ADDITIONAL FEATURES:

Admin – Add area within “create/build hotel” to customize survey for “service recovery” for specific hotel.

Admin – Add area within “create/build hotel” to add default emails for hotel to send out “service recovery” **guest surveys** and separate email to send out **“service tickets” and “picked up and closed”.**  I want hotels to be able to have email come from hotel domain email. So it’s specific to hotel name so guest can identify email.

Add ability to reply to text messages with 1 for “picked up” or 2 for “closed” – Application will receive and update system accordingly with user’s name attached to phone number from reply. This will allow for tracking of statistics that we can use on dashboard

Ability to have running clock on tickets for each step. Pending tickets have timer, Pick-up have timer and then closed will show total time from open to close to track our average time to resolve service for each ticket and total. We could even have running clock and date on dashboard to show various ticket statistics.

Track Survey Scores – for average daily, weekly, monthly and yearly average scores

Data Base for surveys - Search survey responses by Date received, Guest Name and room number. Show survey average scores on dashboard

Add ticker at bottom of dashboard with scrolling data such as tickets closed for month, # of new tickets, # of pending tickets, #of guest recovery tickets for month, etc

Sir, will we need multiple phone numbers through twilio for different hotel text message or can we use the same 1 number?