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How to associate multiple guest data upon check-in

Applies to:

Imagicle UCX Suite ver. 2023.Summer.1 and above

Imagicle Hotel Services, leveraging FIAS-based PMS application

Description:

Imagicle enables to retrieve additional information about the guest during the check-in procedure. Additional data (e.g.: language, VIP level, reservation number, ...) can be displayed besides guest first/last name Service. This feature is useful for receptionists leveraging Imagicle Attendant Console and to show guest details on Cisco IP phones' directories and Caller ID.

Additional data is collected upon guest check-in or when receiving a "Guest change" FIAS message from the server.

How-to:

Note: Below procedure is available to customers leveraging an on-prem or hosted UCX Suite. For Imagicle Cloud customers, please rely on Imagicle Support team to apply below changes.

1. Access Imagicle UCX Suite using RDP session
2. Edit this file: <install dir>\StonevoiceAS\Apps\PMSLink2\Settings**MainSettings.ini**
3. Please locate the following settings and amend them as required:

Setting name	Available values
	%FIRSTNAME%
	Possible placeholders:
FIAS.FirstNameTemplate	• %FIRSTNAME% : guest first name, replaced with the GF field contents
	• %LASTNAME% : guest last name, replaced with the GN field contents
	• %VIPVALUE% : guest VIP value, replaced with the GV field contents
	• %ISVIP% : if the %VIPVALUE% matches the regex contained in the setting FIAS.IsVipRegex, then it will be replaced by the FIAS.IsVipLabel setting value
	• %LANGUAGE% : guest reservation number, replaced with the GL field contents
	• %RESERVATIONNUMBER% : guest language, replaced with the G# field contents
	• %CLASSOFSERVICE% : class of service, replaced with the CS field contents
FIAS.LastNameTemplate	%LASTNAME%
	Possible placeholders:
	• %FIRSTNAME% : guest first name, replaced with the GF field contents
	• %LASTNAME% : guest last name, replaced with the GN field contents
	• %VIPVALUE% : guest VIP value, replaced with the GV field contents
	• %ISVIP% : if the %VIPVALUE% matches the regex contained in the setting FIAS.IsVipRegex, then it will be replaced by the FIAS.IsVipLabel setting value

![imagicle logo]

- %LANGUAGE% : guest language, replaced with the GL field contents

- %RESERVATIONNUMBER% : guest reservation number, replaced with the G# field contents

- %CLASSOFSERVICE% : class of service, replaced with the CS field contents

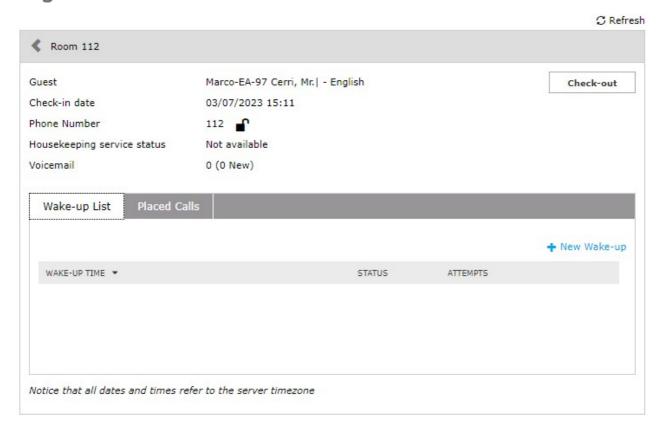| FIAS.IsVipRegex	^.+$
FIAS.IsVipLabel	*

4. Settings description:

- `FIAS.FirstNameTemplate`: define how to present the guest first name. The placeholders is replaced with the actual values, if available in the check-in or guest change messages. By default only the first name is displayed
- `FIAS.LastNameTemplate`: define how to present the guest last name. The placeholders is replaced with the actual values, if available in the check-in or guest change messages. By default only the last name is displayed
- `FIAS.IsVipRegex`: regex used to determine if the guests are VIP or not, based on their VIP status available in the check-in or guest change messages. By default if the VIP status is present (and includes some data) then the guest is a VIP; the regex can be modified to apply more complex logic.
- `FIAS.IsVipLabel`: determines how to represent a VIP guest, using a label to replace the placeholder %ISVIP%. By default the value is *, but it can be modified with any label.

5. Here is an example of an amended MainSettings.ini file:

```
; Queue polling time for the messages towards the GSS
GSS.QueuePollingIntervalMilliseconds=250
; Local ip address to bind
GSS.ListenTo.IpAddress=127.0.0.1
; Port number on which the PMSlink will be listening for client connections
GSS.ListenTo.Port=1009
; Maximum time to wait for a response from the BHLP2 client
GSS.SendTimeout=30
;Long var files retention period. Usually 30. Setting this property to 0 disables deletion
PMSLink.Cleanup.KeepForDays=30
; Template variable that accepts the following placeholders:
; %FIRSTNAME% : guest first name, replaced with the GF field contents
; %LASTNAME% : guest last name, replaced with the GN field contents
; %VIPVALUE% : guest VIP value, replaced with the GV field contents
; %ISVIP% : if the %VIPVALUE% matches the regex contained in the setting FIAS.IsVipRegex, then it will be replaced by the FIAS.IsVipLabel setting value
; %LANGUAGE% : guest language, replaced with the GL field contents
; %RESERVATIONNUMBER% : guest language, replaced with the G# field contents
; %CLASSOFSERVICE% : class of service, replaced with the CS field contents
FIAS.FirstNameTemplate=%FIRSTNAME%-%LANGUAGE%-%RESERVATIONNUMBER%
; Template variable that accepts the following placeholders:
; %FIRSTNAME% : guest first name, replaced with the GF field contents
; %LASTNAME% : guest last name, replaced with the GN field contents
; %VIPVALUE% : guest VIP value, replaced with the GV field contents
; %ISVIP% : if the %VIPVALUE% matches the regex contained in the setting FIAS.IsVipRegex, then it will be replaced by the FIAS.IsVipLabel setting value
; %LANGUAGE% : guest language, replaced with the GL field contents
; %RESERVATIONNUMBER% : guest language, replaced with the G# field contents
; %CLASSOFSERVICE% : class of service, replaced with the CS field contents
FIAS.LastNameTemplate=%LASTNAME% %CLASSOFSERVICE%
; Regex to recognize if the value contained in GV field identifies a VIP guest
FIAS.IsVipRegex=^.+$
; Value with which the placeholder %ISVIP% will be replaced to identify a VIP user
FIAS.IsVipLabel=*
; Intial time
FIAS.InitialPauseMs=5000
; Interface Vendor version - do not change
```

6. This is the resulting check-in data collected from FIAS-based PMS:

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↻ Refresh

‹ Room 112

Guest	Marco-EA-97 Cerri, Mr.| - English	**Check-out**
Check-in date	03/07/2023 15:11	
Phone Number	112 🔓	
Housekeeping service status	Not available	
Voicemail	0 (0 New)	

Wake-up List   Placed Calls

✚ New Wake-up

WAKE-UP TIME ▼	STATUS	ATTEMPTS

Notice that all dates and times refer to the server timezone

7. After any settings change, please restart **Imagicle PMSLink2** service.