AVVIO

Software Update

Contents

Product Update – April 2022

We are delighted to be launching yet another packed release with new and exciting enhancements to the allora.ai platform.

Integral to this release is the allora.ai Dashboard. This introduces an expanded view of the booking pipeline and provides new guest intelligence data to support decision making in key areas.

We are also showcasing many other improvements like Per Person Pricing for Vouchers, Competitor Benchmarking and Portal filtering in this release. We have also invested in several under the hood capabilities and UI enhancements to ensure the platform continues to exceed the needs of users and guests alike.

This document details all the changes that will become available 5th April 2022.

As always, our E-Commerce Managers and the Centre of Excellence are here to support you with any questions you might have.

Contact

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

E-commerce team: ecommerce@avvio.com
Centre of Excellence: support@avvio.com

New Features

Allora.ai Dashboard

As we develop our understanding of the guest journey, the new allora.ai dashboard introduces new insightful metrics which show how your users behave across different markets and demographics. These key metrics will help you understand how to optimize your website and booking engine to capitalize on these opportunities.

Glossary of Metrics

Guest Conversion Rate (GCR)	A measure of the conversion rate of your booking engine from customers that reach the 'Customize' stage. These users have proceeded beyond a simple date search and shown a stronger intent to book with your property.
Live Pipeline	The value of outstanding (not converted) guests based on their search history. A month-by-month breakdown of the pipeline across all countries and segments is presented.
Website Visits	The average number of distinct browsing sessions from users of your website and/or booking engine.
Consideration Time	The number of days a user spends considering your staying at your hotel from first visit to booking.
Active Engagement Time	The cumulative amount of time a user spends interacting with your website or booking engine from when they first visit to when they book.
Cancellation Rate	The cancellation rate from bookings due to check-in over the last 90 days
Average Booking Value (ABV)	The average booking value of all bookings due to check-in over the last 90 days
Average Lead Time (Lead Time)	The average lead time (days) of bookings due to check-in over the last 90 days.
Device Usage	The percentage of users that are accessing your website or booking engine by device (mobile, tablet or desktop)

Each of the metrics above is further shown broken down by guest cohort. We identify the top 3 countries based on searches and further categorize users by market segment. The report is refreshed daily. Metrics are derived from a rolling 30-day period unless otherwise stated.

Note: this dashboard now succeeds the GM Report which will no longer be available from 5th April.

Competitive Set Report

Insights now provides a comprehensive competitive analysis report showing how your property is performing in relation to other properties in your identified competitive set.
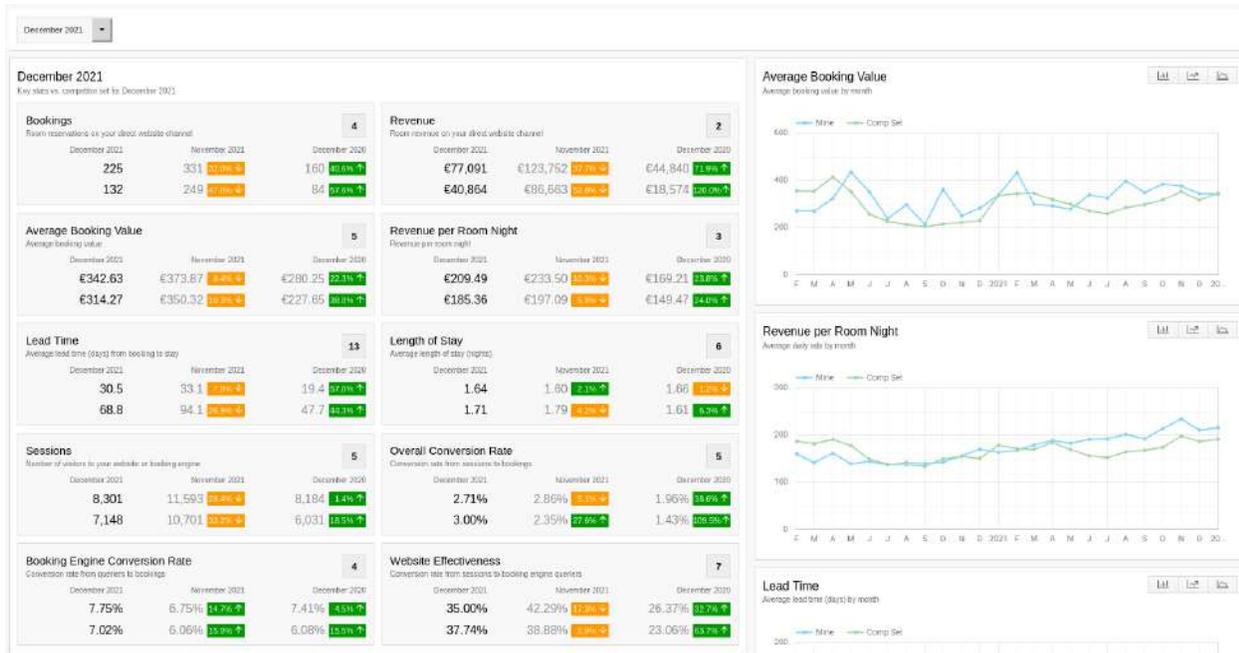
Your account manager will identify your competitive set and once this initial configuration is in place.

Access

To access your competitive set report, click on the Competitive Set Report menu item in Insights.

Data is available on a monthly basis for the last year with year-on-year and month-on-month figures to show performance trends between your property and your competitive set.

Glossary of metrics

Bookings	The number of room reservations booked in the report month.
Revenue	The base room revenue. Note, this excludes dynamic packaging to give a fairer comparison between your property and your competitive set.
Average Booking Value	The average booking value for each room reservation booked.
Revenue per Room Night	The average nightly rate for each room reservation booked..
Lead Time	The average lead-in (days) between when the booking was made and the check-in date.
Length of Stay	The average number of nights for each room reservation.
Sessions	The number of unique visitors to your website or booking engine in the report month.
Overall Conversion Rate	The conversion rate from all visitors to your website or booking engine to those that performed a booking.
Booking Engine Conversion Rate	The conversion rate between unique visitors that performed at least one search query on your booking engine to those that performed a booking.
Website Effectiveness	The number of unique visitors to your website that performed at least one search query on your booking engine.

Note. For all revenue figures, where the competitive set contains properties in currencies other than your site currency, values are converted to your currency using an average exchange rate from the report month. Exchange rates are retrieved every night from the ECB.

Reading the metrics

Each panel contains the following information:

- The top row shows your data for the selected month, the second row shows the average of the competitive set for the same metric.

- Each panel contains a title and brief description of the metric. Your rank for that metric among your competitive set is also displayed inside the gray box. In the example shown above, of your competitive set, you are ranked 5 for that metric among your competitive set.

- The second column shows the value for the previous month and a percentage difference (increase or decrease denoted by the colors and arrows). In the example above, the value was €373.87 for November 2021 and €342.63 for December 2021. December 2021 was a decrease of 8.4% on November 2021.

- The third column shows the value for the same month in the previous year. In the example above, the value was €280.25 for December 2020 and €342.63 for December 2021. December 2021 was an increase of 22.3% on December 2020.

Yearly Summaries

2021
Key stats vs. competitor set for 2021

Bookings		4
Room reservations on your direct website channel		
2021	2020	
2,297	1,520 51.1% ↑	
1,663	899 85.0% ↑	

Revenue		3
Room revenue on your direct website channel		
2021	2020	
€801,565	€409,630 95.7% ↑	
€507,136	€257,192 97.2% ↑	

Average Booking Value		4
Average booking value		
2021	2020	
€344.45	€297.67 15.7% ↑	
€310.00	€260.62 18.9% ↑	

Revenue per Room Night		5
Revenue per room night		
2021	2020	
€192.07	€147.58 30.1% ↑	
€171.76	€150.81 13.9% ↑	

Lead Time		14
Average lead time (days) from booking to stay		
2021	2020	
42.5	48.7 12.7% ↓	
86.9	72.2 20.4% ↑	

Length of Stay		10
Average length of stay (nights)		
2021	2020	
1.81	2.03 11.0% ↓	
1.83	1.63 12.3% ↑	

Sessions		5
Number of visitors to your website or booking engine		
2021	2020	
91,025	71,298 27.7% ↑	
80,135	50,147 59.8% ↑	

Overall Conversion Rate		5
Conversion rate from sessions to bookings		
2021	2020	
2.41%	1.96% 22.8% ↑	
2.10%	1.81% 16.2% ↑	

Booking Engine Conversion Rate		5
Conversion rate from queriers to bookings		
2021	2020	
7.95%	7.28% 9.2% ↑	
7.23%	6.32% 14.5% ↑	

Website Effectiveness		8
Conversion rate from sessions to booking engine queriers		
2021	2020	
30.75%	26.56% 15.8% ↑	
30.16%	26.68% 13.0% ↑	

When a month is selected, a yearly summary for that year is also displayed. The format is similar to the monthly values but only the selected year and the previous year are displayed.

Trend Charts

Trend charts are provided for all key metrics to show how your property performance trends against the competitive set over time.

For each metric charted, two series are displayed showing your performance vs. the average of the same metric across your competitive set.

Revenue per Room Night
Average daily rate by month
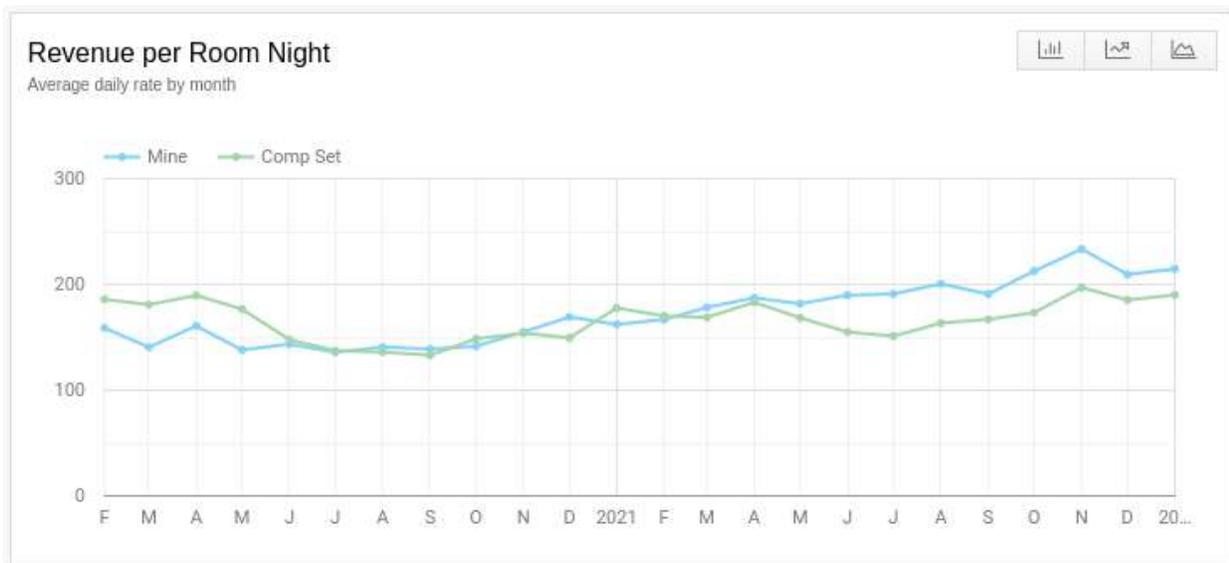
Other Notes

The competitive set selector has been removed from the advanced site profile in the Convert application. Competitive sets are not maintained only in Insights.

Competitive set summaries are still presented in the monthly consolidated report. Revenue metrics in this summary report are still based on room revenue including dynamic packaging so there may be small differences in the revenue figures presented in the consolidated report to those in the new competitive set dashboard.

Vouchers - Per Person Pricing

This new pricing option allows for individual vouchers to be priced based on the number of people selected. This simplifies the voucher purchase and redemption process - helping guests and hotel teams deliver a seamless experience.

Consumer Side

Choose Page - Voucher Output:

Visual changes include a dropdown to choose a number of people, a system-printed info box highlighting that per person pricing is enabled. Asterisk is added next to the price of the voucher which has help text in its tooltip, visible on hover.

Shopping Cart:

Number of people is printed with the line item in the cart

Customize Page - Voucher Output:

Price printed is not a unit price but reflective of the people included on the line item (49.99 * 4) Info bubble confirms the number of people added in the Choose screen.

Buy Page - Shopping Cart

Purchase Confirmation

Thanks for your purchase. See below for a summary of your transaction, and you will shortly receive a confirmation email.

Michelin Magic at ⬚⬚⬚⬚⬚⬚ - EUR 199.96

4 People

This certificate from T⬚⬚⬚⬚⬚n, Dublin's most stylish five star hotel includes the following:
• One night in a luxurious double room in the Garden Wing
• Full Irish Breakfast the next morning
• A 5 course Surprise Tasting menu in Restaurant... read more

Presented To: J⬚⬚⬚⬚⬚

Delivery Method: Online PDF Delivery [Download this Voucher]

Vouchers			
1	Michelin Magic at The ⬚⬚⬚	(4 People)	EUR 199.96)

Confirmation Email

Michelin Magic at The ⬚⬚⬚ - 199.96 EUR   Ref: 3⬚⬚⬚⬚⬚⬚

4 People

This certificate from The ⬚⬚⬚⬚n, Dublin's most stylish five star hotel includes the following: • One night in a luxurious double room in the Garden Wing • Full Irish Breakfast the next morning • A 5 course Surprise Tasting menu in Restaurant Patrick Guilbaud, with a welcome glass of champagne

Download this Voucher

Voucher PDF

This voucher is presented to

~~Jason Bourne~~

by

~~Some~~

Michelin Magic At ~~The Merrion~~ - 4 People

cate from ~~The Merrion~~ Dublin's most stylish five star hotel includes the

- One night in a luxurious double room in the Garden Wing
- Full Irish Breakfast the next morning

urprise Tasting menu in Restaurant Patrick Guilbaud, with a welcome glass
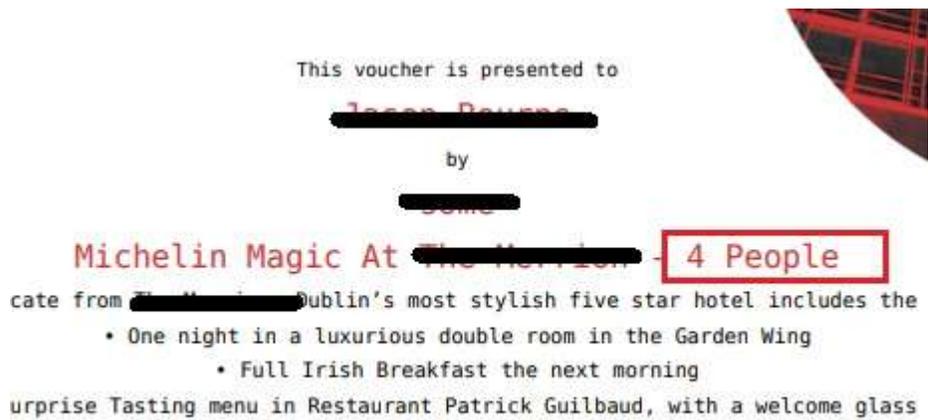
Admin Side

Voucher Editor

For using this new pricing, choose Value Type -> Per Person Value the voucher editor to provide appropriate values.

VOUCHER VALUE

Value Type	Value	Strike Value
Per Person Value	30.00	60.00

Min Persons Allowed	Max Persons Allowed
1	6

Vouchers List

New column outputs, when needed

Other Admin Screens

Transaction Details - column added for people added to a sold voucher, where needed.
Sold Vouchers Report - Can be run with people added per voucher as a report option
Search Sold Vouchers - column added for people added to a sold voucher

Enhancements

Cancellation Watchlist Action Tracking

This new addition to the bookings at-risk Watchlist Screen allows hotel teams to log individual actions taken to mitigate a cancellation from bookers flagged as high risk & high value. This log will provide the visibility needed to track the success of those actions as well as improve the usability of the report itself. Users will be able to easily distinguish between new at-risk bookings and those previously contacted.

Status and update column

There is now a status column in the table to show that an action has been taken on a booking and the likely outcome icon based on the action taken.

Colour has been added to give an added indication if any further action should be performed on the booking:

Retained - green
Cancelled - red
Unknown - amber

Retained

✔

Icon indicates that the action taken has likely retained the booking.

Cancelled

❌

Icon indicates that the booking has been cancelled or is likely to be cancelled even with the action taken.
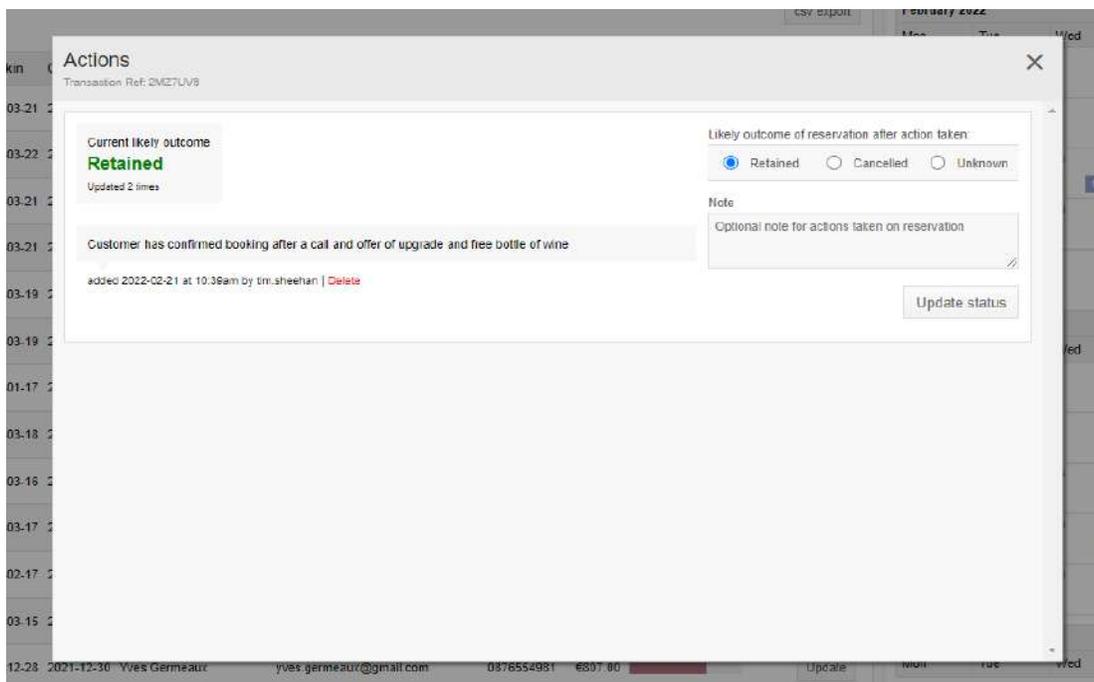
Unknown

❓

Icon indicates that the booking outcome is still unknown even after the action taken.

Update button

Pressing the update button gives a popup where the user can set the status or add notes.

Popup

A popup is used to give additional options or to give more information on any action taken on the booking.

Likely outcome of action

The user can set the likely outcome of the booking based on the action taken. The options are Retained, Canceled or Unknown.

Action taken notes

Notes can also be added to give more information on any actions taken for a booking.
There is the ability to delete a note if any typo or mistake was written.

Full Occupancy Filtering on Portal Quickbooks

It is now possible to add occupancy selection in a quickbook and top navigation bar for the portal to refine searches.
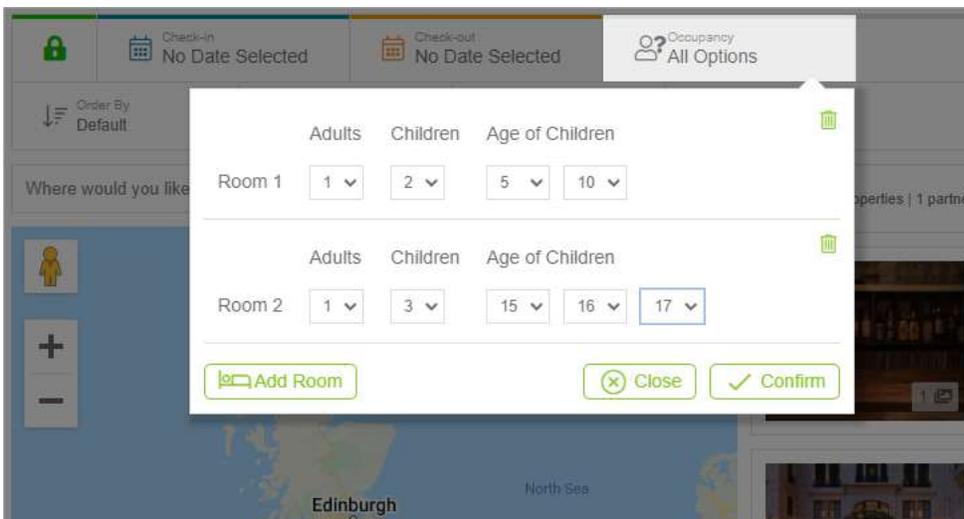
For details about your specific portal configuration and getting optimized around these changes, please contact your E-commerce Manager or Support@avvio.com

In addition, we strongly recommend reviewing your child band and pricing configurations at property level to ensure search filtering is accurately presented.

Index Page Changes

We have also added new fields to the index page to search with occupancy (including the ages of children) and added a button for adding multiple rooms.

Quickbook Form

A new portal quickbook form for multiple rooms and occupancies on Portal is also now available:

LOS Discounting Improvements

We've now made it easier to find & manage restrictions for length of stay (LOS) discounting. We have added a manage restrictions button on the rate editor where discounts are built. This opens a pop up so you don't need to leave the edit rate screen at any point. Note: this button will only show if there are LOS discounts added.

Frontend

In addition, LOS discounts found on the results page will now only appear if available for the date searched.

If there is no specific date searched then the discount with the link will only show if available within 7 days allowing the customer to jump to the date where that discount can be applied.

Room Rate Distribution

When a new room is created, you previously needed to manually go into each rate that you would like to make that room available on and add that room. We have added a screen, accessible from the *Room List* screen by clicking on the icon indicated in the screenshot below.

This screen will allow you to quickly update the rates that a room is available on. Note that if you add a rate to a rooms rate distribution, you will then need to go to the price editor for that rate to add pricing for that room, also, if you remove a rate from a rooms rate distribution, all price entries for that room on that rate will be removed.

If a room is not mapped to any rates an icon will be placed along with the *Rate Distribution* icon link to indicate this, as seen in the below screenshot:

		Code	Short Title	Long Title	BR	Beds		Min A	Max A	Max O	CH1	CH2	CH3				
	☐	SGL	Single Room	Single Room	1	1 x Super King		1	1	1				WEB	🖼	⤴	edit
	☐	DBL	Double Room	Double Room	1	1 x Double		1	2	2				WEB	🖼	⤴	edit
	☐	SUI	Junior Suite	Junior Suite	0			1	2	2				WEB	🖼	⤴	edit
	☐	SLF	Self Catering	Self Catering Room	0			2	3	5				WEB	🖼	⤴	edit
	☐	FAM	Family Room	Family Room	0			2	7	8	⊘	⊘		WEB	🖼	⤴	edit
	☐	🗑 delete selected															

Once on the Rate Distribution page, use the panel on the left to add rates that the room is available on, or remove rates from the panel of rates on the right. You must click save changes for your changes to take effect.

Linked Rates

PMapping rooms to linked rates is possible but it has limitations. You can only map a room to a linked rate if that room is already mapped to the parent rate. If the room is not mapped to the parent rate, it will need to be mapped to the parent rate first, once those changes are saved that room will then be able to be mapped to any linked rates on that parent rate.

If the parent rate has occupancy overrides in place on the room, those same overrides will be preserved for the room mapping on the linked rate.

Container Overview for Digital Monthly Report

The data from the Digital Monthly Report is now available to view at a container level in Insights. This can be found in the "Digital container overview" option in the 'reports' menu item on the Manage Folders Menu.
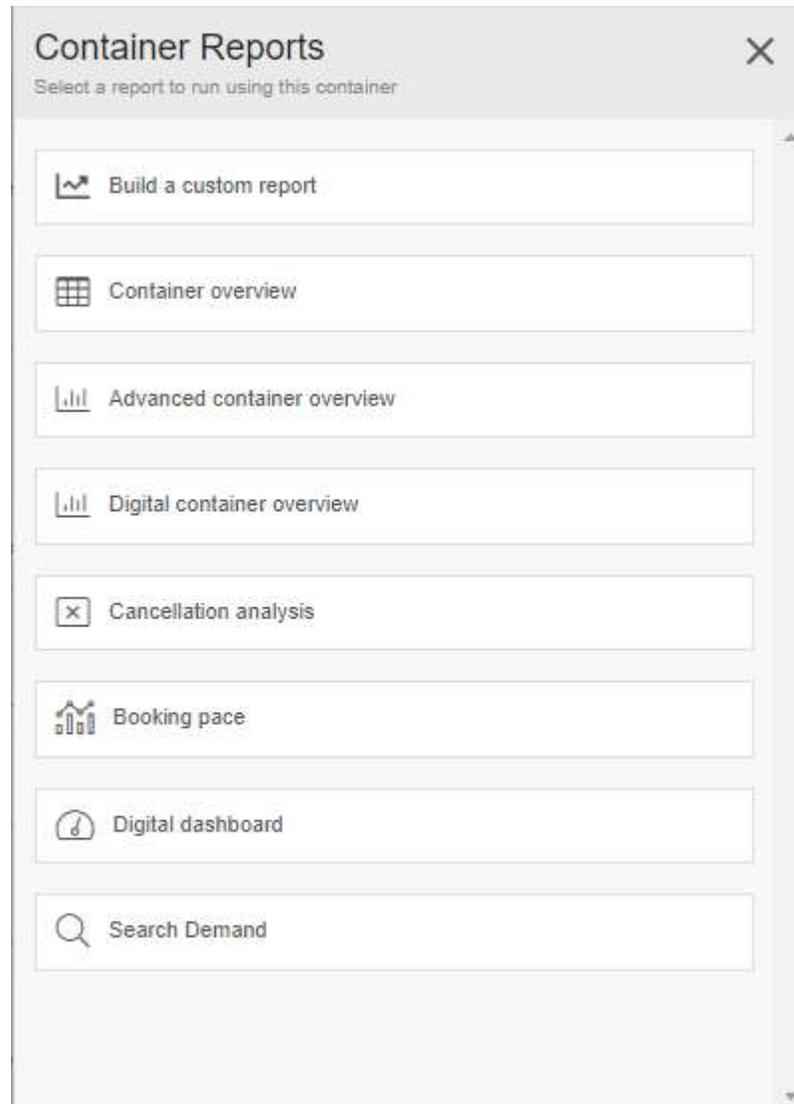
The overview shows a list of metrics for each site, with year-on-year comparisons for key metrics, Google Ads and Google Traffic organic traffic/revenue. By clicking on the chart icon on the right for a site, the monthly report for that site will open in a new tab.

Digital Container Report Overview

Month
December 2021 ⌄ ⬤ Toggle Accumulated

Key Metrics
December 2021 compared to December 2020

Site	Traffic / Sessions			Revenue			Total Spend			Total Cost of Sale			ROI		
TestHotel Martin	108,642	↑	24.1%	€ 1,088,335	↑	515.0%	€ 3,094	↑	672.1%	0.28%	↑	25.5%	352:1	↓	20.3%
	87,569		21,073	€ 176,960		€ 911,375	€ 401		€ 2,693	0.23%		0	442:1		90	📊
TestHotel Jan	21,973	↑	32.0%	€ 1,164,780	↑	550.2%	€ 3,094	↑	672.1%	0.27%	↑	17.3%	376:1	↓	14.6%
	16,532		5,441	€ 176,960		€ 987,820	€ 401		€ 2,693	0.23%		0	442:1		65	📊
A Sample Hotel	106,337	↑	182.5%	€ 1,164,780	↑	558.2%	€ 3,094	↑	672.1%	0.27%	↑	17.3%	376:1	↓	14.6%
	37,648		68,689	€ 176,960		€ 987,820	€ 401		€ 2,693	0.23%		0	442:1		65	📊
Jas Test Delete	21,973	↑	32.0%	$ 1,174,700	↑	563.8%	$ 3,094	↑	672.1%	0.26%	↑	16.3%	380:1	↓	14.0%
	16,532		5,441	$ 176,960		$ 997,740	$ 401		$ 2,693	0.23%		0	442:1		62	📊
TestHotel Dean	63,131	↑	44.2%	€ 1,174,700	↑	563.8%	€ 3,094	↑	672.1%	0.26%	↑	16.3%	380:1	↓	14.0%
	43,765		19,366	€ 176,960		€ 997,740	€ 401		€ 2,693	0.23%		0	442:1		62	📊

Google Ads
December 2021 compared to December 2020

Site	Traffic			Revenue			Bookings			Cost			ROI		
TestHotel Martin	28,805	↑	76.4%	€ 800,889	↑	103.5%	1,182	↑	49.1%	€ 2,640	↑	558.8%	303:1	↓	69.1%
	16,325		12,480	€ 393,428		€ 407,260	793		389	€ 401		€ 2,239	982:1		679	📊
TestHotel Jan	4,253	↑	40.0%	€ 52,311	↑	154.3%	209	↑	117.6%	€ 1,754	↑	153.7%	29.82:1	↑	0.3%
	3,037		1,216	€ 20,569		€ 31,742	95.95		113	€ 692		€ 1,063	29.74:1		0	📊
A Sample Hotel	14,626	↑	33.5%	€ 154,697	↑	81.0%	297	↑	39.3%	€ 4,309	↑	21.0%	35.90:1	↑	50.3%
	10,959		3,667	€ 85,059		€ 69,638	213		84	€ 3,561		€ 748	23.89:1		12	📊
Jas Test Delete	4,253	↑	40.0%	$ 51,451	↑	150.1%	204	↑	112.8%	$ 1,754	↑	153.7%	29.38:1	↓	1.4%
	3,037		1,216	$ 20,569		$ 30,882	95.95		108	$ 692		$ 1,063	29.74:1		0	📊
TestHotel Dean	1,805	↑	100.0%	€ 6,985	↑	100.0%	57.90	↑	100.0%	€ 397	↑	100.0%	17.60:1	↑	100.0%
	0		1,805	€ 0		€ 6,985	0		58	€ 0		€ 397	0:1		18	📊

Channels
December 2021 only

Metasearch

Site	Traffic	Revenue	Bookings	Cost	ROI	
TestHotel Martin	2,060	€ 77,356	59	€ 399	194:1	📊
TestHotel Jan	238	€ 4,195	17	€ 97.87	42.86:1	📊

The shown month can be switched using the drop-down at the top. By clicking the 'toggle accumulated' button, extra rows will be added at the top of each table to show accumulated values across all sites. Revenue metrics will be separated by currency if there are two or more different currencies across the container.

Key Metrics
December 2021 compared to December 2020

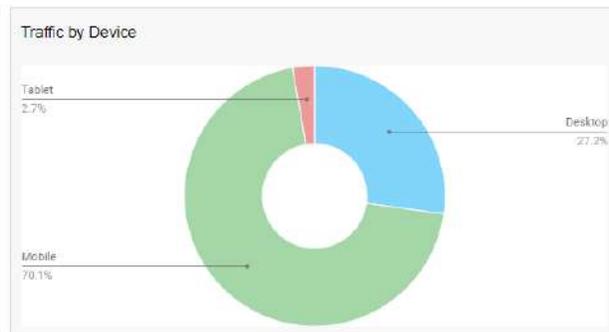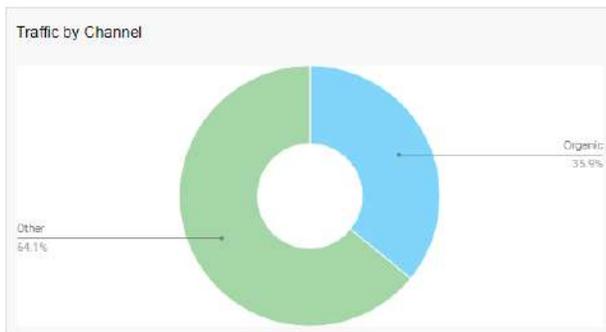| Site	Traffic / Sessions			Revenue			Total Spend			Total Cost of Sale			ROI		
Accumulated	84,411	↑	58.4%							0.27%	↑	18.6%	373:1	↓	15.6%
	40,409		24,002							0.23%		0	442:1		69	
Accumulated (EUR)				€ 1,148,149	↑	548.8%	€ 3,094	↑	672.1%							
				€ 176,960		€ 971,189	€ 401		€ 2,693							
Accumulated (AUD)				$ 1,174,700	↑	563.8%	$ 3,094	↑	672.1%							
				$ 176,960		$ 997,740	$ 401		$ 2,693							
TestHotel Martin	108,642	↑	24.1%	€ 1,088,335	↑	515.0%	€ 3,094	↑	672.1%	0.28%	↑	25.5%	352:1	↓	20.3%
	87,569		21,073	€ 176,960		€ 911,375	€ 401		€ 2,693	0.23%		0	442:1		90	📊
TestHotel Jan	21,973	↑	32.9%	€ 1,164,780	↑	550.2%	€ 3,094	↑	672.1%	0.27%	↑	17.3%	376:1	↓	14.6%
	16,532		5,441	€ 176,960		€ 987,820	€ 401		€ 2,693	0.23%		0	442:1		65	📊
A Sample Hotel	106,337	↑	182.5%	€ 1,164,780	↑	558.2%	€ 3,094	↑	672.1%	0.27%	↑	17.3%	376:1	↓	14.8%
	37,648		68,689	€ 176,960		€ 987,820	€ 401		€ 2,693	0.23%		0	442:1		65	📊
Jas Test Delete	21,973	↑	32.9%	$ 1,174,700	↑	560.6%	$ 3,094	↑	672.1%	0.26%	↑	16.3%	380:1	↓	14.0%
	16,532		5,441	$ 176,960		$ 997,740	$ 401		$ 2,693	0.23%		0	442:1		62	📊
TestHotel Dean	63,131	↑	44.2%	€ 1,174,700	↑	563.8%	€ 3,094	↑	672.1%	0.26%	↑	16.3%	380:1	↓	14.0%
	43,765		19,366	€ 176,960		€ 997,740	€ 401		€ 2,693	0.23%		0	442:1		62	📊

Also included is a list of key markets, based on the top 5 markets for each hotel. These countries are sorted based on how many hotels they're a top 5 market for, alongside their position in each.

Key Markets
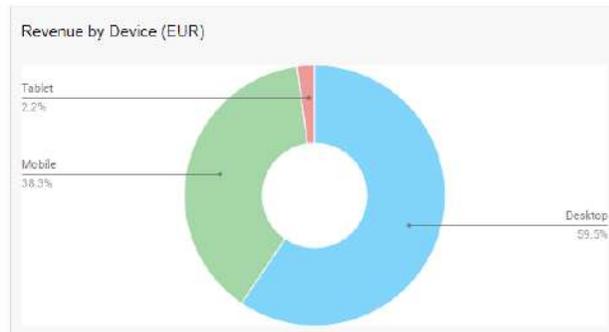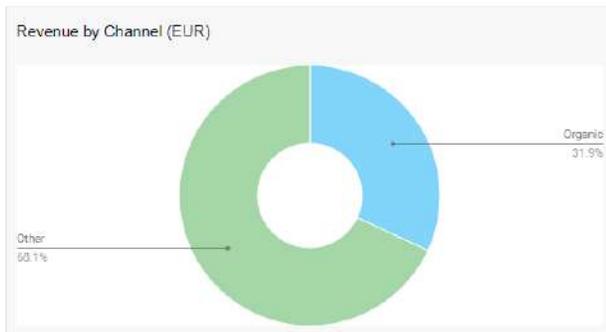January 2022 only, showing data for 5 hotel(s), sorted by revenue

🇮🇪 Ireland	🇬🇧 United Kingdom	🇺🇸 United States	🇳🇱 Netherlands	🇨🇦 Canada
Top 5 for 5 hotel(s)	Top 5 for 5 hotel(s)	Top 5 for 5 hotel(s)	Top 5 for 2 hotel(s)	Top 5 for 2 hotel(s)
Avg. position: 1.40	Avg. position: 2.20	Avg. position: 2.40	Avg. position: 4.00	Avg. position: 4.00
🇸🇬 Singapore	🇨🇳 China	🇧🇷 Brazil	🇵🇭 Philippines	🇦🇺 Australia
Top 5 for 2 hotel(s)	Top 5 for 1 hotel(s)	Top 5 for 1 hotel(s)	Top 5 for 1 hotel(s)	Top 5 for 1 hotel(s)
Avg. position: 5.00	Avg. position: 4.00	Avg. position: 5.00	Avg. position: 5.00	Avg. position: 5.00

The Google Traffic charts are accumulated across all sites in the container, displaying the ratio of organic traffic and revenue alongside a device breakdown.

Traffic

Traffic by Channel
Organic: 35.9%
Other: 64.1%

Traffic by Device
Tablet: 2.7%
Desktop: 27.2%
Mobile: 70.1%

Revenue

Revenue by Channel (EUR)
Organic: 31.9%
Other: 68.1%

Revenue by Device (EUR)
Tablet: 2.2%
Mobile: 38.3%
Desktop: 59.5%

Automated Emails for Digital Monthly Report

The digital monthly report will now be automatically sent in PDF format to all email addresses that are configured to receive monthly reports.

Google API update and SDK removal

With the announcement of the sunset date for the Google AdWords services, scheduled for on 27/04/2022, we've directed our efforts to migrate to the newer Google Ads service to prevent a major disruption on our reporting functionalities provided by the Insights app.

A complete update of the reporting model was required as a result of this change. As a result, This new service allows for two dimensions to be selected by a user, and for partials to be displayed in the report. Additionally, we have also moved away from the Google SDK for Google Analytics. These two migrations will allow us a smoother transition to PHP8, whenever the time comes. Note 'Average Position' is no longer supported on the Google Ads API.

AVVIO

Google Adwords report
01 Jan 2022 - 06 Mar 2022 comparing with 01 Jan 2021 - 06 Mar 2021
Report By: Month,Device

TestHotel Martin

		Visitors	Impressions	Cost (ex VAT)	Cost (incl VAT)	Revenue	Number of Transactions	Average Booking Value	Conversion Rate	Cost per Click	Cost per Transaction	Total Cost per Acquisition %
		114% ↑ 55061	145% ↑ 272292	118% ↑ €6,809.10	118% ↑ €6,809.11	140% ↑ €1,070,006.89	43% ↑ 958.58	7% ↑ €1,135.08	49% ↓ 1.77%	168% ↑ €0.12	41% ↓ €6.89	0.62%
		17838	112113	€793.85	€793.85	€814,252.51	588.53	€1,043.72	3.30%	€0.04	€1.35	0.13%
March 2022		113% ↑ 3886	105% ↑ 28041	492% ↑ €548.25	490% ↑ €548.25	17% ↓ €26,892.01	30% ↑ 31.02	€867.02	0.80%	39% ↑ €0.14	109% ↑ €17.68	2.04%
		472	12930	€32.16	€32.16	€32,568.83	24.53	€1,327.53	5.20%	€0.20	€3.76	0.28%
	TABLET	162% ↑ 95	335% ↑ 568	335% ↑ €11.26	335% ↑ €11.26	€745.00	1.50	€496.67	1.58%	73% ↑ €0.12	€7.51	1.51%
		34	680	€2.26	€2.26	€0.00	0	€0.00	0.00%	€0.07	€0.00	0.00%
	MOBILE	109% ↑ 2798	27% ↑ 17414	171% ↑ €211.19	171% ↑ €211.19	43% ↓ €73,371.56	24% ↓ 20.17	€857.46	0.72%	14% ↑ €0.08	29% ↑ €10.50	1.50%
		1088	13706	€77.64	€77.64	€22,657.00	26.46	€857.46	2.54%	€0.07	€2.96	0.34%
	DESKTOP	113% ↑ 1004	39% ↓ 8059	253% ↑ €325.80	250% ↑ €325.80	62% ↓ €12,836.45	52% ↓ 9.41	36% ↑ €1,364.28	0.94%	98% ↑ €0.32	821% ↑ €34.63	2.54%
		472	12930	€32.16	€32.16	€32,568.83	24.53	€1,327.53	5.20%	€0.20	€3.76	0.28%
February 2022		50% ↑ 22698	357% ↑ 120952	110% ↑ €3,137.10	160% ↑ €3,137.10	525% ↑ €382,250.58	155% ↑ 344.64	30% ↓ €1,109.12	1.52%	24% ↓ €0.14	670% ↑ €9.10	0.82%
		2178	24314	€193.20	€193.20	€171,926.67	121.27	€1,416.54	5.37%	€0.03	€1.39	0.11%
	TABLET	135% ↑ 625	113% ↑ 625	427% ↑ €88.47	427% ↑ €88.47	8% ↑ €14,130.00	30% ↑ 15.00	30% ↓ €942.00	2.40%	100% ↑ €0.14	252% ↑ €5.96	0.83%
		260	1694	€76.98	€16.98	€13,452.50	70.00	€1,345.25	3.76%	€0.06	€1.70	0.13%
	MOBILE	113% ↑ 16945	180% ↑ 84124	595% ↑ €1,392.69	595% ↑ €1,392.69	58% ↑ €180,471.71	54% ↑ 181.53	46% ↑ €994.19	1.11%	58% ↓ €0.09	434% ↑ €7.67	0.77%
		5971	36497	€174.89	€174.89	€108,576.50	130.20	€918.50	1.98%	€0.03	€1.48	0.19%
	DESKTOP	167% ↑ 5728	71% ↑ 33559	75% ↑ €1,654.93	73% ↑ €1,654.93	96% ↑ €187,643.87	22% ↑ 148.12	11% ↑ €1,266.88	2.19%	34% ↓ €0.29	102% ↑ €11.17	0.88%
		2179	24314	€193.20	€193.20	€171,926.67	121.27	€1,416.54	5.37%	€0.09	€1.59	0.11%
January 2022		51% ↑ 20377	100% ↑ 125299	21% ↑ €2,923.76	21% ↑ €2,923.76	36% ↑ €690,864.28	67% ↑ 550.51	16% ↑ €1,131.79	1.65%	67% ↑ €0.10	36% ↑ €5.01	0.44%
		2164	7140	€130.05	€130.05	€142,630.50	127.70	€1,116.92	3.83%	€0.06	€1.02	0.08%
	TABLET	17% ↑ 659	400% ↑ 3325	170% ↑ €65.51	670% ↑ €65.51	47% ↓ €18,340.00	3% ↓ 13.40	90% ↓ €1,368.66	2.03%	160% ↑ €0.15	597% ↑ €6.61	0.49%
		230	660	€11.49	€11.49	€12,593.50	13.70	€919.26	0.73%	€0.05	€0.84	0.20%
	MOBILE	213% ↑ 22391	82% ↑ 90836	130% ↑ €1,646.11	360% ↑ €1,646.11	36% ↑ €331,353.00	130% ↑ 331.85	80% ↑ €996.51	1.48%	36% ↓ €0.07	843% ↑ €4.96	0.50%
		5456	14478	€94.98	€94.98	€109,973.01	146.63	€749.93	2.69%	€0.02	€0.85	0.20%
	DESKTOP	180% ↑ 6327	100% ↑ 31129	124% ↑ €1,189.14	61% ↑ €1,189.14	116% ↑ €311,170.98	97% ↑ 238.66	17% ↑ €1,303.80	3.77%	34% ↓ €0.19	217% ↑ €4.98	0.39%
		2164	7140	€130.05	€130.05	€142,630.50	127.70	€1,116.82	3.83%	€0.06	€1.02	0.08%

Cancellation Summary on Daily/Weekly Lost revenue report

From now on you can find cancellation summary reports on daily and weekly reports:

👥 Cancellations - My Website

Ref	Rate	Room	Guest	Checkin	LOS	Revenue
F4SHJHN	NEWBAR	FAM		03 Feb 2022 Thu	1	EUR 100.00
K1J1IJG	NEWBAR	DLX		17 Feb 2022 Thu	2	EUR 180.50
TJF3T1Q	NEWBAR	DLX		17 Feb 2022 Thu	2	EUR 180.50

📈 Last 100 Room Reservations

Rate Code	%	Room Code	%	Room Nights	Avg. LOS	Avg. Leadin	Avg. Revenue

Cancelled bookings are indicated on a Booking Summary as well:

👥 Booking Summary - My Website

Ref	Rate	Room	Guest	Checkin	LOS	Revenue
F4SHJHN	NEWBAR	FAM	👥	03 Feb 2022 Thu	1	EUR 100.0
K1J1IJG	NEWBAR	DLX	👥	17 Feb 2022 Thu	2	EUR 180.5
TJF3T1Q	NEWBAR	PEN		17 Feb 2022 Thu	2	EUR 266.0
		DLX	👥	17 Feb 2022 Thu	2	EUR 180.5

You can exclude this summary in daily and weekly reports settings. Booking Engine -> Reporting -> Report Settings:

EXCLUDE SECTIONS

☐ Top Sellers	☐ Reservation List
☐ Lost Revenue Analysis	☑ Cancellation List
☐ Wait List Revenue Analysis	☐ Closed Days
☐ Room Availability	☐ Query Graph
☐ Month To Date Revenue	

Allora.ai Jasavscript API – Additional data

New data has been added to the API output to include:

Upsell items

Descriptions and local pricing.

```
▶ bookingConfirmation: {reference: 'HFUMWT3', rateID: '4205156', checkinDate: '2022-03-10', checkinDay: '10', checkinDaySuffix: 'th', …}
  earlyCheckin: "3.00"
  lateCheckout: "4.00"
▶ ratesData: {4204670: {…}, 4204677: {…}, 4205156: {…}, 4205163: {…}, 4205164: {…}}
▶ roomExtendStayData: [{…}]
▶ roomUpgradesData: []
▼ roomUpsellsData: Array(2)
  ▼ 0:
      currency: "EUR"
      currencySymbol: "€"
      groupID: 8796093059180
    ▶ images: ['3322']
      localCurrency: "EUR"
      localCurrencySymbol: "€"
      localPrice: "4.50"
      localStrikePrice: "6.00"
      modifyLink: "https://dev-ai.avvio.com/rpc/Kris%20Test%20Site/click.php?el=Uj-ew-g-HnrXkMXvB_PAAX553-THuE_QKAR3W8sqJS_U19BdjJ_xMFKVGxjF
      price: "4.50"
      strikePrice: "6.00"
    ▶ text: (5) ['Make your stay memorable with a wide range of additional products and services.', 'Make your stay special with a selection
    ▶ title: (4) ['Pamper your stay', 'Enhance your stay', 'Indulge with added extras', 'Experiences for your trip']
      upsellDescription: "Selection of BeersSelection of BeersSelection of BeersSelection of BeersSelection of Beers"
    ▼ upsellItems: Array(3)
      ▼ 0:
          itemDescription: false
          itemID: 8796093059181
          itemLocalPrice: "4.50"
          itemLocalStrikePrice: "6.00"
          itemName: "Heineken"
          itemPrice: "4.50"
          itemPriceType: "peritem"
          itemStrikePrice: "6.00"
        ▶ [[Prototype]]: Object
      ▶ 1: {itemID: 8796093059182, itemName: 'Karpackie', itemDescription: false, itemPrice: '2.00', itemLocalPrice: '2.00', …}
      ▶ 2: {itemID: 8796093059183, itemName: 'Budweiser', itemDescription: false, itemPrice: '4.00', itemLocalPrice: '4.00', …}
        length: 3
```

ECI / LCO

Time, restrictions, local pricing

```
▼ bookingJourneyData:
  ▼ bookingAuxInfo:
      rateID: "885"
    ▶ rateImages: ['78']
      rateTitle: "Best Available Rate"
    ▼ rooms: Array(1)
      ▼ 0:
          earlyCheckinCutoff: "13:00"
          earlyCheckinLimit: "26"
          earlyCheckinLocalPrice: "13.50"
          earlyCheckinPrice: "11.23"
          earlyCheckinPurchased: true
          earlyCheckinStrikeLocalPrice: "36.59"
          earlyCheckinStrikePrice: "30.44"
          lateCheckoutCutoff: "16:00"
          lateCheckoutLimit: "25"
          lateCheckoutLocalPrice: "16.06"
          lateCheckoutPrice: "13.36"
          lateCheckoutPurchased: true
          lateCheckoutStrikeLocalPrice: "16.84"
          lateCheckoutStrikePrice: "14.01"
          roomID: "1565"
```

Future Bookings

From now on all future bookings are included in Recommender Engine Javascript API output.

Booking are ordered by checkin day

```
▼clientData:
    IPcountry: "IE"
  ▶clientStatsCurrent: (2) [{…}, {…}]
  ▶clientStatsHistorical: (4) [{…}, {…}, {…}, {…}]
  ▼futureBookings:
    ▼4229480:
        c5TransactionID: "4229480"
        checkinFirst: "2022-04-14"
        checkoutLast: "2022-04-15"
        nameFirst: "OLIWIA - Gabriela"
        nameLast: "sadfasdfa"
        nameTitle: "Avvio"
        nights: "1"
        rateID: "4205164"
      ▶rateImages: ['3323']
        rateTitle: "All Rooms Rate"
        reference: "931GMBE"
      ▼rooms: Array(1)
        ▶0: {roomID: '4204669', roomNameShort: '2 Bedroom', roomNameLong: '2 Bedroom Room', roomImages: Array(5), status: 'active'}
          length: 1
        ▶[[Prototype]]: Array(0)
        segmentType: "2"
        siteID: "2021"
      ▶[[Prototype]]: Object
    ▶4229481: {c5TransactionID: '4229481', reference: 'PVQB3ZC', siteID: '2021', rateID: '4204677', checkinFirst: '2022-04-18', …}
    ▶4229482: {c5TransactionID: '4229482', reference: 'APN99T6', siteID: '2021', rateID: '4204677', checkinFirst: '2022-05-03', …}
    ▶4229483: {c5TransactionID: '4229483', reference: 'N7F6ZZS', siteID: '2021', rateID: '4204677', checkinFirst: '2022-05-04', …}
    ▶[[Prototype]]: Object
  ▶[[Prototype]]: Object
  currency: "EUR"
```

Rate Band Editor Simplification

To further simplify our backend UI, we are now able to hide references to rate band configuration on several screens when these are not in use. This will help those users complete key tasks with unnecessary inputs out of the way.

Sticky Top Bar

It is now possible to set the top navigation bar to be viewable at all times on the users screen. By default, the navigation bar hides & reappears based on scrolling and user interactions. This option can be applied to Booking Engine, Portal and Vouchers applications. It is also possible to configure for mobile and desktop separately.

Cancellation Policies

Cut-off days are now possible for up to 42 days in increments of one day, and up to 90 days in increments of one week.

Multi-room search

It is now possible through the rate and rate groups pages.

SDA on Rate and Rate Group Pages

Properties configured for Single Day Availability (SDA) view will have this view by default on rate and rate group pages.

Batch Processing for Cancellations

In New Cancellation List screen, cancellations with type auto approve and request for approval are listed. Cancellation with auto approve type needs to be viewed first one by one to be removed from the list, "marked viewed" button is added to have bulk viewing for users who want to view these cancellations in one click.
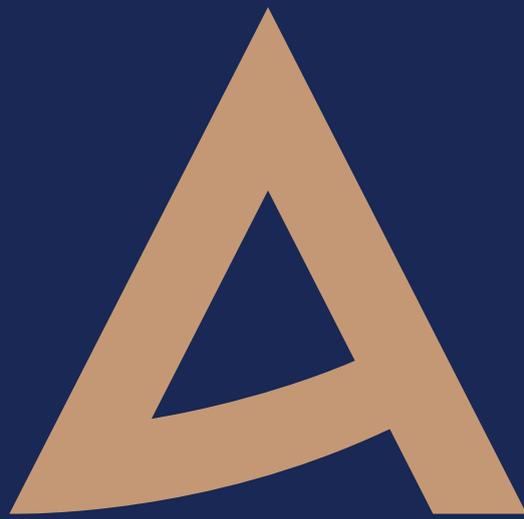
Bugs & Fixes

Promo Code & Datalayer

Promo code used during a transaction wasn't being displayed inside the dataLayer variable. The information was being pulled from an old field which is not in use anymore. It will take the information from the CRM service instead.

Duplicated External Codes

An issue came up whereby only some externally managed rates were checked for duplicate external rate codes, but using the rate option on the rate list page to convert a rate from internally managed to externally managed, it was possible to end up with 2 externally managed rates sharing the same externally managed rate code.

1. The rate edit screen will no longer allow internally managed rates to share an external rate code with any other rate other than linked rates. NB: This will have knock-on effects on some existing rates that have already been created with clashing external rate codes and users will start to see an error when trying editing these rates.
2. The option to convert a rate from internal to externally managed, now has some logic in place to properly detect the clashing external rate code and dynamically generate a unique rate code by appending some random digits to it.

#knowyourguest

www.avvio.com