

The OpenTable Restaurant and Guest Management Software v7.0 contains a completely redesigned administration and configuration area.

The OpenTable system will archive old reservation and guest data automatically. Data is still available for reporting.

What's New in OpenTable Software v7.0

Upgrading from v6.0 to v7.0

Overview

The v7.0 release of the OpenTable Restaurant and Guest Management Software has several new features:

New Feature Summary at a Glance	
General	Guest Data Management
Offline indicator	Guest search by E-Mail and company
Data archiving	More guest export options and fields
Reservation change log	Redesigned guest chits
Admin View & Configuration	Floor Management
Redesigned administration and configuration area	Floor timers on the Floor View
Scheduling wizard	Hide or display guest notes and codes on the Floor View
Scheduling changes from the Sheet and Book Views	Dynamic re-sizing of floor layouts on the Floor View
Configure reservation sort order	Support for a fourth floor layout
Configure floor timers	Print the floor layout
Password protect more features	Squirrel POS Integration
E-Mail	Capture table / party status changes
Resend reservation confirmations	Capture check total information
Send reservation cancellations	Display guest spend information

General

Offline Indicator

The top navigation bar has been completely redesigned to incorporate an offline indicator. The indicator turns red and displays "Offline" when the restaurant's OpenTable system cannot communicate with the OpenTable website (Web diners cannot make reservations into the restaurant when this occurs). Tapping the indicator displays more details and some troubleshooting tips.

Data Archiving

The OpenTable system will automatically archive old reservation and guest data. Any reservations older than 24 months or any guests that have not made a reservation in the last 24 months will be archived. Archived data will still be available for reporting but reports will take longer to run. Data archiving is important for improving the speed and response time of the OpenTable system.

Reservation Change Log

You can view a reservation's change log by highlighting the reservation, tapping Change, and then tapping View Change Log. The change log records changes to the reservation, including:

- Making a new reservation.
- Changing the date, time, or party size.
- Entering, viewing, or changing a credit card.

The change log also captures the name of the computer that was used to make the change.



Using the new scheduling wizards and the redesigned Admin View, users can edit reservation sheets, floor layouts, and schedules directly in the OpenTable Restaurant and Guest Management Software.

Users can resend reservation confirmation E-Mails either on demand or after they change any phone reservation.

Admin View and Configuration

Redesigned Administration and Configuration Area

All OpenTable system configuration has been completely redesigned and is now performed directly within the main OpenTable system – there is no longer a separate Configuration Tool. Users from any terminal can now make all configuration changes without disrupting other OpenTable users.

Scheduling Wizard

The new **Scheduling Wizard** has several short, step-by-step wizards that walk users through basic scheduling tasks like opening and closing shifts and days, changing default schedules, etc.

Scheduling Changes From the Sheet and Book Views

The top navigation bar has been completely redesigned and includes an **Options** button on the Sheet and Book Views to access the new Scheduling Wizard and other configuration options, including opening and closing a shift or day and editing reservation sheets and floor layouts.

Configure Reservation Sort Order

In the Admin View / System Settings / Reservation Settings tab, users can change the sort order of the reservations displayed in the Sheet, Book, and Floor Views.

Configure Floor Timers

In the Admin View / Floor Management Settings / Floor Management tab, users can configure the color and time settings for the new floor timers that are displayed on the Floor View.

Password Protect More Features

Users can configure the system to prompt for a password before allowing users to access the following areas:

- Access Reports, Run Guest Report
- Change Hotel & Concierge Lists
- Change System Settings
- Change Server Lists
- Change Floor Management Settings
- Change POS Settings

E-Mail

The OpenTable system can send additional reservation-related E-Mails.

Resend Reservation Confirmations

Users can resend confirmation E-Mails for phone reservations using the **Change** button on the top navigation bar. Users can also resend confirmation E-Mails whenever they change a phone reservation's date, time or party size.

Send Reservation Cancellations

Users have the opportunity to send reservation cancellation E-Mails for phone reservations whenever a user cancels a reservation.

Guest Data Management

Guest Search by E-Mail and Company

In addition to name and phone number, users can also search for guests by E-Mail address or company name.

More Guest Export Options and Fields

Users can select the following options when exporting guests from the OpenTable system (accessed in the Reports View):

- Only export guests that have E-Mail addresses.
- Only export guests that have been changed since a specific date.
- Include guests that have been archived.
- Break up the guest export into multiple files with no more than 60K guests per file, making it easier to load export files into a spreadsheet.



OpenTable

The computerized reservation and guest management system.

- ❖ More Guests
- ❖ More Satisfied
- ❖ More Often

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The following additional fields are also exported from the OpenTable system:

- Creation date of the guest record.
- Last modified date of the guest record.
- A flag that indicates if the guest was imported into the system.
- A flag that indicates if the guest was pulled from the data archive.

Redesigned Guest Chits

The layout of the guest chits has been redesigned to improve readability. Users can also print chits from the In-House and Active Waitlists for waiting guests.

The following additional fields can be printed on a chit:

- Walk-In counts
- Last Visit (formerly Last Reservation)
- Hotels / Concierges
- (Blank) Comment Lines

Floor Management

Floor Timers on the Floor View

Users can display floor timers next to tables on the Floor View for all seated parties. Floor timers help the host staff know how long a party has been seated or how much longer the party is expected to stay, depending on how it is configured. Floor timers can be configured and positioned in the Admin View.

Hide or Display Guest Notes and Codes on the Floor View

Users can configure the OpenTable system in the Admin View / Floor Management Settings / Floor Management tab to hide or display the Guest Notes and Codes at the bottom of the Floor View.

Dynamic Re-Sizing of Floor Layouts on the Floor View

Floor layouts on the Floor View will automatically re-size to fill the screen, depending on your computer's display settings.

Support for a Fourth Floor Layout

The maximum number of floor layouts displayed on the Floor View has been increased from three layouts to four.

Print the Floor Layout

When editing a floor layout, users can print a copy of the floor layout.

Squirrel POS Integration

The Squirrel POS system can now be integrated with the OpenTable system. The integration sends automated party status changes and check total information for reservations to the OpenTable system. POS Integration is a separate module – please contact OpenTable and Squirrel for pricing, minimum requirements, and more detailed information.

Capture Table / Party Status Changes

When activated and configured, the party status of seated parties in the OpenTable system is updated based on events that occur in the POS system. Pertinent POS events include when servers or wait staff order entrees / desserts and process payments / close checks in the POS system.

Capture Check Total Information

When the servers or wait staff process the check payment in the POS system, the OpenTable system captures the check total from the POS system and saves it as part of the reservation information. The check total includes tax and gratuity.

Display Guest Spend Information

If POS Integration is activated, the Guests View displays total and average guest spend information. The Make a Reservation and Guest History dialogs display check totals and POS Check IDs.