

# What's New in OpenTable Software 9.0

## Overview

The OpenTable Electronic Reservation Book Version 9.0 can now be run in two different modes.

Version 9.0 can help your restaurant attract more business while streamlining how your staff uses the OpenTable System.

### New Feature Summary at a Glance

#### New Flex Mode\*

- |   |  |
|---|--|
| - New Grid View                             | - Customize turn times for a reservation                                 |
| - Setup table combinations                  | - Reserve View now assigns reservations to tables and table combinations |
| - Make reservations on the Floor View       | - Move reservations by dragging and dropping                             |
| - View reservation assignments on the Floor |  |

#### Reservation E-Mails

- Enhancements to custom E-Mail templates include unique attachments and more text to edit

#### POS Integration

- Updates to the optional POS Integration feature now include the ability to monitor terminal connections and map items to OpenTable statuses more accurately

\* A note about version 9.0 – this version can now be run in two different modes, the standard mode and a new mode called Flex Mode, which will allow your restaurant to define table combinations and provide a more accurate representation of your table availability. If you're interested in using Flex Mode, schedule a conversion with your Client Relations Manager.

## Benefits for Restaurants



### Reservation Management

- More intuitive view of reservations across shifts
- More efficient for staff to make and manage reservations



### Table Management

- More availability for large parties booking reservations
- Greater control over turn times for individual parties
- Deeper integration with your restaurant's POS system



### Marketing

- Increased content customization for diner confirmation emails



**The Grid View provides the restaurant with a condensed view of their reservations for a shift.**

**Table combinations provide a powerful way to easily take large party reservations.**

## **Flex Mode**

### ***New Grid View***

The side navigation bar now has a new button at the top called Grid (the Book View can now be toggled from within Sheet View). The Grid View provides your restaurant with a “spreadsheet” like interface of your shift, and displays every reservation booked for that shift, along with their corresponding turn times. Across the top of the Grid all the times of the shift are represented from your first to your last seating time. Along the left-hand side all the tables assigned to this shift are displayed. If you have more than one floor plan assigned to the shift, a Room column will also appear. You can toggle this view to display in 15 or 30 minute increments by tapping the View button in the upper left corner.

Reservations can now be made from this view in several ways:

1. Double tap any blank cell in the Grid.
2. Tap the Make Res button on the bottom of the screen to start the reservation making process. Tell the system the time and party size the guest has requested. You can also tap the Suggest button to provide optional table suggestions to you on where to assign the guest based on the time and party size you’ve entered.
3. Tap the + Insert button at the top of the screen to make a reservation without assigning it to a table. This can be useful if no tables are available for assignments and you are expecting some cancellations or no-shows to occur.

### ***Setup Table Combinations***

Now you can tell OpenTable which tables in your restaurant are combinable, thereby allowing you to book large party reservations across multiple tables. To combine tables, go to Admin View > Floor Layouts, Sheets, Schedules > Floor Layouts tab > Open the floor plan you want to modify > tap Combine Tables tab. From here you can hold down the Ctrl key on your keyboard and tap the different tables on the floor plan you’d like to combine.

Tap the Auto Combo button to form a series of combination suggestions based on the adjacency of the tables on the floor plan. If you’d like to make one straight combination of 2 tables, simply tap the two tables and then tap Manual Combo. As the list of combinations grows, you can double tap into the Min Covers or Max Covers fields to modify how many guests you’re willing to accommodate on each table combination.



Hold and let go your finger on a table to see the reservation assignments pop-up.

Customize confirmation emails to diners with information about menu specials, events, or parking details

### ***Make Reservations on the Floor View***

Go to the Floor View and users can tap the Make Res button just like on the Grid View. Similarly, pick the time and party size of the reservation and then tap the table you would like to assign the reservation to.

### ***View Reservation Assignments on the Floor View***

While on the Floor View, tap the View Res button to toggle on and off reservation assignments on the tables. Up to three assignments can be viewed per shift on each table. In addition, users can tap and hold their finger on any table on the floor, when they let go a pop-up showing all reservation assignments for that table will appear along with the party size and guests' names.

### ***Customize Turn Times for a Reservation***

Now you have the ability to configure turn times for an individual reservation. When making a reservation, there is now a Turn Time field in the Make a Reservation dialog. Tap the left or right arrows to modify the default turn time for this party size and you will see the corresponding availability change on the Grid View.

### ***Reserve View Updates***

The Reserve View now has the intelligence to know all of your availability while making a reservation. It can automatically assign a table or a table combination if necessary without forcing the user to directly pick where to assign the guest.

### ***Move Reservations by Dragging and Dropping***

Restaurants can now move table assignments for reservations around the Grid View by tapping a reservation, dragging it to another table, and letting go on the new table.

### **Reservation E-Mails**

In addition to having custom templates for reservation confirmation e-mails, now users can modify up to 1500 characters of the templates in the Opening Line and Custom Text Body of the message. The Custom Text Body is now editable by template. In addition each template can have its own unique attachment as well.

Users can now also modify the body of the Morning Of Reminder e-mail.



## **OpenTable**

The computerized reservation and guest management system.

- ❖ More Guests
- ❖ More Satisfied
- ❖ More Often

[www.opentable.com](http://www.opentable.com)

799 Market Street  
Suite 400  
San Francisco, CA 94103

1-888-OpenTable  
(1-888-673-6822)

## **POS Integration**

Optional POS Integration now provides some enhanced functionality.

- Users can track individual POS terminals from their OpenTable system by tapping the Connection Status button in the upper right corner of the screen, tapping POS Integration and then tapping POS Integration Details. This dialog will show you the health of the connection between POS terminal communicating with OpenTable, and in addition provides you the ability to inactivate a terminal's communication if your restaurant isn't actively using it.
- Users can also more effectively map menu items from their POS system to OpenTable's party statuses. By going to Admin View > POS Settings, you can see which items from your POS system have been actively mapped and which items are pending mapping.

