



The Concierge Assistant®

The Best Enhancements of 2006

1. With security concerns being at an all time high, the last thing anyone needs is trouble with guest credit cards. One word... Encryption. All credit card information stored in CA is encrypted using DES 128 methodology. Allowing only authorized personnel to decrypt this sensitive information with complete audit trail reporting and all displays of the credit card are masked. Only a password and authorization will allow the viewing of the credit card number and each time the credit card number is accessed, CA will capture this information for management review to ensure proper handling of credit card information by personnel
2. CA has a new way of giving each property the maximum flexibility in security options and choices, complete with language skills for every associate on property! With the new "Security Authorizations" and "Logbook Categories" tabs under Administration, each employee can be detailed as to their level of authorization and the information that they can see.
3. The Concierge Assistant (CA) has an operational interface with Open Table! Logbook entries made for a "Dining Reservation" with a participating Open Table restaurant can be made directly from the logbook entry. With just a click or two of the mouse, your reservation will be secured online and provide CA with a confirmation number. CA will also process a reservation cancellation.
4. Status Messages for Logbook Entries may now be defined at either Contact or Logbook Category level. These can be used to notify others on property when a vendor is sold out, closed for a Holiday or remodeling or whatever needs to be communicated to other associates. This information will appear when making a reservation through Logbook, notifying the associate of the restrictions presently in place.
5. The same linking feature you love in Contacts, Events and Profiles can now be entered for Logbook entries too. As an example, if your property is currently using CA to track Lost and Found Items, a picture of the item can be linked to the logbook entry.
6. Revised the "Today" screen in the Logbook Search Panel. When the option for viewing today's activities is selected, The Concierge Assistant opens in the Logbook feature displaying today's date and activities schedule. Another option available is whether "All" activities should be displayed or only those that are still in need of completion.
7. With our latest enhancement to the Logbook feature, a button to the immediate right of the data entry element linked to the Contact Name will launch the "Rolodex Search". Enter a few letters of the vendor name and with one click on the button, the Contact display will provide you with the possible matches. Double clicking on the vendor desired will move the linked information to the data entry panel such as name, address, guest information and directions (if provided in the Contact panel under "Log Notes and Directions").
8. The Logbook Search Panel has a new look and new abilities. Want your logbook entries sorted by the room number or the category? And you want to do it fast? Then click on

the column header and presto! We have also expanded the "Sort By" selection which now includes: Reference Date and Time, Notification Type or Guest ID, and Status and Date,

9. A new checkbox labeled "Element" is now available under the "Select By" section. This enables users to search for all Logbook entries containing a specific Data Entry Element, such as Reservation Time, or Special Requests or any of the labels currently being used on your data entry panels. You can then select by the guest name to get more specific information on requests and activities.
10. We use functions keys up to F9 now! Do you know them all? F2=Calculator, F3=Calendar, F4=Print Screen, F5=Associates with language skills, F6=Contact Search from anywhere in CA, F7=Profiled Guest Contact info, F8= CA info and F9=Military Time converter.
11. Our Profiles feature has been given a face-lift! Create multiple links just like "Contacts", Events and Logbook", Identify each guest with a color code and "Profile Type", create template letters for whatever you need, and if they have an assistant who dies everything for them, there is a place for that now too
12. The Profile Indicators accessed through the Administration tab now allows an email address to be associated with any indicator. When that indicator is selected and an email has been requested, the email address will auto-populate the email; i.e. specific housekeeping requirements for a Profiled guest can be emailed directly from CA to the housekeeping department notifying them of the guest's arrival and their needs with one click of the mouse.
13. Does your VIP guest have an assistant that is your main contact? There is a special place just for them in Profiles.
14. Groups have a few new features too. Groups can now have an itinerary for their activities. Not only that, but they can also make a word document or a PDF out of it to send to the Groups contact for approval prior to their arrival.
15. Groups associated with logbook entries can now be broken out in the Logbook Report Writer and exported to an Excel format.
16. Our new Reservation feature provides a way to track internal programs for guest availability such as Kids Clubs, restaurant seating, House Cars or Spa and Golf course, times and dates. Access to the Reservation system can be done from Logbooks and Groups. This system comes complete with a waiting list for items or events that are heavily requested and our latest "Sign Up" sheets for activities or agreements that need to be signed and acknowledged by the guest.
17. Each Logbook Category now has the ability to a) be viewed by only "Authorized" individuals, b) selected to NOT print on a Guest itinerary, and c) limit the transactions in any given day.
18. Create "Guest Lists", Confirmations, Itineraries and almost every document you produce in CA into PDF, RTF or Email formats, complete with your property's logo.
19. In Logbook Report Writer a third drop down has been added for a finer breakdown and when exported, the Logbook ID # and Reference Date of the entry are now visible for better tracking