

What's New in OpenTable Software 8.0

Upgrading from 7.0 to 8.0

Overview

The OpenTable Electronic Reservation Book Version 8.0 contains over 20 new features.

The Stats View provides the restaurant with a real-time dashboard of what is happening during the current shift.

New Feature Summary at a Glance

General

- New Dashboard View
- PCI Compliant Credit Card Vault
- Press F1 for Integrated User Manual
- New analytics reports include:
 - Average Wait Times and Average Turn Times by Party Size
 - Seat and Slot Utilization
 - Server Performance

Guest Management

- Chit Enhancements
- More Guest Title Options
- Flex Fields to Track More Guest Preferences
- Print Guest Profile
- Customizable Sheet View

Table Management

- Custom Party Statuses
- Suggest Next Table to Seat
- Combined View of Waitlist and Reservations
- Suggest Next Party to Seat
- Call the Wait for Next Waitlist Party
- Pre-Assign Tables for Future Reservations
- Detailed Server View
- Add Notes to Blocked Tables

Reservations Management

- Customizable Reservation E-Mails, includes ability to add attachment

General

New Dashboard View

The side navigation bar now has a new button at the top called Stats (the Now button is only on top of the screen). The Stats View provides your restaurant with a real-time dashboard of what is happening during the current shift. It is designed to display several basic yet important pieces of information that will help a restaurant manager or host(ess) manage the floor during a shift. The view is broken down into four areas:

- **Alerts** – Reservation Alerts are displayed for reservations taking place today at the selected shift, and Scheduling Alerts notify you of upcoming closed days and messages from OpenTable headquarters.
- **Party And Cover Counts** – Shows you how guests are coming into your restaurant, whether it be from the Internet, Phone, Walk-Ins, or Waitlist.
- **Seat / Slot Utilization** - Both seat and slot utilization are operational measures of how well the restaurant is doing in trying to maximize its revenue.
- **Turn Times By Party Size** – Displays average turn times by party size for the current shift. The red bar represents the expected turn times based on the configuration of your sheet.

PCI Compliant OpenTable Credit Card Vault

OpenTable is committed to offering its restaurant partners PCI compliant capable software. To accomplish this, OpenTable has partnered with a third party, Braintree Payment Solutions, to provide a secure, PCI compliant “vault” for storage and retrieval of credit card numbers. Although OpenTable will no longer store credit card information, credit card data will be directly accessible from the system. This information will be stored on the Braintree vault until you choose to retrieve it. Please visit OTrestaurant.com for more information on the OpenTable Credit Card Vault and PCI compliance.



Press the F1 key to display the user manual.

Flex Fields allow you to create custom data fields to track guest preferences or information.

Create custom E-Mail templates for confirmation, change, and cancellation notifications.

Integrated User Manual

The OpenTable Software user manual is now integrated into the software. Just press the **F1 key** and help will be conveniently launched. You won't need a paper copy any more. Now the screen saver can be launched by pressing F2.

New Reports Help You Realize the Full Potential of Your Dining Room

Users can select the following new reports from the OpenTable system (accessed in the Reports View). All reports can be printed or exported.

- **Average Wait Times** – Displays the average guest wait time in minutes by party size.
- **Average Turn Times** – Similar to the Stats View, displays the average turn times by party size.
- **Slot Utilization** – This graph shows you how effeciently you're using the slots on your sheets. For example if you have 18 covers in 10 2-top slots, the utilization % = $18/20 = 90\%$.
- **Seat Utilization** – Seat utilization is similar to slot utilization but only accounts for diners seated at physical tables.
- **Server Performance** – See total covers and tables by server, including a breakdown of number of parties completed and their average time by party size.

Guest Management

Chit Enhancements

Now you have the ability to configure how chits are printed. Restaurants can choose between shortened and expanded formats, using smaller or larger fonts, and whether to hide fields that are empty.

More Guest Title Options

Guests can now have customized titles. Users can create new titles and attribute them to their guests, and they can even create new titles that contain multiple titles in one.

Flex Fields to Track More Guest Preferences

Restaurants now have the ability to track custom data on their guests. Flex Fields allow you to create your own custom data fields. That field will be available for you to track additional data on your guest. For example, if your restaurant has a loyalty program, you may want to track accumulated program points or membership level (Gold, Platinum, etc.).

Print Guest Profile

Users can now print any guest's profile by bringing it up in the Guest View. The Guest Profile also contains any information being tracked in the new Flex Fields.

Customizable Sheet View

The column on Sheet View between Status and Notes can be customized to display many different kinds of data. Users can choose to display the Guest's Phone Number, Guest Codes, Reservation Codes, Guest Notes, Reservation Notes, Guest Recognition Codes, Company Name, E-Mail Address, Title, or Status. Press the Display button above the sheet to choose what to show.

Reservations Management

Customizable Reservation E-Mails

Now you can customize reservation confirmation, cancellation, and change E-Mails by creating E-Mail templates. Custom Text from previous versions of OpenTable software is still in the system and is placed in all templates. You can even add a file attachment and assign it to individual templates. This feature can be turned on or off in Admin View.



OpenTable

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- ❖ More Satisfied
- ❖ More Often

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Table Management

Custom Party Statuses

Users can create new party statuses by going to Admin View / Party Status Settings. Party Statuses can be assigned to one of three categories: Expected, In-House, and Seated, and given their own unique color.

Suggest Next Table to Seat

Users can configure the system to suggest the next table to seat a party. In order to use this feature, you must have servers assigned to the current shift. When you select a guest and press Seat, the system will automatically suggest a table based on the server with the least load and the closest match for the size of the party. This feature can be turned on or off in Admin View.

Combined View of the Waitlist and Reservations

Now when you're on the Waitlist tab of the Floor View, you can click the Add Resos button to combine reservations and waitlist guests onto one view. Suggest Next Party to Seat will need to be turned on in order to use this feature.

Suggest Next Party to Seat

Now the system can suggest which party for you to seat next by factoring in **time waiting**, whether a party **has a reservation or not**, if they're a **special guest (VIP)** or if they're a **large party**. Choose the order for your preference and select the VIPs to include from the Seat Options tab. The combined reservation and waitlist is automatically sorted in priority order. This feature can be turned on or off in Admin View.

Call the Wait for Next Waitlist Party

OpenTable can now suggest a wait time for a waitlist party. The system suggested wait time will take into account all the tables on the assigned floor layout and calculate the wait for the selected party size. To view this functionality, add a party to the waitlist and you'll see the System Suggested Wait Time. Restaurants can also override the wait time, if desired. Click the Wait Time Details button to view more info.

Pre-Assign Tables for Future Reservations

Pre-assign reservations to tables up to 90 days in advance. Pre-assigned parties appear on the floor and in the slot as light green when a table is assigned. This feature can be turned on or off in Admin View.

Detailed Server View

On Floor View, clicking the Servers button brings up the option to open Details and see all servers assigned to the shift, when they last seated a party, their total covers and their total tables for a shift.

Add Notes to Blocked Tables

When blocking a table in Floor View, add a note to it and the slash through the table will now be yellow, with the note displayed below the slots.

Other Changes

Data Archiving

The OpenTable system no longer archives data as it did in version 7.0. Now all data two years and older is accessible all the time. Any data archived in version 7.0 is un-archived and searchable in version 8.0. Data will automatically be un-archived for you when your database is upgraded to 8.0.

Updated Support for POS Interfaces

OpenTable 8.0 now supports integration with the latest versions of Micros, Aloha, and POSitouch.

