# Tag Management

**NOTE**

This page is accessed via a left-navigation option in the Setup part of the Guest Center back-of-house.

**1**

**Add Your Own Visit Tags**
Opens modal for "Add Custom Visit Tags".

**2**

**Tag Categories**

**3**

**Tags**
All global and custom tags are populated under categories, sorted in alphabetical order.

The entire row for each tag name can be clicked to *hide/show* that tag. (This is not archive or delete!)

**4**

**Hidden Tags**
Tags that are hidden are not shown on front of house functionality.

See flowchart below for handling different tag usage circumstances for hidden tags.

**5**

**Custom Tags**
Custom tags are marked with a "CUSTOM" indicator.

**6**

**Hover Effect**

**7**

**Add Your Own Guestbook Tags**
Opens modal for "Add Guestbook Visit Tags".

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John Doe's Restaurant     OpenTable     John Doe

- Restaurant Profile
- Tag Management
- Waitlist Messaging
- Credit Cards

## Tag Management

### Visit Tags

Visit tags help describe a visit that has special circumstances.

**Add Your Own Visit Tags**

Select visit tags **you want to hide** from use at your restaurant:

**Special Occasions**

| Anniversary |
| Birthday |
| Graduation |
| Pre-Theatre — HIDDEN |
| Wedding CUSTOM |

**Special Requests**

| Bar Requested CUSTOM |
| Booth Requested |
| High Chair Requested |
| Patio Requested — HIDDEN |
| Quiet Table Requested |
| View Requested |
| Wheelchair Access Requested |
| Window Requested |

### Guestbook Tags

Guestbook tags help describe a guest in your guestbook.

**Add Your Own Guestbook Tags**

Select guestbook tags **you want to hide** from use at your restaurant:

**Dining Preferences**

| Allergy |
| Gluten-Free |
| Halal CUSTOM |
| No Red Meat |
| Pescatarian |
| Vegan — HIDDEN |
| Vegetarian |

**Extra Attention Required**

| Alert the Chef |
| Alert the Manager |
| VIP |

**Notable Background**

| Blogger — HIDDEN |
| Critic |
| Employee |
| Friend of Employee |
| Friend of Owner |
| Investor — HIDDEN |
| Member CUSTOM |
| Regular |
| Smoker |

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## HIDDEN TAGS FLOWCHART

BOH User Hides Tag → Tag Is Hidden from FOH Tag Selection for New Reservations/Guests → Is Hidden Tag Applied to an Existing Visit/Guest?

— No → Tag Is Hidden from FOH Tag Selection for Existing Visits/Guests

— Yes → Tag Still Appears for Existing Visit/Guest *and* Tag Still Appears in FOH Tag Selection for That Visit/Guest Until It is De-Selected

# Add Custom Visit Tags

**NOTE**
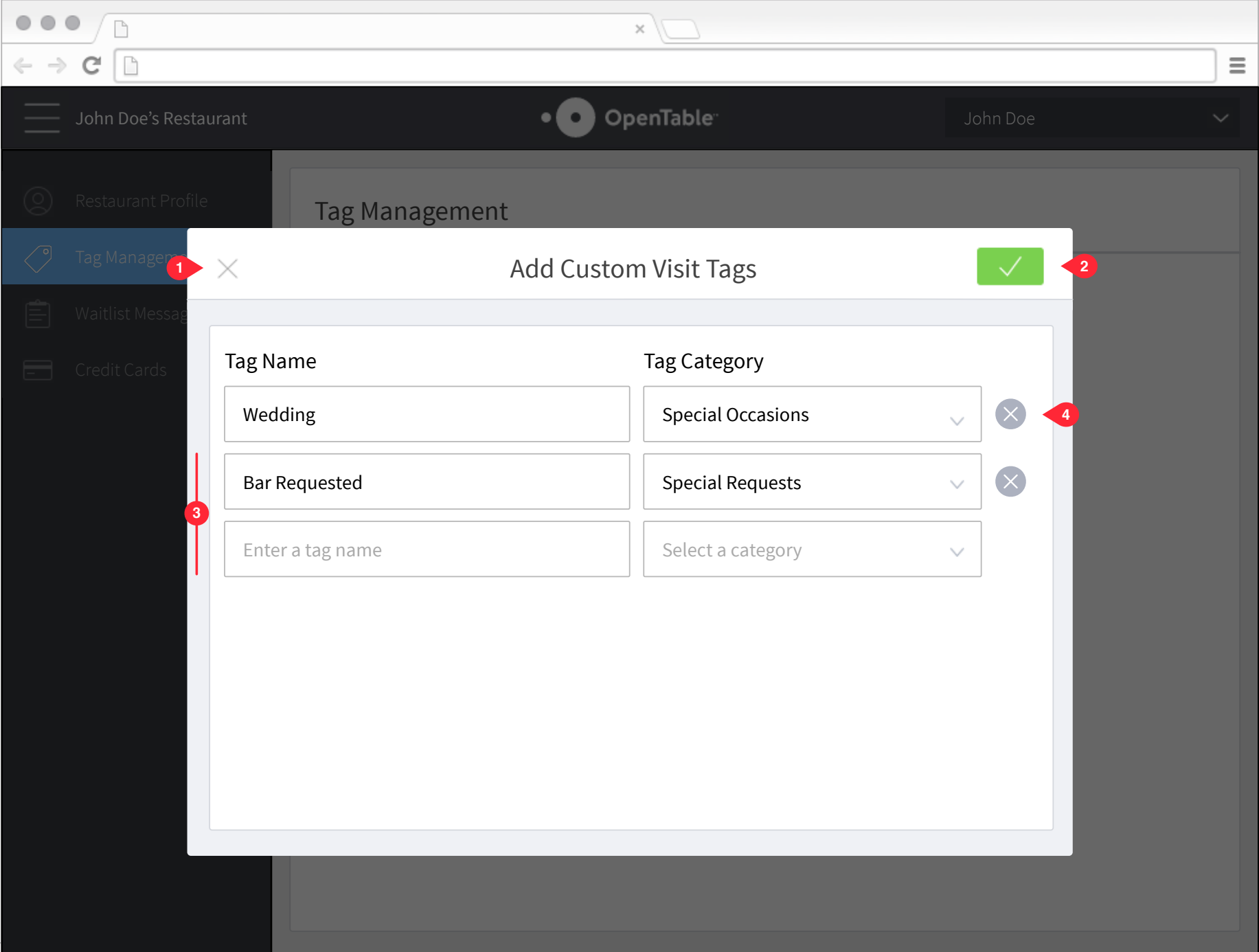The behavior of this "Add Custom Visit Tags" modal will be the same as the "Add Custom Guestbook Tags" modal.

**1**

**Close Modal**
Closes modal without saving any changes.

**2**

**Confirm Button**
Opens modal for "Add Custom Visit Tags (Confirmation Prompt)".

**3**

**Tag Name and Tag Category**
Tag categories should only be visit tag categories ("Special Occasions" and "Special Requests").

After the user types in a tag name *and* selects a tag category, a new row appears beneath the last row.

**4**

**Clear Row**
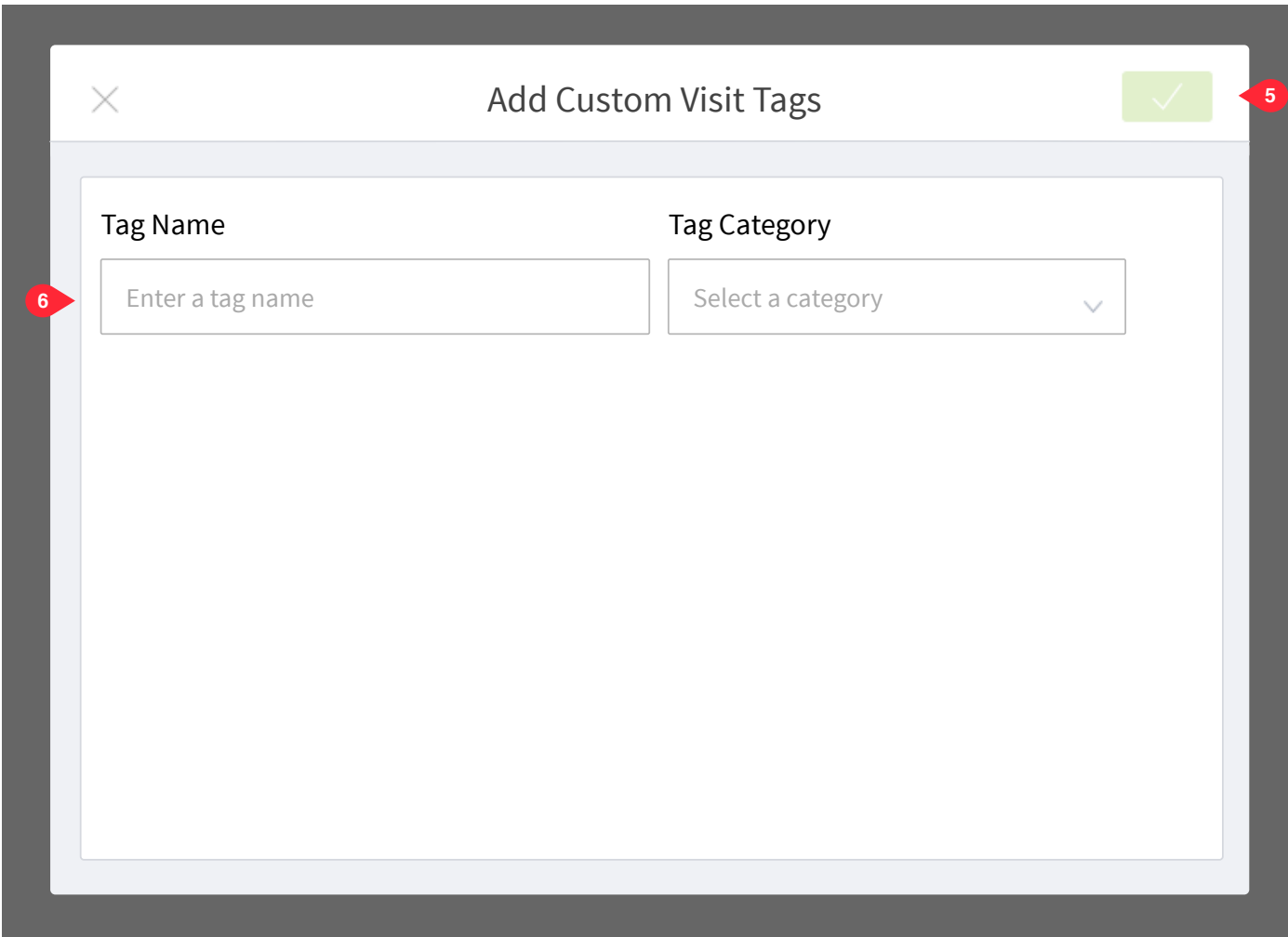Clicking on the "X" button will remove the row and move all rows below it up.

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Tag Management

**Add Custom Visit Tags**

| Tag Name | Tag Category |
|---|---|
| Wedding | Special Occasions |
| Bar Requested | Special Requests |
| Enter a tag name | Select a category |

## EMPTY STATE

**5**

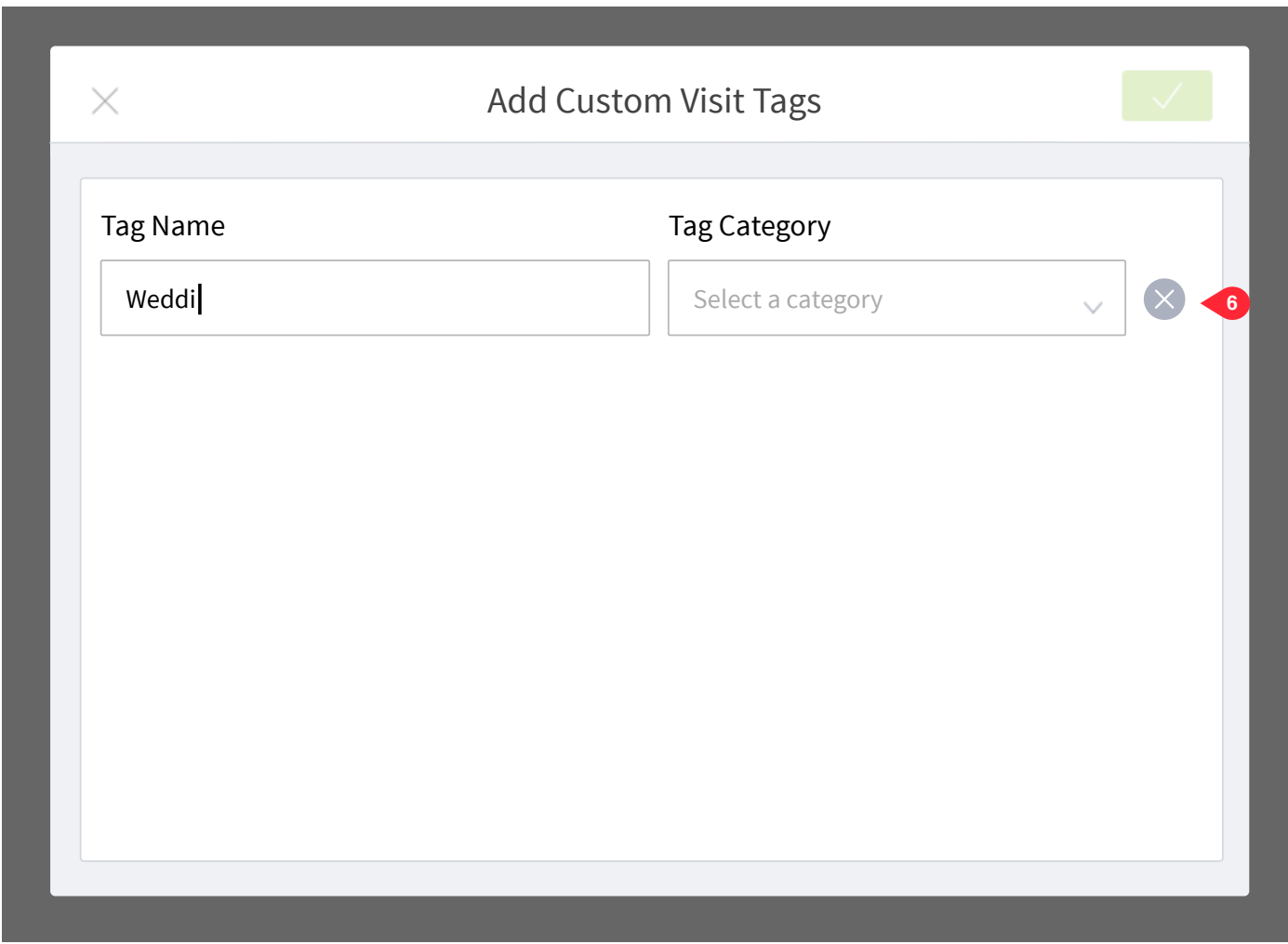**Confirm Button Disabled Until User Enters At Least One Row of Information**

**6**

**Empty Row**
Placeholder text appears in both the tag name and tag category forms.

Focus on the text field clears the placeholder text. If focus is lost while empty, re-display the placeholder text.
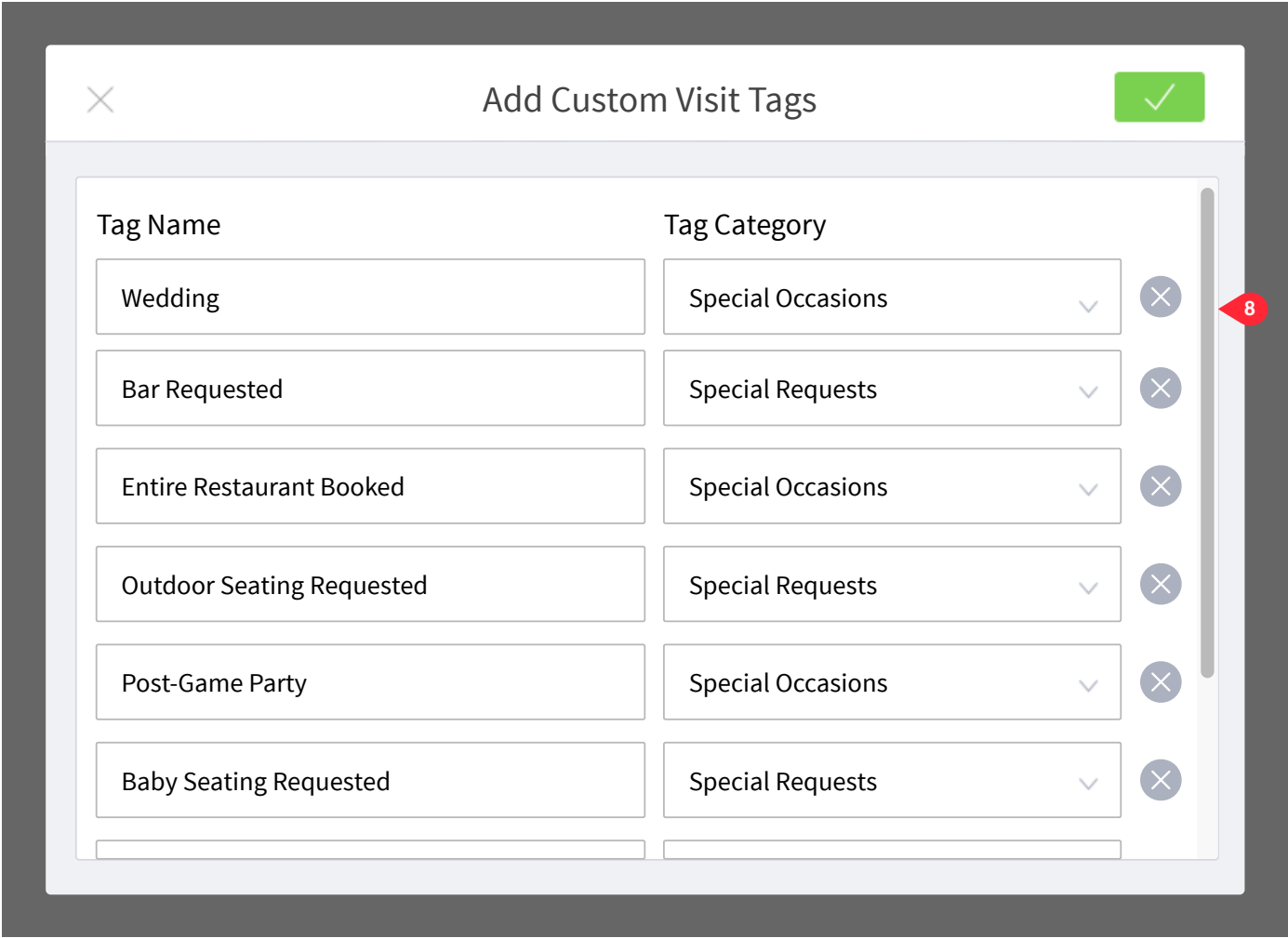
**Add Custom Visit Tags**

| Tag Name | Tag Category |
|---|---|
| Enter a tag name | Select a category |

## PARTIAL FILL STATE

**7**

**Partial Fill**
After the user enters text or selects a category, reveal the clear row button.

**Add Custom Visit Tags**

| Tag Name | Tag Category |
|---|---|
| Weddi | Select a category |

## BEHAVIOR FOR LONG LISTS

**8**

**Scrollbar**
A vertical scrollbar appears if many custom tags are inputted.

**Add Custom Visit Tags**

| Tag Name | Tag Category |
|---|---|
| Wedding | Special Occasions |
| Bar Requested | Special Requests |
| Entire Restaurant Booked | Special Occasions |
| Outdoor Seating Requested | Special Requests |
| Post-Game Party | Special Occasions |
| Baby Seating Requested | Special Requests |

## DUPLICATION ERRORS

**Duplicate Name Checking**
Entered text (as it is typed) should be cross-checked against (1) all global tags, (2) any created custom tags for this restaurant, and (3) other entries that have been typed, for duplicates. Uppercase and lowercase letters should be treated the same.

**9**

**Duplicate Tags in the Modal**
An error message appears below both tags and moves all rows below the message down.

**10**

**Duplicate Tag Name with Existing Global or Custom Tag**
An error message appears below the tag and moves all rows below the message down.

**11**

**Confirm Button with Existing Errors**
Does not proceed to next modal; scroll the user to any existing error messages.

**Add Custom Visit Tags**

| Tag Name | Tag Category |
|---|---|
| Wedding | Special Occasions |
| *Oops! You've entered this tag more than once.* | |
| Bar Requested | Special Requests |
| Window Requested | Special Requests |
| *Oops! A tag with this name already exists.* | |
| wedding | Special Occasions |
| *Oops! You've entered this tag more than once.* | |
| Enter a tag name | Select a category |