

AVVIO



Software Update

September 2021

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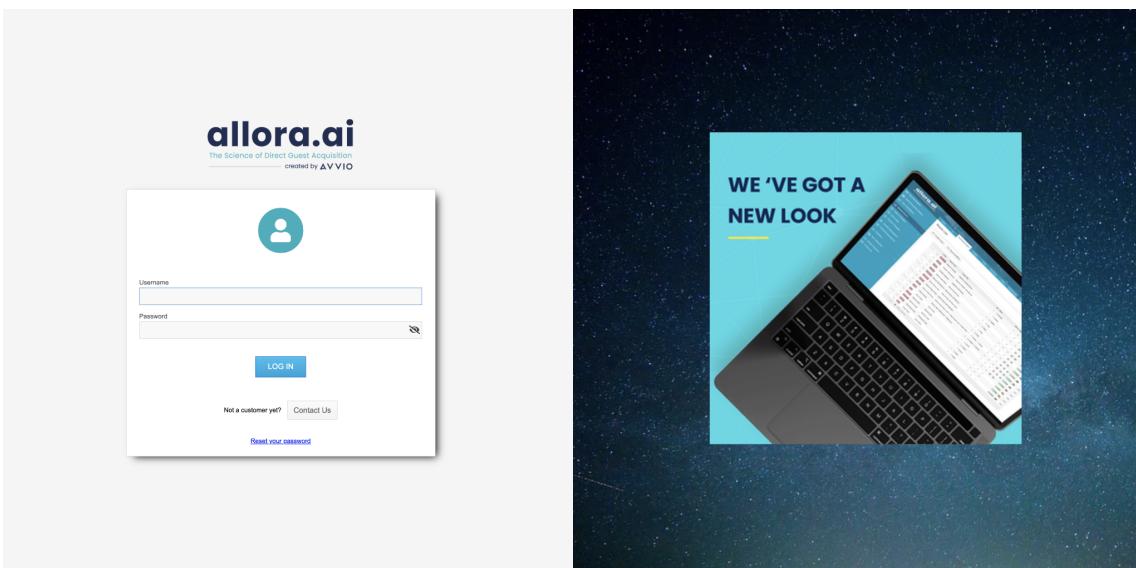
Avvio Software Update – September 2021

Introduction

This release packs a punch with a difference.

We have overhauled everything!! The entire platform has had a redesign and we took that as the lead to also look at revamping how we present these changes back to you. With that in mind we have paired back our notes and recorded an exciting Show & Tell video to highlight some of these UI/UX updates.

Sit back, press play & let us take you on a tour of the exciting changes coming on September 21st.



<https://www.avvio.com/resources/product-updates/>

Explore these features and more in the notes below and we look forward to your feedback. This release will go live on September 21st.

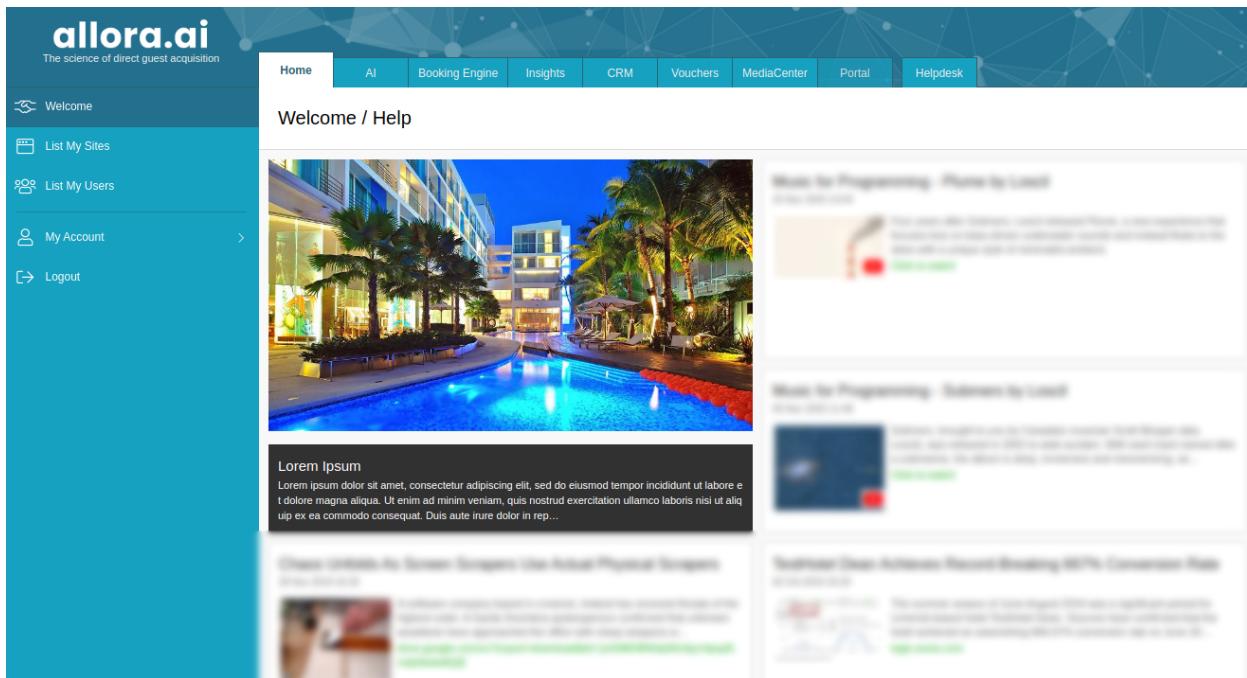
UI / UX Changes

UI Review

To make the Avvio platform more accessible and usable, we have undertaken a full UI / UX refresh. All features continue to work as before with some new ones added.

UI Theme

The UI theme has been updated to the Avvio brand colors.



Quicker Load Times

Many screens have been rewritten to use asynchronous methods (fancy jargon to say optimising the execution!) resulting in quicker load times and a more seamless user experience. When content is being loaded in the background, a progress bar is always visible at the top of the screen

Menu Navigation

To make items easier to find, screens are logically grouped into sub-menus within each application.

The screenshot shows the Allora.ai Booking Engine interface. The top navigation bar includes Home, AI, Booking Engine (selected), Insights, CRM, Vouchers, MediaCenter, Portal, and Helpdesk. The left sidebar contains links for New Reservations, Room Reservation Reports, New Cancellations, Wait List, Manage Rooms, Rates & Packages, Rate Groups, Dynamic Packaging, Inventory Management (with a dropdown arrow), and Restriction Management. The main content area displays a "Welcome to Allora" message, "Room Reservations" summary, and an "Inventory and Demand" chart. The "Room Reservations" section shows a table with columns: Inv, Booked, Customer Name, Country, Rate, Adult, Check-in, Rms, and Amount. The chart below shows room availability and demand for the next 90 days, with categories SGL, DBL, Demand Last Year, and Demand.

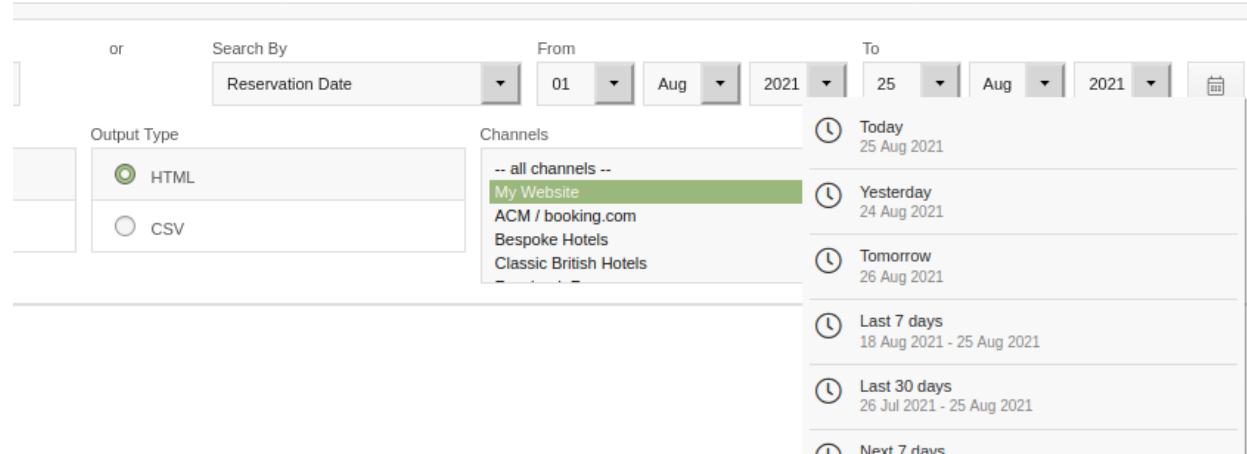
Inv	Booked	Customer Name	Country	Rate	Adult	Check-in	Rms	Amount
			IRL	GLF5	1	2021-09-03	2	EUR 190
			IRL	GLF5	2	2021-09-03	2	EUR 210
			IRL	GLF5	2	2021-10-02	2	EUR 250

Toolips

The screenshot shows the Allora.ai interface with sections for ACCESS RESTRICTION and DISTRIBUTION. In the ACCESS RESTRICTION section, there is a checkbox labeled "Protected rate". A tooltip is displayed over this checkbox, containing the text "Protected Rate" and "Not visible or bookable without promo code or user account". In the DISTRIBUTION section, there are checkboxes for "Public Availability (MDA) Page", "Booking Office", "Mobile", and "Mobile Only".

Date Range Selection

To make it quicker to run reports, we have redesigned our date range pickers. The options available will vary depending on the report type. Select the calendar icon and select one of the pre-configured options or manually select your preferred date range from the select boxes.



Images

To reduce visual clutter, images have been removed from all list screens (e.g. rooms, rates, etc). They are replaced with an icon to indicate where images have been uploaded. Hover on any of the icons to reveal a thumbnail of the image.

Code	Short Title	Long Title	BR	Beds	Min A	Max A	Max O	CH1	CH2	CH3			
☰ SGL	Single Room	Single Room with Balcony	0	1 x Single, 1 x Sofa Bed	1	1	1						
☰ DLX	Deluxe Room	Deluxe Room	0	2 x Single, 1 x Double, 1 x Queen, 1 x King	1	2	3						
☰ DBL	Double Room	Double Room with Magnificent Sea Views2	0	1 x Double, 1 x Sofa Bed	2	3	3						
☰ FAM	Family Room	Family Room	0		2	4	4						
☰ SUI	Suite	Executive Suite	0	1 x Queen	1	4	4						

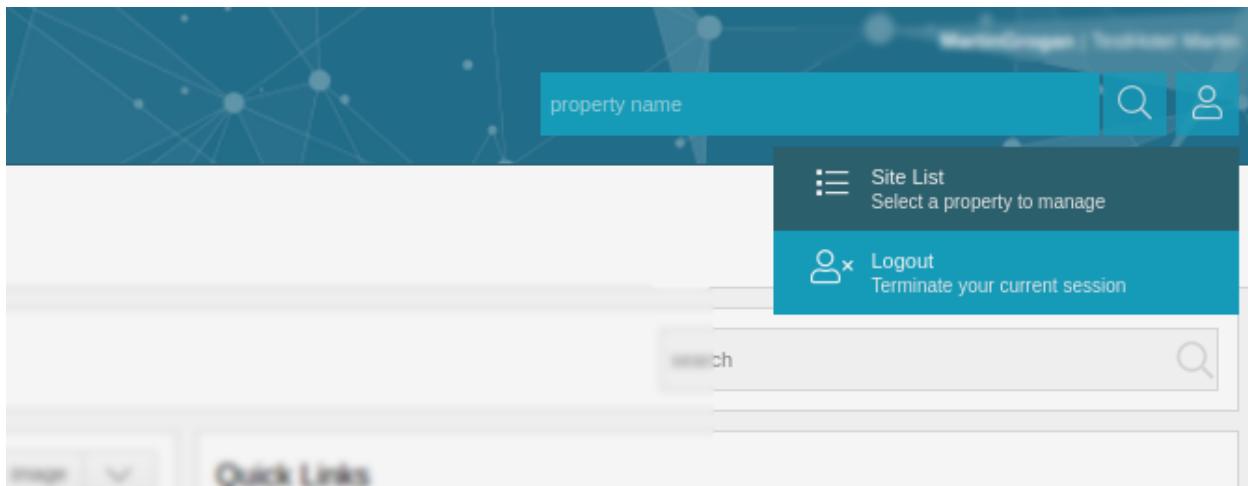
Charts

Many charts now allow the option to select from a number of visualisations of the same data, depending on your preference.



Multi-Site Navigation

Quickly access your list of properties using the multi-site navigation menu option on the right hand side of the screen.



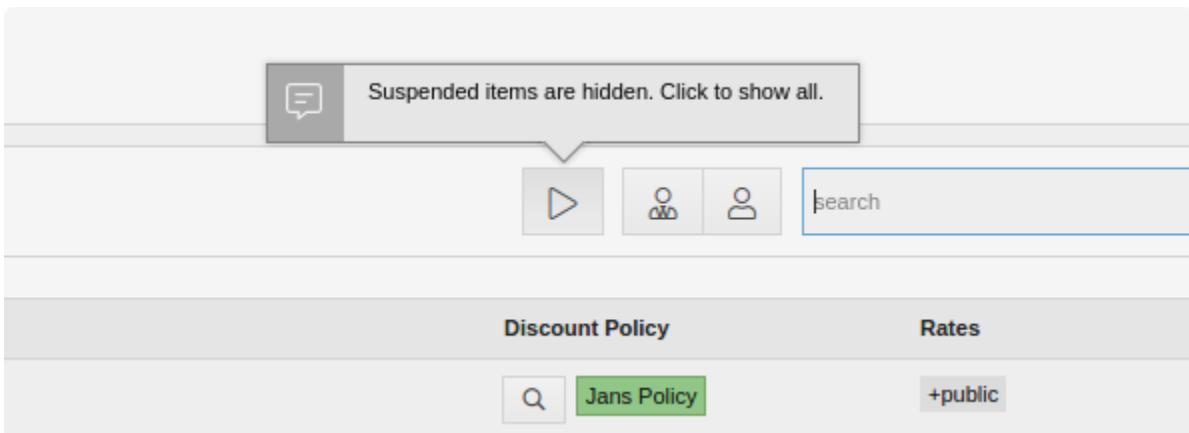
Mandatory Inputs

Some screens contain a visual indication of which inputs are mandatory to assist with quick setup. Screens may also show a character counter to indicate the maximum number of characters allowed on an input.

General	Occupancy	Advanced	Facilities	Room Addons	Images
Room Code *					
- ROOM DESCRIPTIONS -					
Short Title (english) *	Long Title (english) *	Room Information <small>Enter the room information below that customers viewing your site in the English language will see.</small>			
Short Room Description (english) *					
Room Description (english) *					

Callouts

Callouts may be used on some screens to draw your attention to various features.



Popups

Popups and calendar related functions behave more consistently across all screens, and generally appear as modal (black out background) to focus on the function of the popup.

Room Substituted Rooms

room	1 SUI	2 SUI	3 SUI	4 SUI	5 SUI	6 SUI	7 SUI	8 SUI	9 SUI	10 SUI	11 SUI	12 SUI	13 SUI	14 SUI	15 SUI	16 SUI	17 SUI	18 SUI	19 SUI	20 SUI	21 SUI	22 SUI	23 SUI	24 SUI	25 SUI	26 SUI	27 SUI	28 SUI	29 SUI	30 SUI	31 SUI
room	1 DBL	2 DBL	3 DBL	4 DBL	5 DBL	6 DBL	7 DBL	8 DBL	9 DBL	10 DBL	11 DBL	12 DBL	13 DBL	14 DBL	15 DBL	16 DBL	17 DBL	18 DBL	19 DBL	20 DBL	21 DBL	22 DBL	23 DBL	24 DBL	25 DBL	26 DBL	27 DBL	28 DBL	29 DBL	30 DBL	31 DBL

Max Nights Exclusions

Rules
Add rules for different length-of-stay and primary room types

Date Exclusions
Select one or more dates which you do not want DRS to apply

August 2021

Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

September 2021

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

October 2021

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17

November 2021

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21

cancel **apply**

Other Changes

Cancellation Watchlist

Booker phone number has been added to the Cancellation Watchlist to make it easier to contact guests that may be considering cancelling their room.

At-Risk Bookings								
High and medium risk bookings: 80th percentile								
Created	Reference	Rate	Room	Checkin	Checkout	Booker	Email	Phone
2023-05-18 16:30 1C7PHBY1	BLENDRO	SS		2023-05-28	2023-06-01	Richard Streater	richardstreater@gmail.com	0873555586
2023-06-14 18:26 NAVSUKA.1	Family	FKNG		2023-07-10	2023-07-16	Ava Béteir	pcoimentsots@gmail.com	0871971379
2023-05-15 19:10 QHUBVT8L1	BAR09PC	SS		2023-07-03	2023-07-05	Jesse Orouke	jesse.orouke@hotmail.com	0874581995
2023-07-27 23:35 TLACHWA.1	Family	FAM		2023-06-28	2023-06-30	Kilian Kelly	kilian.kelly@gmail.com	0871709841
2023-12-09 17:14 WHVLCKQ.1	BLEND88	DBL		2023-06-07	2023-06-10	Yves Germeau	yves.germeau@gmail.com	0879896457
2023-12-09 17:14 WHVLCKQ.2	BLEND88	DBL		2023-06-07	2023-06-10	Yves Germeau	yves.germeau@gmail.com	0876465108
2023-12-09 17:14 WHVLCKQ.3	BLEND88	DBL		2023-06-07	2023-06-10	Yves Germeau	yves.germeau@gmail.com	0874165373
2023-12-09 17:14 WHVLCKQ.4	BLEND88	DBL		2023-06-07	2023-06-10	Yves Germeau	yves.germeau@gmail.com	0875195407
2023-12-09 17:12 NQBT9W5.1	BLEND88	DBL		2023-06-07	2023-06-10	Yves Germeau	yves.germeau@gmail.com	0873355753
2023-12-09 17:12 NQBT9W5.2	BLEND88	DBL		2023-06-07	2023-06-10	Yves Germeau	yves.germeau@gmail.com	0873355753

Insights Comparison Reports

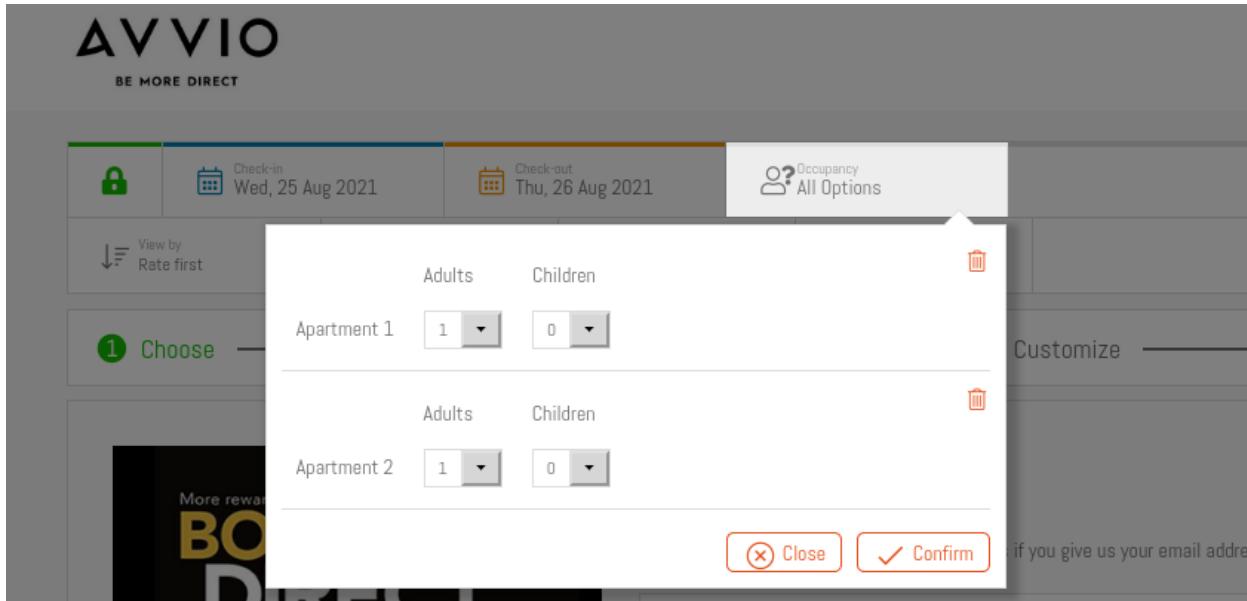
It is now possible to compare data in all Insights reports with the same period two years ago. This will assist with understanding key trends in relation to 2019, where Covid was not impacting.

The screenshot shows the 'Comparison Type' dropdown menu open, with the 'none' option selected. Other options include 'same period previous month', 'same period previous year', and 'same period 2 years ago'. The interface also includes sections for 'Report Type', 'Avvio Platform', and 'Third-Party Data'.

Revenue (incl. DP/ECI/LCO)	<input type="checkbox"/> Base Room Revenue	<input checked="" type="checkbox"/> Revenue %
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

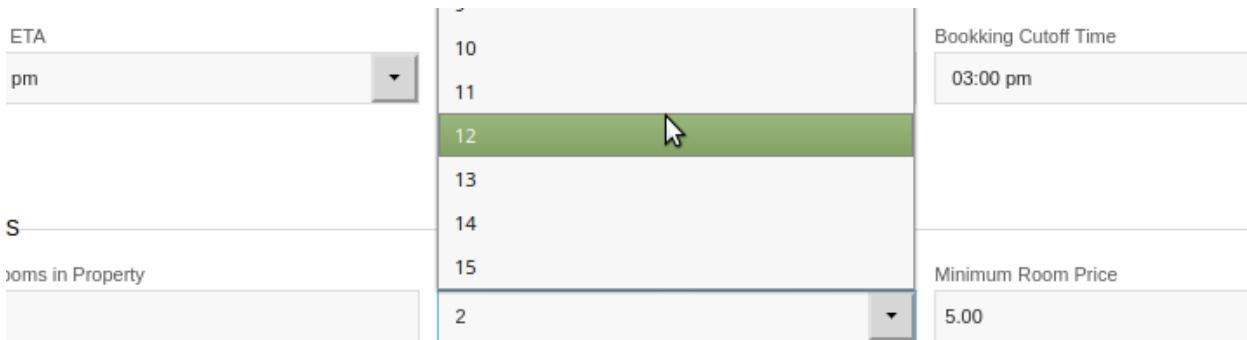
Room Booking Limit

A bug which allowed users to select more than the configured maximum number of rooms on the main results page has been resolved.



This process now respects the configured maximum number of rooms per transaction (as configured at a property level). Any optional rate-level overrides on this configured maximum are not considered.

The maximum configurable number of rooms has been increased to 15.



Search Results Calendar

Searches for future stays that are beyond a 3-month horizon where there was no confirmed availability previously defaulted to showing availability for the next 3 months.

Now, if availability is found for the timeframe around the original search query, the calendar view is set up with the months around that time frame.

See below for a search on 1st December which was not available.

November							December							January						
Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7			1	2	3	4	5	1	2	3	4	5	6	7
8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9
15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16
22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23
29	30						27	28	29	30	31			24	25	26	27	28	29	30

Search Bar - Dynamic Packaging

Quickly find your upsells with the standard search functionality as also available on most other screens.

Dynamic Packaging

Setup 75% complete. [see details](#)

Short Title	Long Title	Type	Rates	Rooms
Beers	Selection of Beers	Select Box list	edit	customise
Flowers	Flowers	Select Box list	edit	customise
Newspaper	Complimentary Newspaper	Radio Button list	edit	customise

DP Item text to appear on Customer Confirmation Email

The text highlighted in red square, entered by a guest, will now print in the customer confirmation email. See screenshot with red arrow below for an email sample.

Please let us know if you have any special requirements		
 <input checked="" type="checkbox"/> Wine & Champagne View our Wine and Champagne Lists in the Park Restaurant.		
1	Champagne Veuve Clicquot	€160.00 each
0	Red wine Finca Sophenia Malbec	€52.00 each
0	Valle Andino, Merlot, Chile	€35.00 each
0	White Wine Chablis, Chateau de Maligny	€65.00 each
Gluten free, if possible.		

Golf Getaway; 2 Nights B&B with Golf on Two Days		
Ideal for ... friends. Known as ... all. The Killarney ... Park Ho ... arney Golf and ... pen a number of ... Fishing ... times). Day two golfing takes you to the sunny shores of ... links, one of Ireland's ... courses.		
Double Room ()		
1	Golf Getaway; 2 Nights B&B with Golf on Two Days / 2 adults	59.99 EUR
1	Golf Getaway; 2 Nights B&B with Golf on Two Days	59.99 EUR
1	Champagne Veuve Clicquot (EUR 160.00 each)	160.00 EUR
1	Early Check In (EUR 20.00 each)	20.00 EUR
Comments: Would require car parking with trailer		
Special Requirements: Champagne Veuve Clicquot (EUR 160.00 each) Gluten free, if possible. ← Early Check In (EUR 20.00 each) Will the trailer cost me extra ?		
TOTAL ROOM 299.98 EUR		
TOTAL 299.98 EUR		
BALANCE 299.98 EUR		

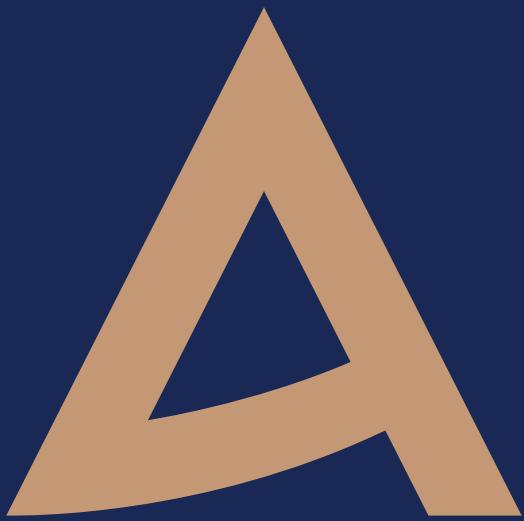
As always, your dedicated Avvio E-Commerce Manager and the Centre of Excellence are here to support you with any questions you might have.

Contact

If you have any queries, please don't hesitate to contact a member of the team:

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