

Hotelcom - Use case - Guest

Stage 01

1. Opening hotel room guest web app

Actor: Hotel room guest

Scenario:

1. Every room has a unique QRcode
2. Guest will scan the QRcode placed in room using camera or google lens
3. Web-app will open in guest's preferred browser
4. The welcome screen will show (Hello welcome, to the _____ hotel)
5. Swipe left gesture will be displayed
6. Swiping left on welcome page, (service menu / track order page opens)

Extension:

1. If the guest orders some request. The highlighted room number will turn red
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2. Exploring services available

Actor: Hotel room guest

Scenario:

1. Swiping left on welcome page, (service menu / track order page opens)
2. In service menu page, four category of options displayed
 - A. Gallery options
 - B. Order and extras
 - C. Room service
 - D. Call option
3. Guest user can select any options based on their requirements.

Extension:

3. Social interactions through gallery option

Actor: Hotel room guest

Scenario:

1. Swiping left on welcome page, (service menu / track order page opens)
2. In the service menu page, Swipe left and right (gallery option)
3. The gallery page option has hotel photos, hotel and hotel / owners descriptions
4. The guest can write comment, like the photos

Extension:

1. Once guest adds likes/comment, the same will be reflected in dashboard gallery option of the hoteliers web app
2. The hotelier can delete comment at any time

4. Ordering through order option

Actor: Hotel room guest

Scenario:

1. Swiping left on welcome page, (service menu / track order page opens)
2. In the service menu page, order category will be displayed
 - A. Water (hot water/Cold water/normal water/mineral water bottle)
 - B. Tea/coffee/milk
 - C. Snacks
 - D. Extra bed/extra pillow
 - E. Extra toilet items
3. Guest can select the order items
4. The guest will confirm the order

Extension:

1. Ordered item can be tracked using track page
2. The order item can be cancelled in track page
3. Once the order is confirm, the ordered request will be notified in the dashboard of hotelier here web app screen
4. Once the order is confirm the notification in the dashboard of hotelier screen will show him red colour
5. The notification received in hotelier web app screen will give notification sounds

5. Requesting room service through room service option

Actor: Hotel room guest

Scenario:

1. Swiping left on welcome page, (service menu / track order page opens)
2. In the service menu page, room service category will be displayed
 - A. Housekeeping
 - B. Laundry service
 - C. How to use (AC/Heater/Locker/TV/etc) guidance option
3. Guest can select the room service needed
4. The guest will confirm the room service needed

Extension:

1. Requested room service can be tracked using track page
2. Requested room service can be cancelled in track page
3. Once the requested room service is confirm, the requested room service will be notified in the dashboard of hotelier here web app screen

4. Once the requested room service is confirm the notification in the dashboard of hotelier screen will show him red colour
5. The notification received in hotelier web app screen will also send notification messages to the receptionist mobile and worker's mobile as messages
6. Selecting how to use guidance option - The videos or photos of how to use (AC/Heater/Locker/TV/etc) will be played - only 30 sec of playtime video can be uploaded

6. Calling hotel reception desk staff from hotel room

Actor: Hotel room guest

Scenario:

1. Swiping left on welcome page, (service menu / track order page opens)
2. In the service menu page, call category will be displayed
3. Call reception feature will be selected
4. Call will reach to reception desk mobile through normal calls

Extension:

1. When guest press call option, the hotelier dashboard will notify the Room number so and so called.
2. If the guest call is picked and queries are answered, the receptionist will press answered in reception desk staff web app - the notification will be disappeared and (thank you for calling reception desk) message will be displayed in guest's web screen.
3. If the guest call didn't picked, (Missed call) notification will be displayed with room number and (sorry we will call back soon) message will be displayed in guest's web screen.
4. If the call is picked and queries are not fixed, Reception desk staff will turn on (Call back with solution) option. That will be notified with room number in reception desk staff mobile and (we will call back soon) message will be displayed in guest's web screen.

7. Track order and service through track order page

Actor: Hotel room guest

Scenario:

1. Swiping left on welcome page, (service menu / track order page opens)
2. In the track in order page, the confirmed order and service will be displayed
3. The service (received / in progress) is displayed
4. The estimated time will be given - based on the time hotelier feed while setting up the hotelier dashboard
5. By tapping on the confirmed order or service, cancel order and service option will be displayed
6. Tapping on the cancel order or service, will ask for confirmation
7. Once cancel order and service is confirmed, we placed order and service will be cancelled

Extension:

1. Once the requested room service is confirm, the requested room service will be notified in the dashboard of hotelier here web app screen

2. Once the requested room service is confirmed the notification in the dashboard of hotelier screen will show him red colour
3. The notification received in hotelier web app screen will also send notification messages to the receptionist mobile and worker's mobile as messages
4. Once the requested service and order is allotted to hotel staff, the receptionist will turn on the notification into in progress.
5. The in progress notification will turn into Green colour in hotelier web app Dashboard screen
6. Once the hotel staff completed the work, the receptionist should turn the notification into work done
7. Once the receptionist turns the notification into work done, the notification will be disappeared from hotelier web app dashboard screen
8. Once notification in dashboard screen disappeared, the feedback screen/pop-up will be displayed in guest web app

8. Giving feedback through feedback pop-up

Actor: Hotel room guest

Scenario:

1. Swiping left on welcome page, the feedback pop-up for the previous order/service will be displayed
2. The guest can rate the service based on timing, ordered item quality and hospitality
3. To add feedback, the guest came go to track order page
4. In track order page, the completed order list will be displayed
5. By tapping on the completed order list the guest can see the feedback option
6. By typing on the feedback option, the guest can add the feedback

Extension:

1. This feedback will be converted as visual analytical sheet to monitor the performance of the hotel staffs and hotel products (bed/pillow/food item/room appliance/etc)
 2. This analytical sheet will be displayed in dashboard based on (days/weeks/months/year)
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Hotelcom - Use case - Hotelier

Stage 01

1. Landing page

Actor: Hotelier

Scenario:

1. Open the landing page of hotelcom website using www.hotelcom.live
2. Hotelier can explore the landing to know what is hotelcom
3. List of details available in landing page
 - A. Banners
 - B. Video explanation
 - C. Toggle between tabs features - Room guest demo, Hotelier web app demo
 - D. Pricing
 - E. How it is useful
4. Different tab options available are
 - A. Product demo page - QR code of both guest platform and hotelier platform
 - B. Pricing page
 - (3 tier subscription model with monthly/annual plan is shown)
 - Free trail for a month
 - 19rs per room per month for hotel without restaurant
 - 39rs per room per month for hotel with restaurant
 - C. Register / Sign-in
 - D. Contact

Extension:

1. Tapping on each page tab, the specific page or specific page section will open
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2. Sign-up / Sign-in page

Actor: Hotelier

Scenario:

1. Open the landing page of hotelcom website using www.hotelcom.live
2. Clicking on Register / Sign-in page tab, the concerned page opens
3. There will be two option
 - A. Sign-in option, For register customers
 - B. Create a new account, for new customer

Extension:

1. Creating new account, can be through Gmail or through other mail ID - After that setup page opens
 2. Sign-In, Customer can directly log in using Gmail or through MailID and password
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3. Setup page

Actor: Hotelier

Scenario:

1. After creating a new account - The setup page opens
2. The setup page has three stages
 - A. Property details stage - Hotel name, Address, Contact details, total No. Rooms, No. Floors, Rooms number starting to end in each floor.
 - B. Feature and facility details stage - Select what all feature required
 - C. Management page - give any details needs to be provided for features, staff name and phone number who is responsible for each task will be given.
 - D. Pressing finish, Dashboard page will open

Extension:

1. Provided details will help in creating dashboard page.
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4. Dashboard page

Actor: Hotelier

Scenario:

1. After finishing the setup page, Dashboard page will open for New customer
2. After Sign-in, Dashboard will open for the already registered customer
3. For new customer, the gesture of pop up will appear to explain the part of dashboard
4. Parts of dashboard
 - A. Top left - Home (open landing page in new tab), Multi option dropdown box
 - B. Top centre - Hotel name (open edit account page in new tab)
 - C. Top right - Print QR code, Gallery, Staff management drop box
 - D. Canvas - Notification panel and right side list of rooms with toggle button (active/vacant)

Extension:

1. Canvas - notification will remain empty when there is no orders.
 2. Canvas - Room number along with requested order or service will be displayed in red colour when guest ordered something through guest web app
 3. Canvas - When staff finished the work, the receptionist will press finished, the notification will be disappeared and feed back popup will be displayed in guest web app
 4. Canvas - right room list has toggle button (active/vacant) - when room is booked, staff has to press active and then the QRcode stuck in room gets activated
 5. When room is vacated, staff has to toggle to vacant. That will notify in canvas notification panel (Clean room with the room number)
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5. Subscription payment pop up

Actor: Hotelier

Scenario:

1. After landing into dashboard

2. After new customer, the gesture of pop up will appear to explain the part of dashboard
3. Subscription pop up will appear for the first time customer
(3 tier subscription model with monthly/annual plan is shown)
 - Free trail for a month
 - 19rs per room per month for hotel without restaurant
 - 39rs per room per month for hotel with restaurant
4. Select subscription type from models and select monthly/annually
5. Payment gate page opens
6. In Payment gateway page, required details and options selected
7. Payment is made
8. Payment successful message is displayed

Extension:

1. Creating new account, can be through Gmail or through other mail ID - After that setup page opens
2. Sign-In, Customer can directly log in using Gmail or through MailID and password

5. Print QR code page

Actor: Hotelier

Scenario:

1. Top right of dashboard, Print QR code page tab will be displayed
2. Clicking on print QR code, the page opens in new tab
3. Based on the No. Floors, Rooms number starting to end in each floor - the unique QR code for each room will be generated and displayed.
4. Top right of page, How to use QR flyer (A popup of how to use QR flyer instruction will be open)

Extension:

1. Top right, there will be select option - Clicking on that small check box appear on all QR code. Click on the check box separately or select all option and click print
2. QR code will be printed (QR flyer will be designed in Black and white colour)
3. One A4 will have 4 copy of same QR code with instruction to use, cut into 4 and stick in four important points in room.

6. Gallery page

Actor: Hotelier

Scenario:

1. Top right of dashboard, Gallery page tab will be displayed
2. Clicking on gallery tab, the gallery page opens in new tab
3. Top right, add and delete option will be displayed

Extension:

4. Clicking on add, Add photos option will open (each hotel can add only 30 images)

5. Clicking on delete, small check box appear on all photos. Click on the check box separately or select all option and confirm delete

6. Staff management drop down tab

Actor: Hotelier

Scenario:

1. Top right of dashboard, Staff management tab will be displayed
2. Clicking on Staff management, Staff management drop down opens
3. Based on the features, staffs names with small photo will also be displayed
4. Select name of staff whomever is on duty at that particular time

Extension:

1. Toggled staff will get notification of order/service made by guest as message

7. Multi option drop down box

Actor: Hotelier

Scenario:

1. Top left of dashboard, Multi option drop down box will be displayed
2. Clicking on that 3 lines of Multi option drop box, the set of option is dropped down
3. Set of options are,
 - A. Account
 - B. Performance report
 - C. Subscription payment page
 - D. Contact hotelcom company - Phone number and mail ID will be given
 - E. Logout

Extension:

1. Clicking on Account option, the Account option page opens in new tab
2. Clicking on Performance report option, the Performance report page opens in new tab
3. Clicking on Payment option, the Payment page opens in new tab
4. Clicking on Logout option, the account gets logged out

8. Account page

Actor: Hotelier

Scenario:

1. In Multi option drop down, Account is selected
2. Account page opens
3. In Account page, 4 section will be there from top down
4. 4 section are,
 - A. Account Mail ID and password change
 - B. Property details edit

- C. Feature and facility details edit
- D. Management edit

Extension:

1. Provided details will help in creating dashboard page.

9. Performance report page

Actor: Hotelier

Scenario:

1. In Multi option drop down, Performance report is selected
2. Performance report page opens
3. In Performance report page, Monthly reports will be generated
4. Customer can view and download as pdf
5. Analysis is based on three criteria: count of request, time (low/high/average), happiness
6. Performance is calculated for, room, features, staffs
7. In staff, best performer will be listed in each feature
8. Complains and replies will be also listed

Example:

Hotel Name

Month and year

Mail ID

Phone number

Address

Room analysis

Room number	Water / Avg time / Rating	Laundry / Avg time / Rating	Overall Rating
101	2 / 2min / 3.5	2 / 2min / 3.5	3.5
102	3 / 3min / 3	3 / 3min / 3	3
201	1 / 10min / 2	1 / 10min / 2	2
Overall : Performance	3	3	2.5

Feature analysis

Feature	Count	Time low/high/Avg	Overall Rating
Water	500	2 / 15 / 8 min	3.5
Extra bed	30	20 / 40 / 30 min	4
Laundry	40	5 / 15 / 10 min	3
How to use	200	-	4.5
Overall hotel performance			2.5

Staff analysis

Feature	Count	Time low/high/Avg	Overall Rating
Laundry	40	5 / 15 / 10 min	3
Kumar	15	5 / 30 / 20 min	2.5
Sheela	25	5 / 15 / 10 min	4
House keeping	500	2 / 15 / 8 min	3.5
Vinod	300	2 / 15 / 8 min	4.5

Best performance of this month in each department:

1. Laundry - Sheela : 4
2. House keeping - Vinod : 4.5

Complaints:

1. Ac to working
2. Worst room smell
3. Bed condition is bad

Extension:

1. Clicking of particular month and year, that report will be generated. Customers can view or download as pdf

10. Subscription payment page

Actor: Hotelier

Scenario:

1. In Multi option drop down, Subscription payment is selected
2. Pricing page opens in new tab
(3 tier subscription model with monthly/annual plan is shown)
 - Free trail for a month (this option enabled only for first time user)
 - 19rs per room per month for hotel without restaurant
 - 39rs per room per month for hotel with restaurant
3. Payment gateway page opens
4. In Payment gateway page, required details and options selected
5. Payment is made
6. Payment successful message is displayed
7. The last payment date and due date will be always displayed in Subscription payment page

Extension:

1. Once the payment is made, Payment successful message will be sent and account stays in active
2. If payment is not made within due date, account will be on hold - till be payment is made
3. Reminder notification for payment will be popping up in dashboard from last two days of due day

Hotelcom - Use case - Admin

Stage 01

1. Login page

Actor: Hotelcom Admin

Scenario:

1. www.hotelcom.live/admin
2. Enter password and Email ID
3. Login

Extension:

1. If password forgotten, the password will be sent to registered Email
 2. Only first mailID and password is set during development time
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2. Admin dashboard

Actor: Hotelcom Admin

Scenario:

1. On title bar right - Logout option will be there
2. On title bar left - Hotelcom admin is displayed
3. Admin has one dashboard with 6 categories;
 - A. Search bar
 - B. Total hotels
 - C. Growth graph
 - D. Financial report
 - E. Hotel directory

Extension:

1. Search bar - works with Hotel name or Email or location or phone number
2. Total hotels - Total hotels, Hotels without restaurant, Hotels with restaurant, and Hotels left (any hotel who left our service)
3. Hotel Growth graph - vertical (Number of hotel) and horizontal (Month/year) - hotel categories (trail list, Without restaurant, with restaurant and hotel left)
4. Financial report - Month on month got updated financial report in Excel (one single file)
5. Hotel directory - Hotel name, email Id, phone, location, rating
6. Clicking on hotel - that specific hotels performance report of every month should be downloaded

Hotelcom - Use case - Guest

Stage 02

- 9. Ordering food and liquor
- 10. Accessing other hotel facilities

Stage 03

- 11. Exploring tour, events and activities in the city
- 12. Booking cab/renting vehicles
- 13. Exploring what is best in the city

Hotelcom - Use case - Hotelier

Stage 02

- 11. Mobile app for hotelier
- 12. Mobile app for worker

Stage 03

- 13. Hotelier / workers forum
- 14. Ads and rewards

Stage 04

- 15. QR scan check in
- 16. Guest record protocol
- 17. QR scan check out and Digital bills