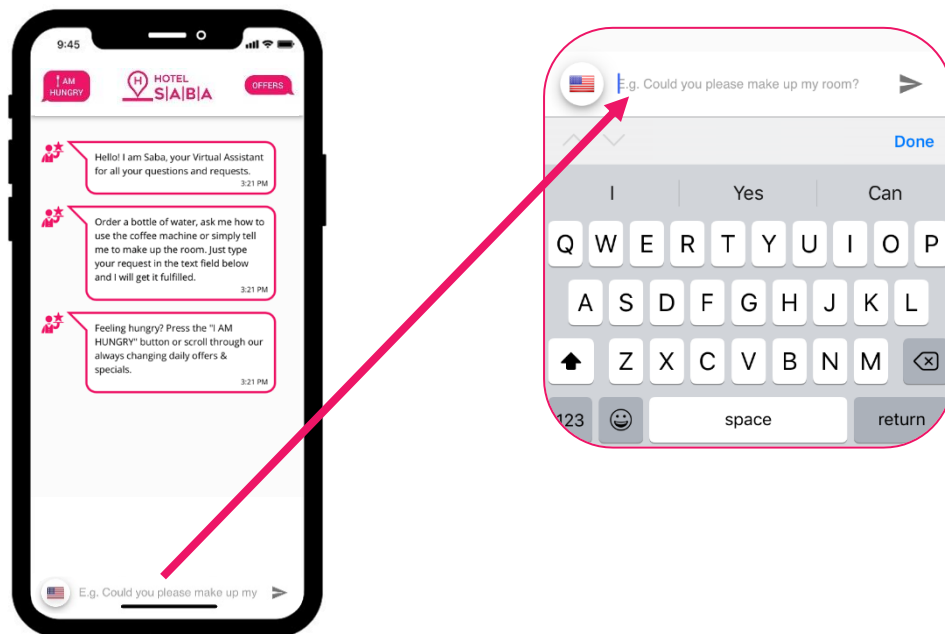


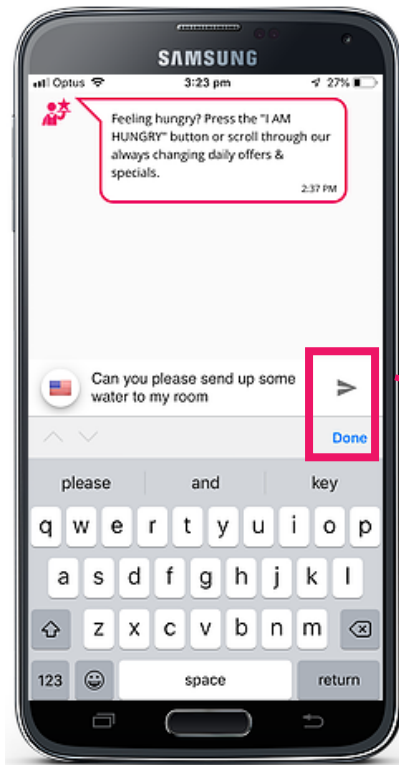
Request Module

In this job aid, you will learn how to make a request or ask a question to the chatbot. You will learn about the sequence in which a request is made, the information a guest must provide to successfully make a request, and the in-built feedback functionality that tells you how a guest is feeling. This will help you explain the process to your guests.

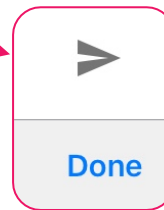
1. Open the SABAGuest application and press on the text box at the bottom of the screen to make a request or ask a question.



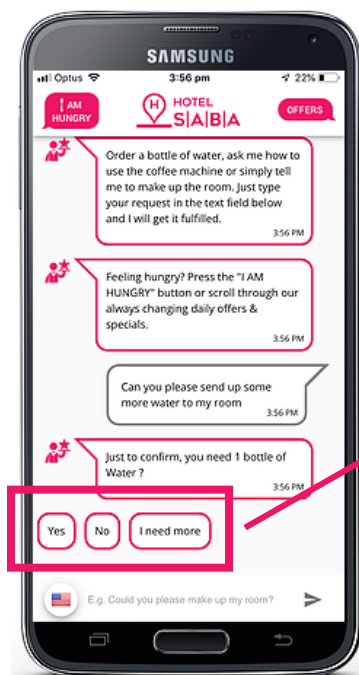
2. Type your request, or the question you have, into the text field above. Once you have finished typing in your request, press the grey triangular symbol on the right of the text field to send your request. In this example we will request some more shampoo be sent to the room.



Press to send request or question



3. Once a request has been made, the chatbot will repeat the request back to the guest and give them 3 options:
 - a. Confirm the request by pressing the button 'Yes'
 - b. Discontinue the request by pressing the button 'No'
 - c. Alter the quantity of the request by pressing the button 'I need more'



- If they select the option of 'Yes' or 'I need more', the guest will be asked to complete the request by confirming their Name and Room number. For a successful verification, the name MUST match that provided by the guest upon booking. Please note, the guest will only be required to verify their details once. Should the guest select 'No', the application will ask if they require anything else. When asking the chatbot a general enquiry e.g. "where is...", "How do I use...", "what time...", no name or room conformation is required.

