Received', 'Service', 'Qty', 'Description', 'R', 'Provider', 'Time Left', and 'To Do'. The data rows are as follows:

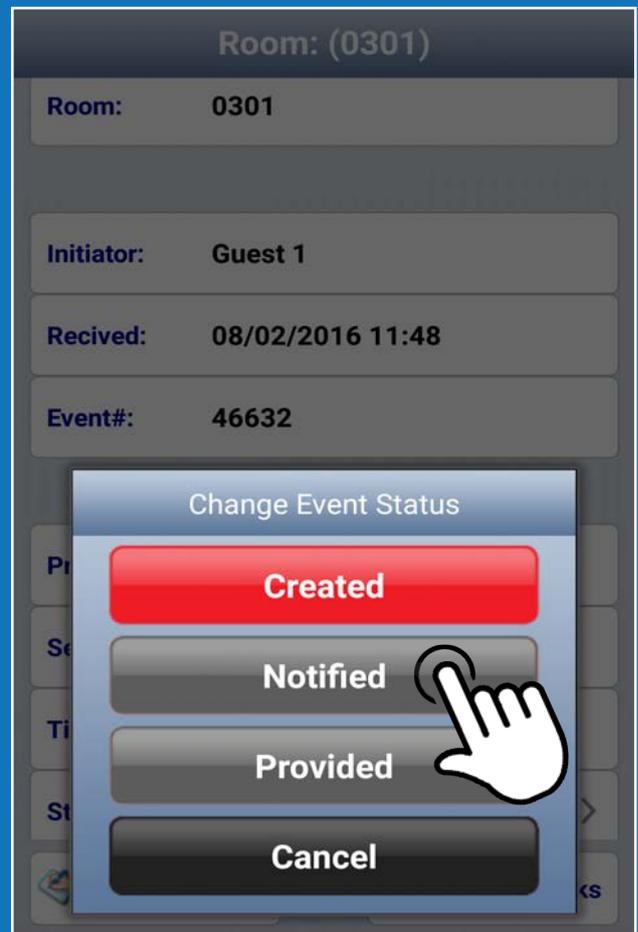
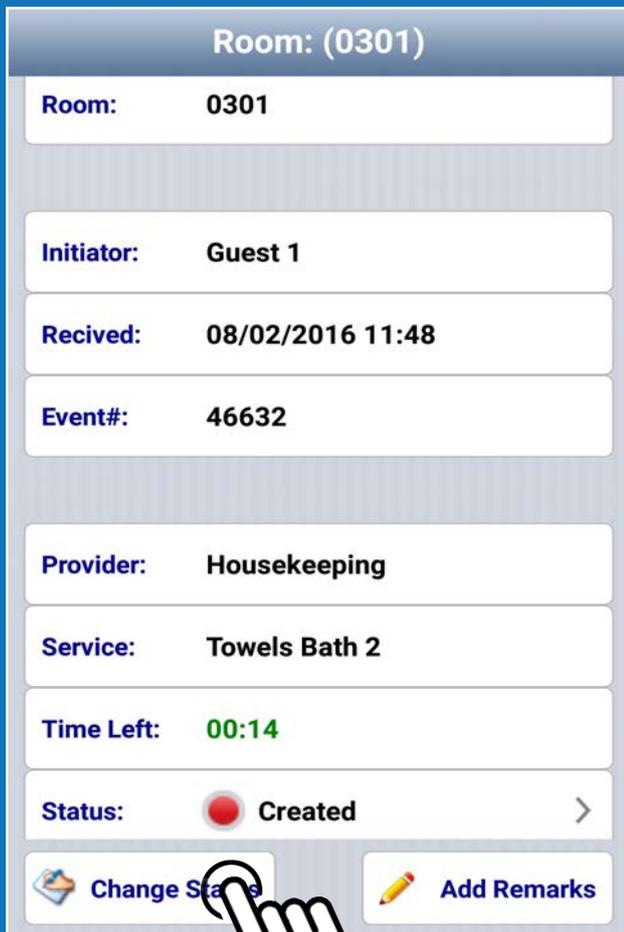
S	FG	Cust	Received	Service	Qty	Description	R	Provider	Time Left	To Do
●		0301	08/02/2016 11:48	Towels Bath	2			Housekeeping	00:16	To Cl
●		0510	08/02/2016 11:50	Luggage Storage				Bell Boy	00:18	To Cl
●		0904	08/02/2016 11:51	Aircon. Noisy				Engineering	00:29	To Cl

At the bottom of the application, there is a status bar with buttons for '0. All', '1. GSC Calls', and '2. Internal'. The status bar also displays 'Client TCP/IP: Disconnected', 'Current mode', 'Operator MINA-PC', and 'Hotel Name'.

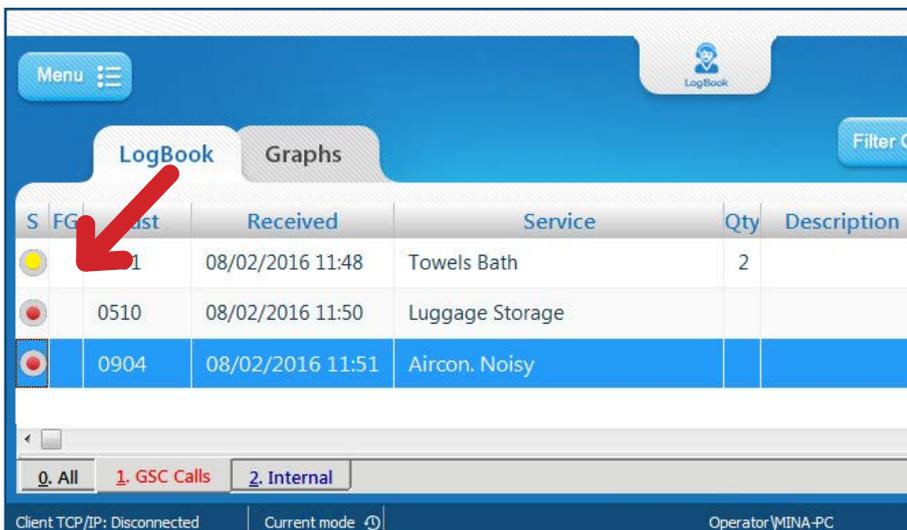


All devices refresh at intervals to receive updates.

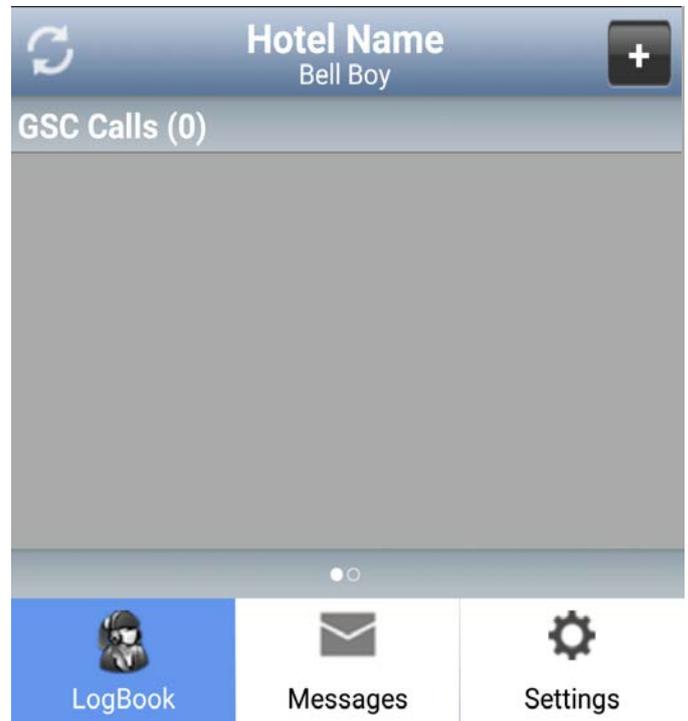
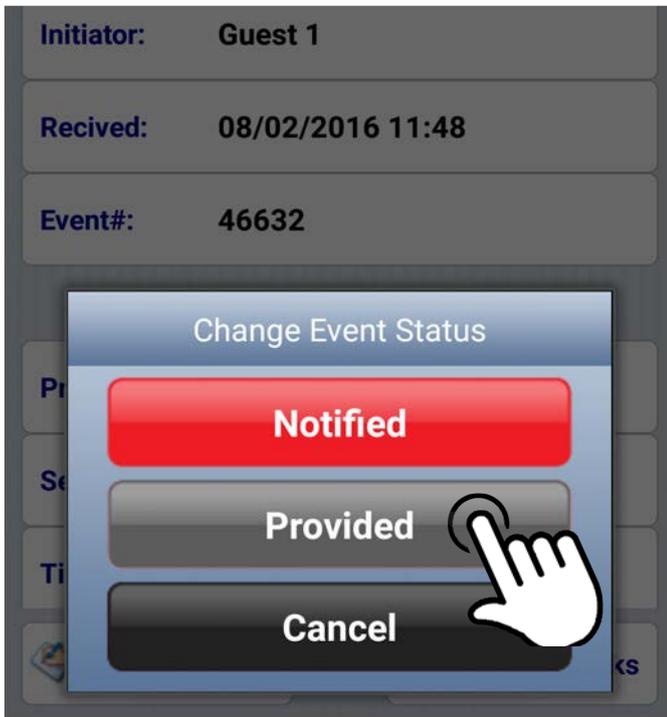
Upon receiving a call the runner is expected to notify the operator. Tap on the call to access the call details. Tap on the “Change Status” button, and change status to “Notified”, in order to report that the call was received. The beeping will now stop.



Notice that the status button's color changes to yellow to signifying that the runner was notified.



After the service was provided the runner will notify the operator by changing the event status to “Provided”. Change the event status of the bell boy’s call to “Provided”. The call will now appear as “Stopped”.



A screenshot of a desktop web application interface. The top navigation bar includes 'Menu', 'LogBook', 'Add +', 'Reports', and 'Refresh'. Below this is a 'LogBook' tab and a search bar. The main content is a table with the following data:

S	FG	Cust	Received	Service	Qty	Description	R	Provider	Time Left	To Do
●		0510	08/02/2016 11:50	Luggage Storage				Bell Boy	00:14	To Cl
●		0904	08/02/2016 11:51	Aircon. Noisy				Engineering	00:25	To Cl
●		0301	08/02/2016 11:48	Towels Bath	2			Housekeeping	Stopped	To Cl

At the bottom, there are tabs for '0. All', '1. GSC Calls', and '2. Internal'. The status bar at the very bottom shows 'Client TCP/IP: Disconnected', 'Current mode', 'Operator MINA-PC', and 'Hotel Name'.

After the operator has assured that the service was provided properly it is time to close the call. Double click the call to open the “Event Ticket” dialog. Press the “Close Ticket” button and choose the applicable reason.

Detailed Event Ticket - (GSC Calls) #46632

Received: 08/02/2016 11:48:23 User: Operator Initiator: Guest 1

Customer: 0301 Housekeeping

Service: by Name Qty: 2 Description: Representative

Towels Bath

SMS Timers Remarks General

Status	Date/Time	User	Timer	Total Timer
Created	08/02/2016 11:50:16	Operator	00:01:53	00:01:53
Notified	08/02/2016 11:54:38	Housekeep	00:04:22	00:06:15
Visited				
Provided	08/02/2016 11:55:45 08/02/2016 12:08:23	Housekeep	00:01:07	00:07:22
Closed				

Close Ticket Save Cancel

Provided Guest Confirmed 00:07:22 Edit

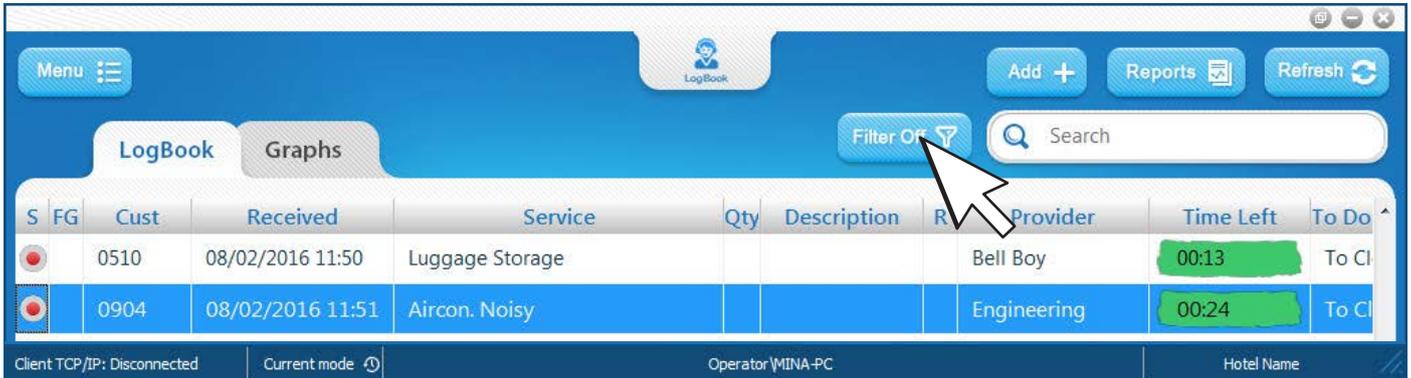
- Guest Confirmed
- Voice Mail
- Written Message
- No Follow-Up
- Unable to Provide
- GNC
- Guest annoyed

The event, now irrelevant, will no longer appear and automatically be moved to the report history.

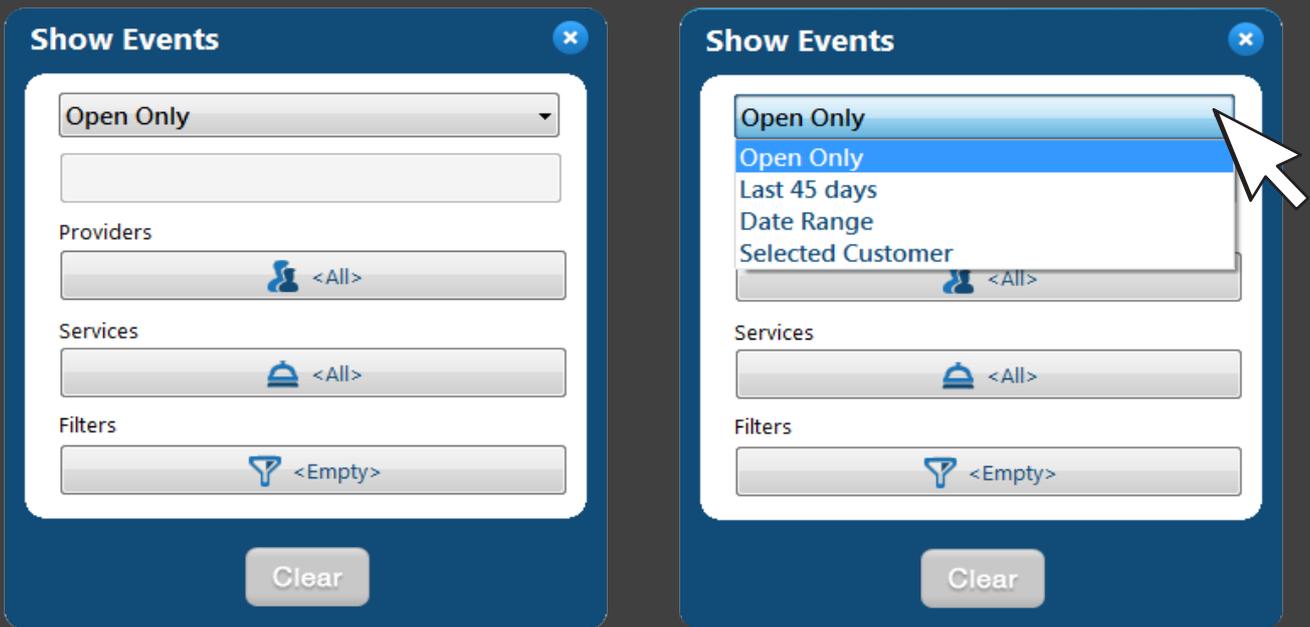
S	FG	Cust	Received	Service	Qty	Description	R	Provider	Time Left	To Do
●		0510	08/02/2016 11:50	Luggage Storage				Bell Boy	00:13	To Cl
●		0904	08/02/2016 11:51	Aircon. Noisy				Engineering	00:24	To Cl

Filters

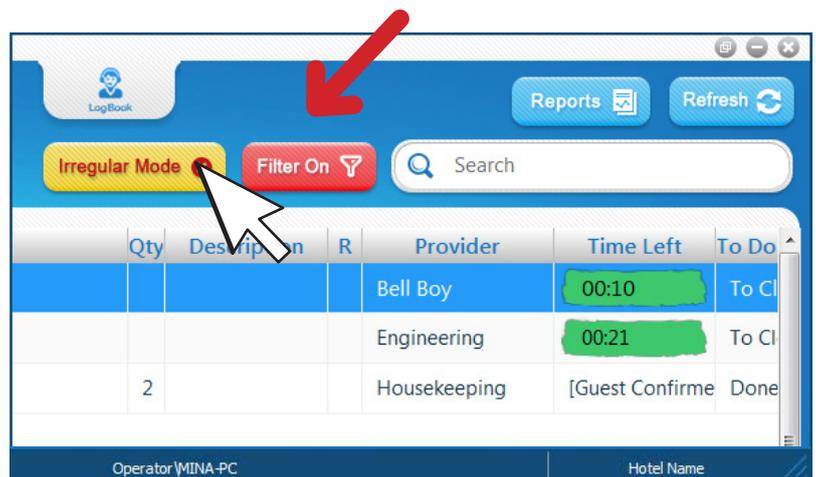
The calls on logbook can be filtered to display only certain calls, using the “Filter” button.



In the show events dialogue you can filter the calls by date, customer, providers, services and/or by any specified text.

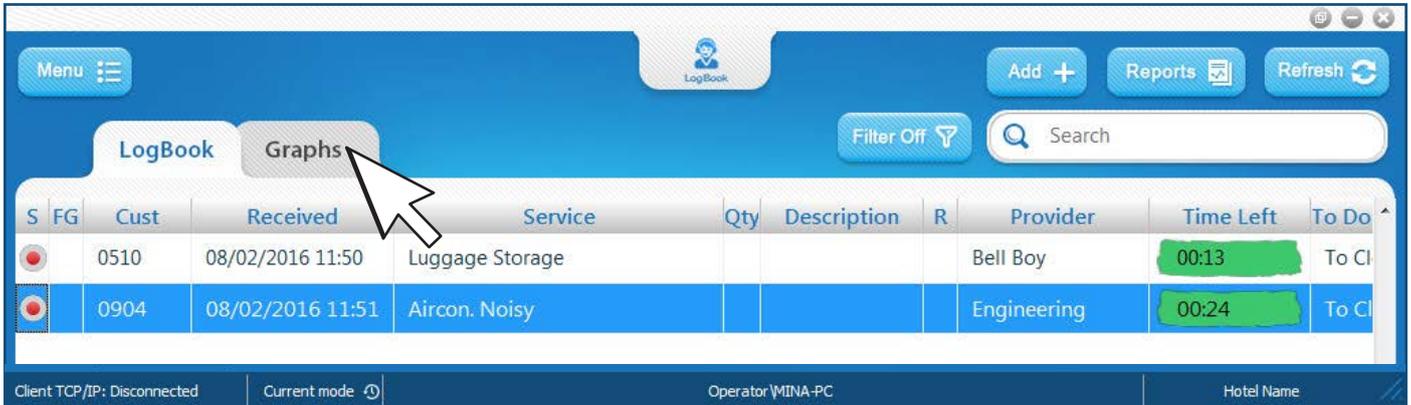


Notice that when a filter is applied to the calls it is signaled by the filter button, to prevent confusion. Pressing the “Irregular Mode” button will turn off the filter, and display all the current calls.



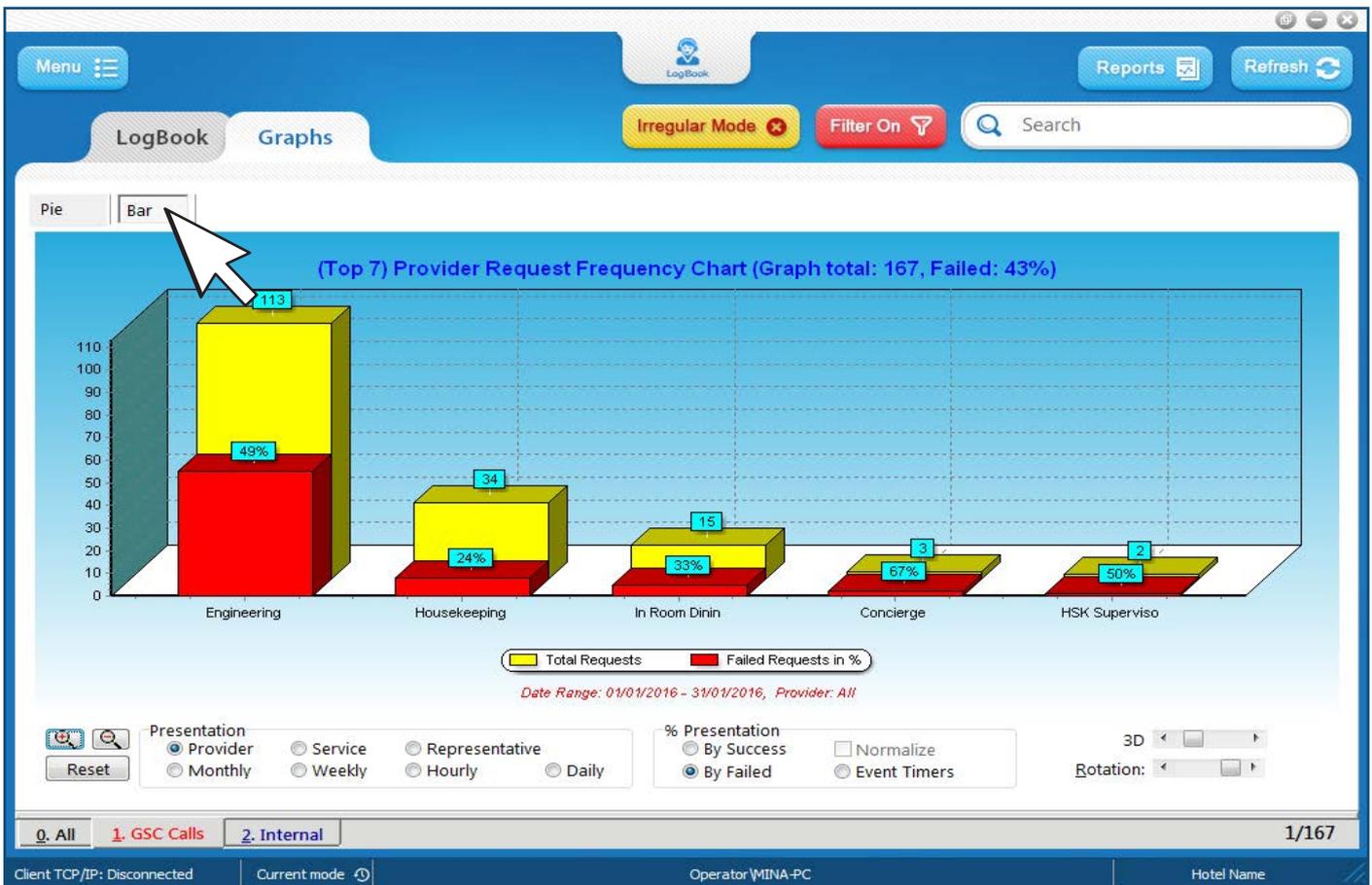
Graphs

The LogBook calls can also be displayed by “Graphs”. This enables easy display of the call statistics. The graphs can be displayed either in “Pie” mode, or in “Bar” mode.

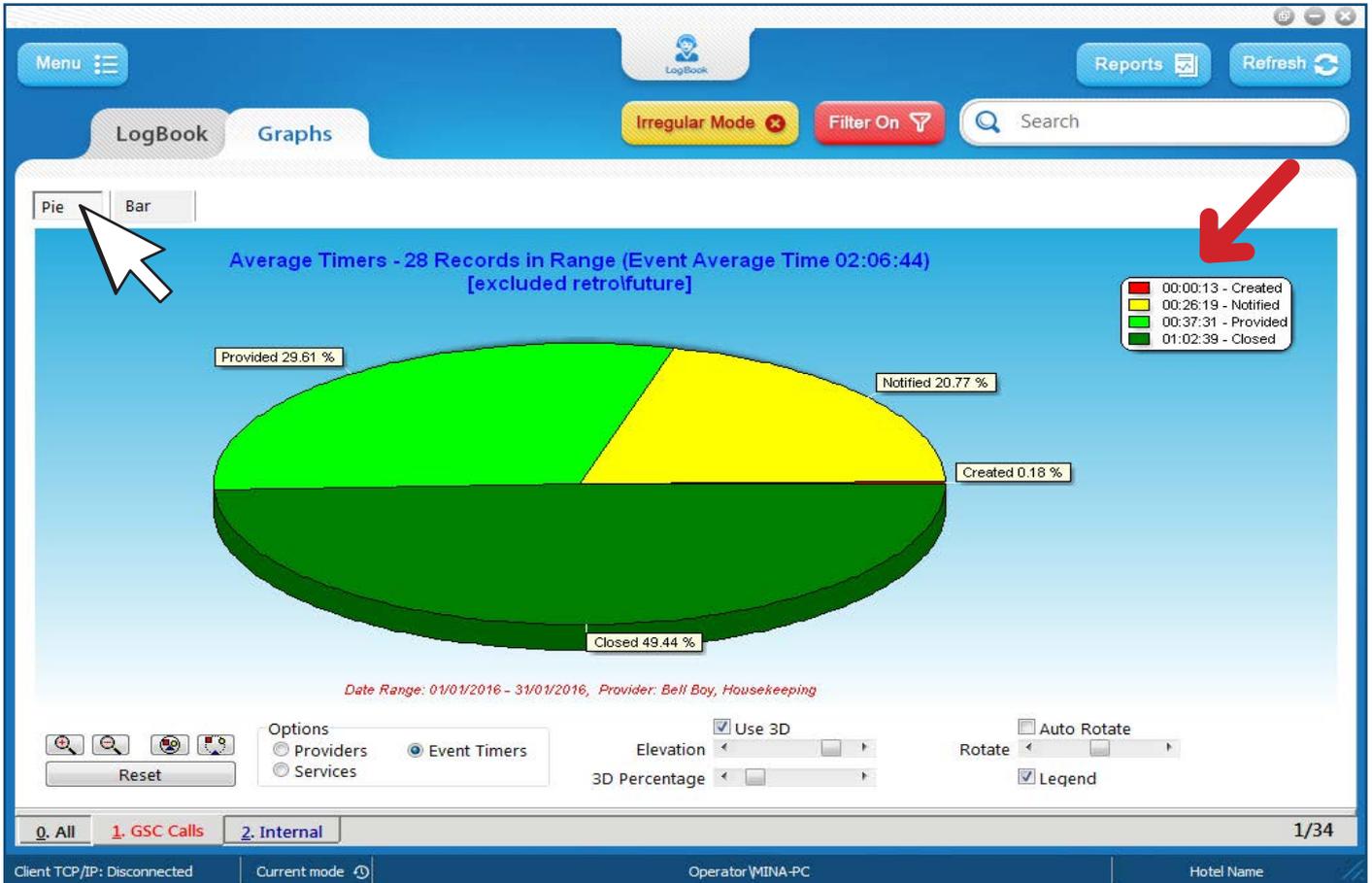


You may want to apply a filter to the calls in order to display specific data in the graphs.

The bar mode shows the statistics of the requests and the percentage of the requests failed, and can compare them by “Service”, “Provider”, “Representative” or time period.



The “Pie” mode also enables you to display the call statistics by “Providers”, “Services” and “Event Timers”. The index at the right corner shows the average amount of time that elapsed before each action was taken.



Reports

The report history can be accessed by pressing the “Reports” button.

S	FG	Cust	Received	Service	Qty	Description	R	Provider	Time Left	To Do
●		0510	08/02/2016 11:50	Luggage Storage				Bell Boy	00:13	To Cl
●		0904	08/02/2016 11:51	Aircon. Noisy				Engineering	00:24	To Cl

Many reports are available and they can be based on specified dates, providers and customers. The reports include useful graphs and charts measuring the service given at the hotel.

The screenshot shows a software window titled "LogReport (Printing to: Brother MFC-7820N USB Printer)". The window contains several sections for configuring a report:

- Multi Site:** A dropdown menu currently set to "GSC Calls".
- Layout:** A dropdown menu set to "Providers". Below it are checkboxes for "Summary", "Total", "Descending Order", and "New page".
- Print options:** Radio buttons for "Report" (selected) and "Bar", and a checkbox for "Pie" with a "%Succ." label. A "Provider" dropdown is also present. A "Preview" checkbox is checked, and a "Copies" field is set to "1".
- Dates/Hours:** A dropdown menu set to "Received". Below it are date and time selection fields with checkboxes for "All" and "LinkToStart/EndDay".
- Customers:** A "Range" dropdown menu, a "Customer Type" dropdown set to "<All>", a "Guest Name" text field, and a "Customers Detail" checkbox.
- Switches:** A grid of checkboxes for "Attachment Only", "Delayed Only", "Repetitive Only", "Mismatched Only", "Escalation Only", "Retroactive Only", "Open Only", "Failed Only", and "Remarks Only".
- Providers & Services/Comments:** Dropdown menus for "Provider", "Category", and "Service", all set to "<All>".
- Additional:** Dropdown menus for "Flag", "Initiator", and "Close Method", all set to "<All>".

At the bottom of the window are buttons for "Default", "OK" (with a printer icon), and "Cancel" (with a red X icon).

If your pilot experience was successful, you are ready to set up the system for use. If you encounter any problems, you are welcome to be in touch with our experienced support team who will guide you along your way.

