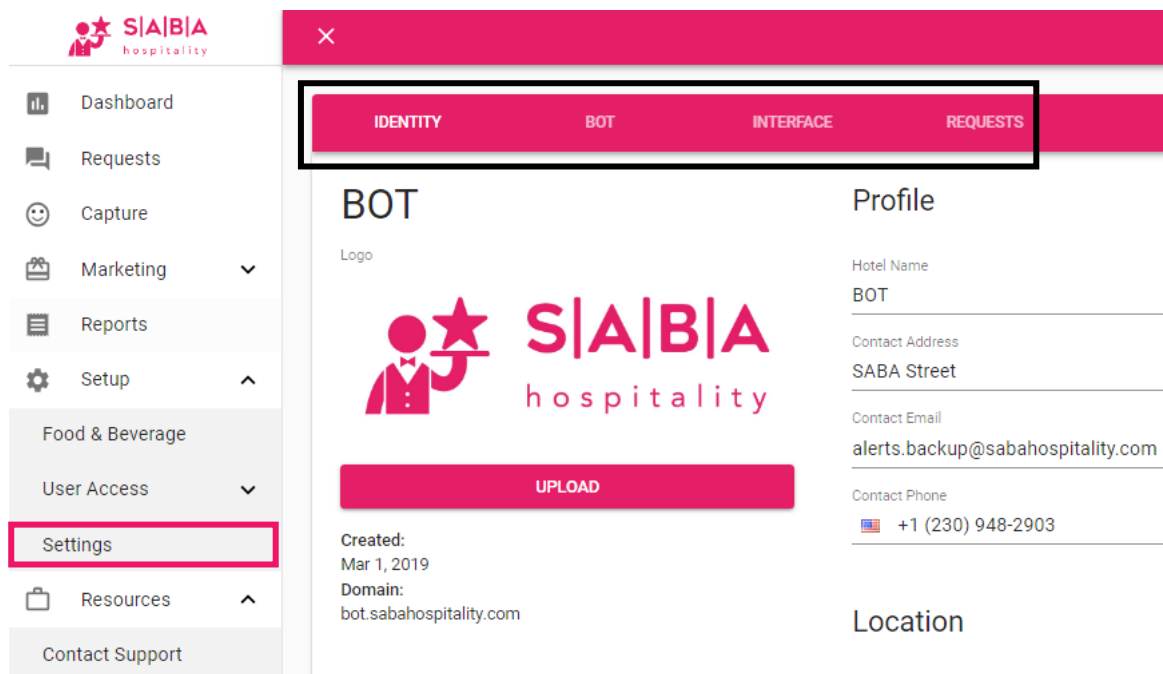# Customization Options

In this job aid, you will learn how to customize the appearance and basic information of the SABAGuest solution. You require Administrator user rights to be able to view the settings function.

You will be able to find the customization options via the "Settings" section under "Setup". Here, customizable options are managed.

There are four areas that you can customize here:
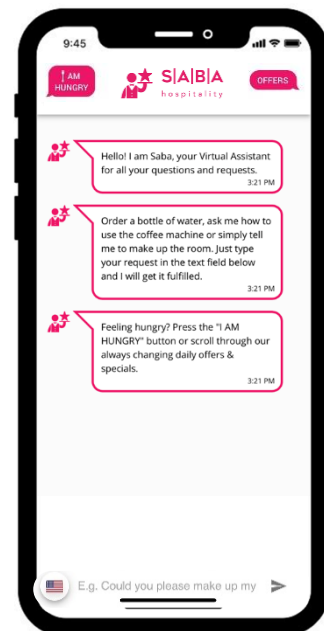
1. Identity
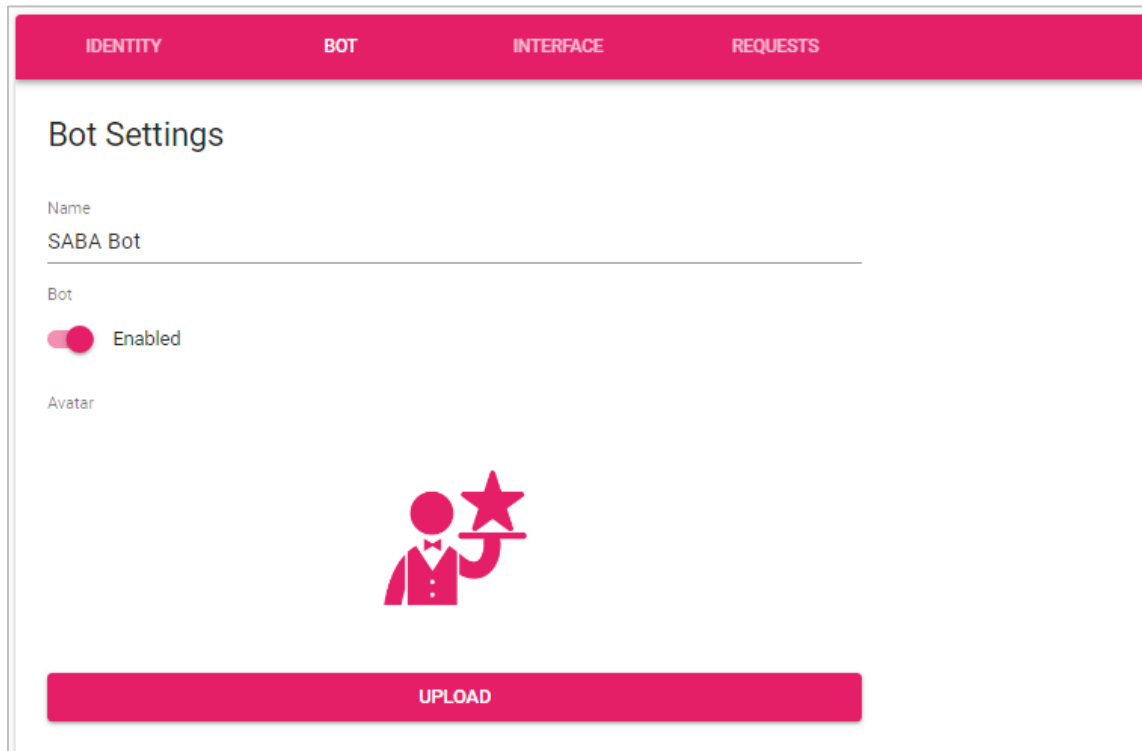2. Bot
3. Interface
4. Requests

1. Identity

You are able to customize the logo of the solution. The changes are immediate so you can double confirm on how it looks in the guest interface by accessing the solution.

You will also be able to amend the property name and address, and a contact email for guests to reach-out to. A phone number should be updated as well so that if guests are looking asking on how to call you, the SABAGuest solution is able to provide answer.

The location is defined as your GPS coordinates in latitude and longitude. This is required to point to your location and for the system to be able to access our database and integrated information from e.g. TripAdvisor to tailor offerings to your guests.
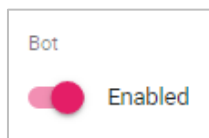
2. Bot

In the Bot settings, you can change the name of your virtual assistant and the avatar picture. Simply overwrite the current name and upload another picture.

Some properties give it a name and a personality (e.g. "Edward" in the Edwardian Hotels) while other properties just remain with a more generic name and picture.

You can enable and disable the automatic chatbot system by using the Bot – enable switch button. This can become useful when you would like to take over all messaging and stop the automated responses.

3. Interface

You are able to customize the appearance of the guest interface using the "Interface" tab. Clear descriptions of the area make it simple to change the colors and overall appearance to match your property's branding and visual identity.
We utilize the "HEX" color codes. Have a look at this support page https://htmlcolorcodes.com/ to understand how these codes correspond to RGB and CMYK codes.

You are also able to customize the text in the buttons on the top of the screen by simply amending the text in the corresponding field.

In addition, you are able to disable the Food & Beverage module by using the switch button. This may be useful in special situations.

You can set the standard language as well. This is the language the guest sees first when opening the guest interface.

Under the "Miscellaneous" tab, you can specify the currency symbol for all offerings in the chat correspondence. So if there is a price attached to a product or service, all of them will be updated with this currency symbol. Set the time-zone to the corresponding location your property is located to ensure that all information are updated to your hotel time.

4. Requests

In the request segment, you can set the escalation times of guest requests, orders, complaints, and all other information that are received and require a follow-up.

You can also set email recipients to receive escalation notifications.

The backup email recipient should be a separate email address that functions as a backup system. All requests are send here once they are received in the system.