

SLA Rules

SLA Rules define **how quickly requests must be handled**. If a request is not picked up or not completed within the time you set, managers receive a notification — so late work does not slip through.

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

The screenshot shows the Useroam web application interface. On the left is a dark sidebar menu with options like Dashboard, Bumerang, Kampanyalar, Toplu Gönderim, Gönderim Takvimi, Anketler, Reklamlar, İzinli Misafirler, Useroam AI - Otopilot, Menüler, and Etkinlikler. The main content area is titled 'Talep Yönetimi — Useroam Resort' and includes a subtitle 'Tüm taleplerin denetimi · hızlı operasyon için monitörü kullanın'. Below the title are five summary cards: 'Bugün toplam' (0), 'Tamamlanan' (0), 'Açık' (0), 'Ort. yanıt' (—), and 'Upsell (onaylı)' (t0). A 'Gün sonu özeti' (End of Day Summary) pop-up is visible, showing 'Bugünün talep hacmi, tamamlananlar ve ortalama yanıt süresi.' and a 'Bildir' button. Below the summary is a table with columns 'Talep tipi', 'Aşama', and 'Süre (dk)'. The table shows 'Tümü' for 'Üstlenilmezse (bekliyor)' with a duration of '30'. A 'Kural Ekle' button is present. At the bottom, it says 'Henüz kural yok.' (No rule yet). The footer includes 'Yardım | Şartlar | Gizlilik'.

“ The engine checks every 5 minutes, so a breach turns into a notification within five minutes at most.

Add Rule

- **Request type:** which type the rule applies to — *All, Room Cleaning, Fault, Extra, Room Service, Late Checkout, Early Check-in*.
- **Stage:** which stage the timer runs against. Two options:
 - *If not picked up (pending)* — nobody has taken ownership. Catches requests staff never saw.
 - *If not completed (open)* — taken but not finished. Catches jobs that are dragging on.
- **Duration (min):** after how many minutes the notification is sent.
- **Also send SMS (to manager's phone):** sends the notification by SMS as well as in the panel. Recommended for critical types such as faults.

The **Add Rule** button saves the rule. With none defined, the screen reads "*No rules yet.*"

A recommended starting setup

- *Fault + if not picked up + 10 min + SMS* — technical problems need the fastest response.
- *Room Service + if not completed + 30 min* — guest dissatisfaction grows quickly when food is late.
- *Room Cleaning + if not picked up + 45 min* — a reasonable buffer for floor operations.

“ Keep the number of rules small. Too many rules generate constant notifications, and before long nobody reads them.

“ **Related pages:** [Hotel Solution](#) → [Hotel Notifications](#) (where breaches land), [Request Management](#), [Request Monitor](#).

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