

Service Cycle Guide



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01 Set Up Service Cycle on Backhouse

- Service Cycle & Occasion
 - Configure & Track Service Progression
 - Configure Sub-Services
-

Set Service Cycle & Occasion Settings

Scenario: For restaurants that require guests to provide dining occasions.

1. Log in to Backhouse (myinline.com).
2. Select **Booking Management**.
3. Select **Service Cycle & Occasion**.
4. Go to **Booking occasion options** and select **Default+Guest-select Occasion**.
5. Click **Save**.

Booking occasion options:

- **Default+Guest-select Occasion:** Displays the system's default dining occasion options and guest selectable occasions.

The screenshot displays the 'Booking Management' interface for 'Ivy's Cafe Taipei'. The 'Service Cycle & Occasion' settings are being configured. The 'Booking occasion options' dropdown is set to 'Default + Guest-select occasion'. The 'Occasion required' toggle is turned on. The 'Services' table lists various services and their assignments. The 'Occasion' section shows a form with fields for Name, Mobile Phone Number, Email, and Occasion (Birthday, Date, Anniversary, Family, Friends, Business). The 'Guest-select occasion services' section shows a form with fields for Birthday Month and Anniversary.

Default →

Guest-select occasion services →

Patron Website

Select Default + Customized Services

Set Service Cycle & Occasion Settings

Scenario: For restaurants tracking services in Host App.

1. Log in to Backhouse (myinline.com).
2. Click **Booking Management**.
3. Select **Service Cycle & Occasion**.
4. Go to **Booking occasion options** and select **Guest-select occasion only**.
5. Click **Save**.

Booking occasion options:

- **Guest-select occasion only:** This option displays only customized add-on guest-selectable services.

The screenshot displays the 'Booking Management' interface for 'Ivy's Cafe Taipei'. The left sidebar contains a menu with 'Booking Management' highlighted (2). The top navigation bar shows 'Service Cycle & Occasion Settings' (3). The main content area is titled 'Service Cycle & Occasion' and includes sections for 'Online booking page occasion settings', 'Booking occasion options', and 'Set up and track service progression'. In the 'Booking occasion options' section, the 'Guest-select occasion only' button is selected (4). The 'Save' button in the top right corner is highlighted (5). The right sidebar shows the restaurant details for 'Ivy's Cafe Taipei', including the date 'Tue, Aug 9, 2022' and the time '17:00'.

Patron Website

Customized Services

Set Service Cycle & Occasion Settings

Scenario: For restaurants that don't require dining occasions.

1. Log in to Backhouse (myinline.com).
2. Select **Booking Management**.
3. Select **Service Cycle & Occasion**.
4. Go to **Booking occasion options** and select **Hide All**.
5. Click **Save**.

Booking occasion options:

- **Hide all:** This option hides all dining occasions and service options.

The screenshot shows the 'Booking Management' interface for 'Ivy's Cafe Taipei'. The sidebar on the left contains various menu items, with 'Booking Management' highlighted. The top navigation bar includes 'Basic Settings', 'Cover Photo Settings', and 'Service Cycle & Occasion Settings'. The main content area is titled 'Service Cycle & Occasion' and contains sections for 'Online booking page occasion settings', 'Booking occasion options', and 'Set up and track service progression'. The 'Booking occasion options' section shows a dropdown menu with 'Hide all' selected. The 'Set up and track service progression' section shows a table of services with columns for 'Services', 'Sub-services', and 'Service Assignment'. The 'Save' button is highlighted in the top right corner.

Patron Website

Hide Dining Purposes

Configure and Track Service Progression

1. Click **Add new service**.
2. Enter a service name.
3. Select a service icon and color.

Limitations

- You can only add up to 10 active services.
- The service name length cannot exceed 200 characters.

The image displays the 'Booking Management' interface. On the left is a dark sidebar with a menu including 'Reports', 'Manage', and 'Booking Management'. The main area is titled 'Booking Management' and has tabs for 'Basic Settings', 'Cover Photo Settings', and 'Service Cycle & Occasion Settings'. Under 'Service Cycle & Occasion Settings', there's a section 'Set up and track service progression' with a description: 'Every service/dining purpose can contain multiple sub-services. This feature is to help restaurants to track the service progression from the app. Services can be used as a dining purpose and selected by guests when booking online, and can also be attached to the reservation. You can create up to 10 active services/dining purposes.' Below this is a table of services. A red circle with the number '1' highlights the 'Add new service' button at the bottom of the table. An arrow points from this button to the 'Edit service' dialog. The 'Edit service' dialog has a 'Basic Info' section with a 'Service name*' field (labeled with a red circle '2') and a list of languages. To the right of the dialog is a 'Settings' panel (labeled with a red circle '3') containing 'Select a Service Icon' (a grid of icons), 'Select a Service Color' (a row of color swatches), and 'Service Assignment' (options for Manual, Default-Assign, and Guest Selection).

Configure Sub-Services

1. Select any of the following **Service Assignment** methods:
 - **Host-app assign only:** You can assign the service to only specific reservations.
 - The service is optional and you can manually assigned to applicable reservations.
 - **Auto-assign to all bookings:** The service is automatically assigned to all reservations (including manually created reservations and online reservations).
 - The service is required for all reservations. (e.g., last order, customer satisfaction)
 - **Guest-select occasion:** The guest can select services from the website.
 - The guest selects the service when making the reservation. (e.g., birthday celebration)
2. Click **Add new sub-service** and enter the sub-service name.
3. Click **Save**.

Settings

Select a Service Icon

Select a Service Color

4 Service Assignment

- Host-app assign only**
This service may be assigned to a booking by restaurant staff.
- Auto-assign to all bookings**
All bookings will automatically be assigned this service by default.
- Guest-select occasion**
Guests can select this service from the web interface.

Since you're choosing "Guest-select occasion only", you should at least keep one service as guest-select occasion.

Sub-services

5 Add new sub-service

Sub-services

Sub-service name

Give the Rose 赠送玫瑰花束

Take a Picture 拍照/Print 列印

Add new sub-service

6 Save

Discard

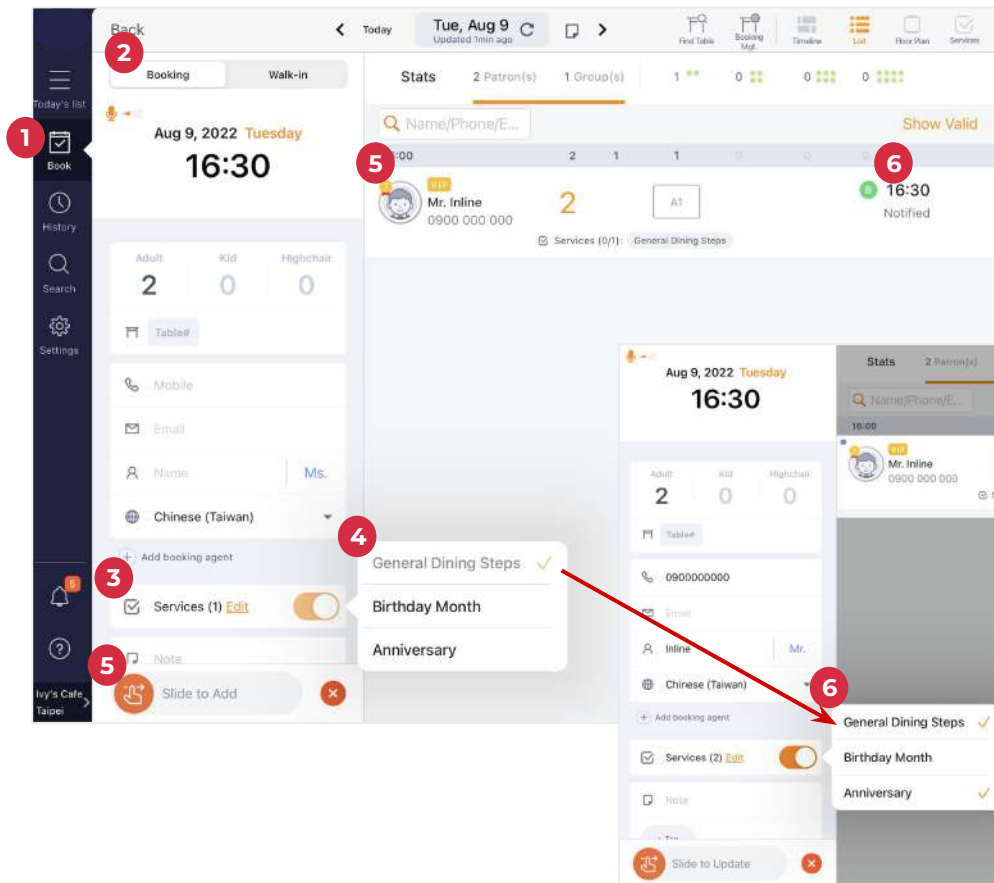
02 Configure Service Cycles on Host App

- Enable Service Cycle When Creating Reservations
- Track Service Progression
- Service Cycle Display Modes



Enable Service Cycle When Creating Reservations

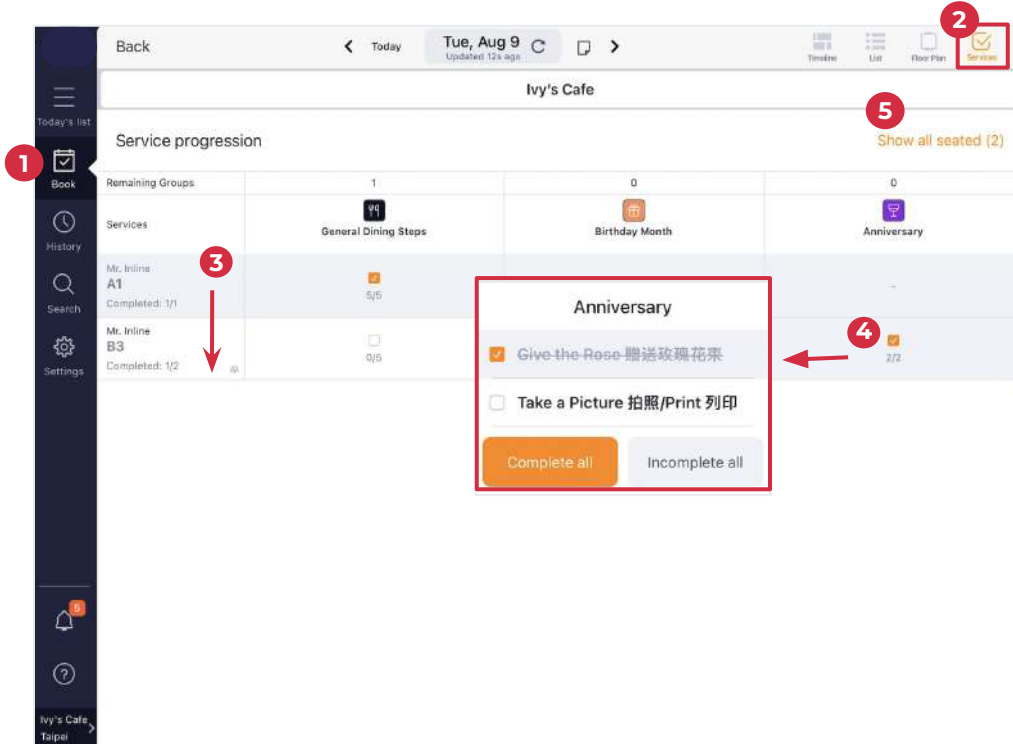
1. Tap **Book**.
2. Tap **Booking**.
3. Go to **Services > Edit**.
4. Tap the service.
 - **Grayed Out:** The service is automatically assigned. You can remove the service when editing the reservation.
 - **Black Font:** The service is selectable and requires the user to manually assign it. The user can select multiple services.
5. Swipe **Slide to Add**.
The reservation is created. (Label 5)
6. Tap the time to edit the completed reservation and its services.



Track Service Progression

Limitation: Can only track seated tables.

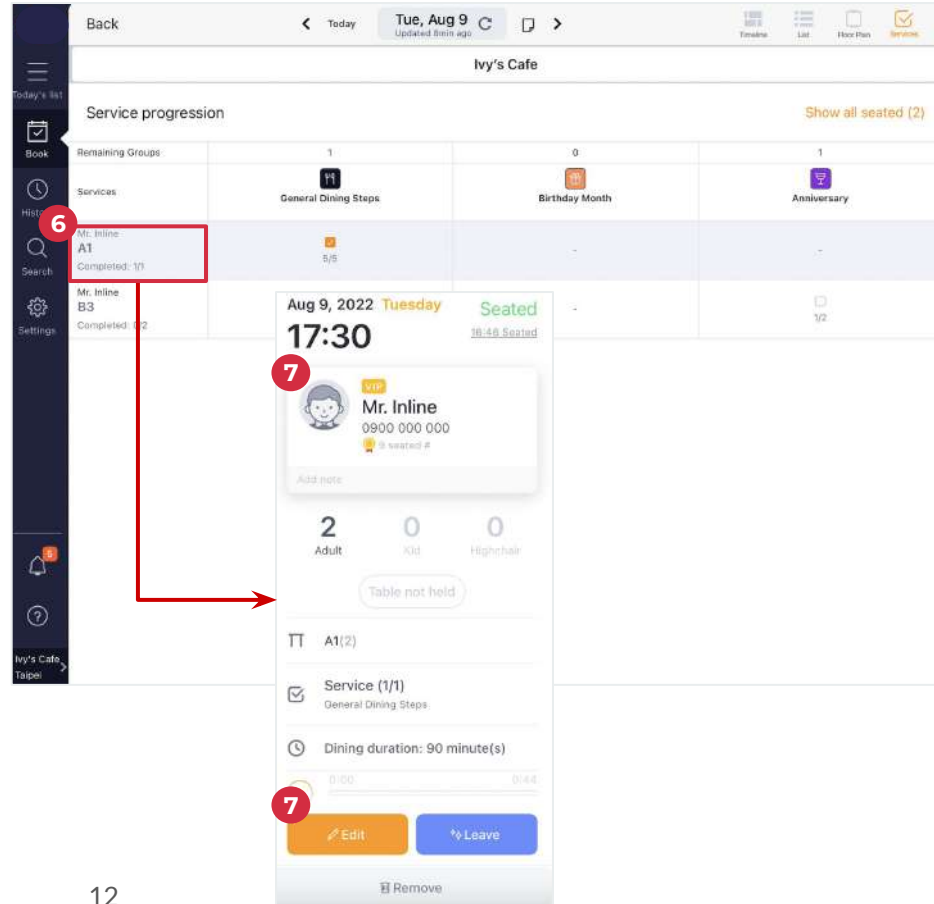
1. Tap **Book**.
2. Tap **Services**.
3. The number of services completed appears on the left, and the total number of services appears on the right (e.g., 1/2). The seated tables appear in chronological order.
 - **Note:** Only seated tables with service cycle enabled are displayed here.
4. Track service progression.
 - Tap and hold the checkbox to view sub-services, and tap the option that applies.
5. Select any of the following filters:
 - **Show All:** Displays all seated tables.
 - **Show Incomplete:** Displays tables with pending services.



Track Service Progression

Limitation: Can only track seated tables.

6. Tap the table to view the reservation details.
7. To add a note, tap the guest profile icon or edit.



Service Cycle Display

There are 3 service cycle display modes.

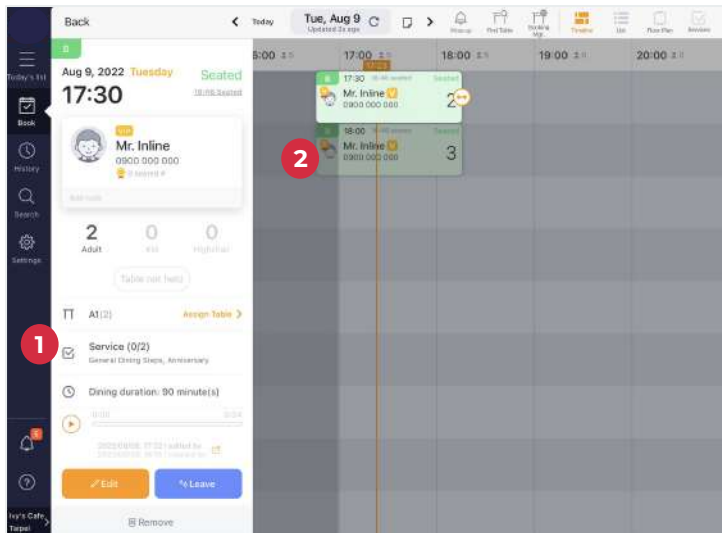
There is a total of 2 service tasks in these images.

Label 1: There are 2 pending service tasks (0/2).

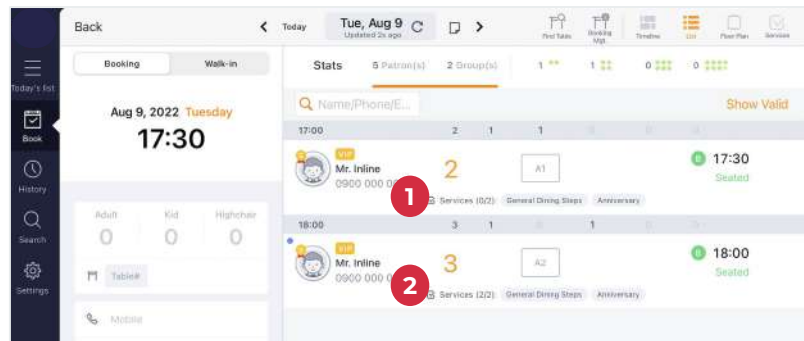
Label 2: There are 2 completed service tasks (2/2).

Timeline View

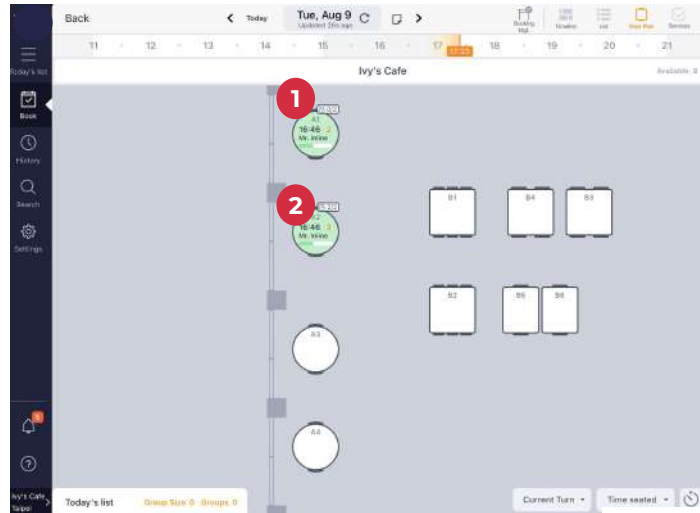
(Tap the reservation to view the service cycle)



List View



Floor Plan View



Thank you.

