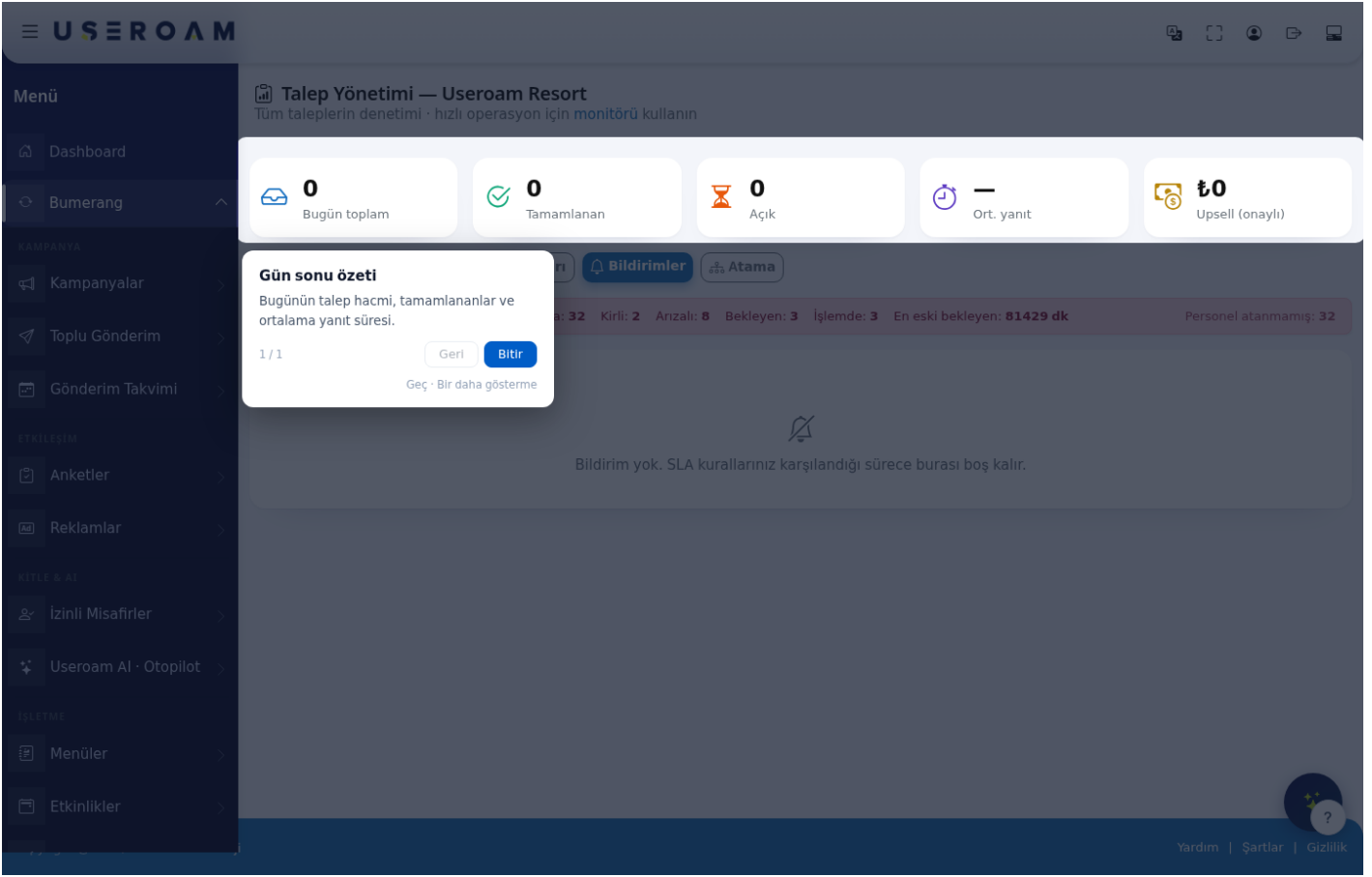


Hotel Notifications

Overdue Request Notifications lists the **requests that breached your SLA rules**. This screen is the single answer to "which job slipped?".

“ **How do I open this screen?** From the left menu, go to **Bumerang** → **BUSINESS** → **Notifications**. (It is the same screen as the **Notifications** tab in Request Management.)



How the screen works

If a request is not picked up or completed within the time defined on the **SLA Rules** page, a notification lands here. The rule engine checks every 5 minutes.

With no notifications, the screen reads:

"No notifications. This stays empty as long as your SLA rules are met."

So **an empty screen is good news** — your operation is running inside the targets you set.

What to do when a notification arrives

1. Open the request from the **Requests** tab.
2. If nobody has taken it, assign it to a staff member from the **Room Board**.
3. If it was taken but is dragging on, contact the employee or hand the request to someone else.
4. If notifications keep repeating for the same request type, either the target is unrealistic or that area is understaffed — review the duration on the **SLA Rules** page.

“ **SMS alerts:** to also receive notifications on your phone for critical request types, enable *Also send SMS* on the relevant rule.

“ **Related pages:** **Hotel Solution → SLA Rules, Request Management, Room Board.**

Revizyon #2

tugay tarafından 11 Ağustos 2026 07:19:36 oluşturuldu

tugay tarafından 11 Ağustos 2026 08:20:22 güncellendi