

Requests

What is it for?

Requests is the list where every job in your restaurant flows in (waiter calls, cleaning, faults, jobs staff open in the app). You see who has which job, hand a job to someone else, change its status, and send a reminder to the phone of whoever is running late (**Nudge**). The header shows **Restaurant Management** with your venue name, and the subtitle "*Requests, points and department-based request types*".

“ **How do I open this screen?** In the **Business** section of the left menu, go to **Restaurant → Requests**. If you open the restaurant for the first time, the panel first takes you to the [Venue Setup Wizard](#).

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When do I use it?

- To see waiting jobs and who has them during the day.
- To give a job to another staff member or fix its status by hand.
- To remind the person responsible with a notification.
- To enter a request that came by phone or in person.

Before you start

- Your request types should be linked to a department ([Request Types](#)). A request with no department still goes to the least busy staff member, but not to the right team.
- Staff who take jobs must be added on the [Staff](#) screen with a department. They see jobs in the [Useroam Go](#) app.

Top of the screen: status summary

The top card tells you the restaurant's current state in one sentence, with numbers beside it. It shows a single verdict, in this order of priority:

 **A point is out of order, prioritise it**

Points: **28** Dirty: **1** Out of order: **1** Waiting: **4** In progress: **2** Oldest waiting: **53933 dk** Daily tasks: **0%** (0/53)

Verdict	When it appears	What to do
<i>Out-of-range measurement, check now</i> (red)	A measurement task went outside its limits today.	Check the red time on Operations → Daily Tasks .
<i>A point is out of order, prioritise it</i> (red)	At least one point is Out of order .	Open the red box on Operations → Points.
<i>There are overdue tasks</i> (orange)	A task's time has passed and it is not done.	Remind the person responsible.
<i>A waiting request is overdue</i> (orange)	A waiting request is older than 30 minutes.	Give it to someone in the list or click Nudge .
<i>Open work</i> (orange)	A dirty point or a waiting request exists.	Normal working state.
<i>All good</i> (green)	No open work.	-

The numbers on the right: **Points** (total), **Dirty**, **Out of order**, **Waiting**, **In progress**, **Oldest waiting** (minutes) and **Daily tasks** (done today / total time slots, percent).

Tabs

- **Requests:** this page.
- **Operations:** daily tasks, points and the report are on a separate screen; this tab takes you there ([Operations](#)).
- **Settings:** sub-tabs [Request Types](#), [SLA](#) and [General](#).
- **Setup wizard** on the right opens the wizard.

Request list

By default the list shows only open requests. Use the buttons at the top to change the filter: **Open** (waiting and in progress), **Closed** (completed and cancelled), **All**. The newest 200 requests are listed.

A point is out of order, prioritise it

Points: 28 Dirty: 1 Out of order: 1 Waiting: 4 In progress: 2 Oldest waiting: 53933 dk Daily tasks: 0% (0/53)

Requests

Operations

Settings

Setup wizard

Open

Closed

All

+ New request

DATE	JOB	WHERE	ASSIGNED TO	STATUS			
25.09 22:14	Arıza bildir / Report an issue 🔧 Mutlu Havalandırma • Sent 25.09 22:14 Fırın ısınmıyor, havalandırma çalışmıyor 🔧 Opened by: Demo Personel	Ocak ve Fırın	Mehmet Kaya Teknik	Waiting	Assign to?	Waiting	Save Nudge
25.09 22:08	Temizlik / Cleaning Tezgahta dökülen içecek var 🔧 Opened by: Demo Personel	Bar	Ayşe Yılmaz Temizlik	In progress	Assign to?	In progress	Save Nudge
19.08 23:42	Rezervasyon / Reservation [demo] örnek talep / sample request	Masa 1	Unassigned Garson	Waiting	Assign to?	Waiting	Save
19.08 23:38	Garson çağır / Call waiter [demo] örnek talep / sample request	Masa 5	Unassigned Garson	Waiting	Assign to?	Waiting	Save
19.08 23:32	Temizlik / Cleaning [demo] örnek talep / sample request	Bar	Unassigned Temizlik	Waiting	Assign to?	Waiting	Save
19.08 23:04	Sipariş ver / Place an order [demo] örnek talep / sample request	Masa 12	Unassigned Garson	In progress	Assign to?	In progress	Save

Column	What it shows
Date	Day and time the request was opened.

Column	What it shows
Job	The request type. Below it: the description, an Opened by: line when a staff member opened it in the app, and photos: a red-framed thumbnail is <i>Malfunction (before)</i> , a green-framed one <i>Resolved (after)</i> . Requests that match an automation rule get a supplier badge (see below).
Where	Table or point name (for example <code>Table 5</code> , <code>Bar</code>). A dash if there is no place.
Assigned to	The person who took or was given the job, with the department below. If nobody, a red Unassigned .
Status	Waiting (orange), In progress (blue), Completed (green), Cancelled (grey).
Last column	Assign to? box, status box, Save , and Nudge on open jobs.

Step by step: give a job to someone else

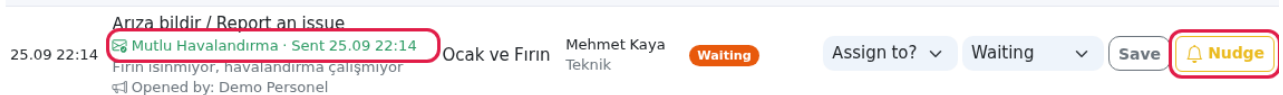
1. On the request's row, pick the person in **Assign to?**. If needed, change the status in the box next to it (for example **In progress** or **Completed**), then click **Save**. The new person gets a new-job notification on their phone; if someone had already taken the job, they are told it moved to someone else. Setting **Completed** or **Cancelled** closes the request and moves it to the **Closed** filter.



Note: **Assign to?** lists the active staff of this venue. The names in the picture are examples.

Step by step: nudge the person responsible

1. On an open request (waiting or in progress) that is assigned to someone, click the yellow **Nudge** button. The person gets a reminder notification and the top of the page says "Reminder notification sent."



- You can nudge the same request once every 5 minutes. Too early and you see "A reminder was already sent for this request in the last 5 minutes. Please try again shortly."
- **Nudge** does not appear if nobody has the request. If you see "This request is not assigned to anyone. First pick a person in the row and save.", choose someone in **Assign to?** first.

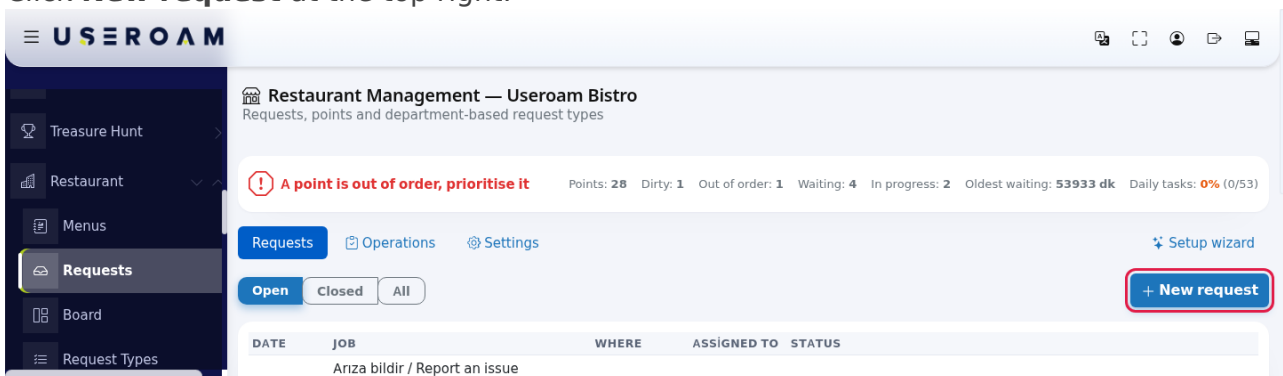
Automation badge (notice to a support company)

If you set up a rule on the [Automation](#) screen, a matching request shows a line with the company name in the **Job** column:

- Green "Company · Sent 25.09 22:14": the e-mail to the company was queued.
- Blue **Company: Notify company** button: the rule runs **with approval**. Click it to notify the company; you come back to the same page and the line turns green.
- Red "Company · Not sent": the e-mail could not be prepared. See the reason in the **Recent sends** table on the Automation screen.

Step by step: open a new request from the panel

1. Click **New request** at the top right.



2. In the window, in order: choose the request type in **1. What happened?**. Choose the point in **2. Where?** (or **No specific place**). Type a short note in **3. Description (optional)** (for example Glass broken near table). In **4. Who should do it?** pick someone or leave **Automatic: least busy person now**.

+ New request

1. What happened?

Garson çağır / Call waiter

2. Where?

No specific place

3. Description (optional)

Broken glass next to the table

4. Who should do it?

Automatic: least busy person now

If you pick nobody, the job goes to the staff member with the fewest open jobs and they get a phone notification.

Open request

3. If the place is not listed, choose + **Add a new point** at the bottom of **2. Where?** and type the name in the box that appears (for example). The point is saved and shows in lists from then on.

+ New request

1. What happened?

Garson çağır / Call waiter

2. Where?

+ Add a new point

Teras

3. Description (optional)

E.g. stove does not light

4. Who should do it?

Automatic: least busy person now

If you pick nobody, the job goes to the staff member with the fewest open jobs and they get a phone notification.

Open request

4. Click **Open request**. The top says "Request created." If you picked nobody, the job goes to the staff member in that department with the least work right now, with a phone notification; if the department has nobody, it goes to the least busy person among all staff. If you have an automation rule, the notice to the support company also runs now.

+ New request

1. What happened?

Garson çağır / Call waiter

2. Where?

No specific place

3. Description (optional)

Masa yanında kırık bardak

4. Who should do it?

Automatic: least busy person now

If you pick nobody, the job goes to the staff member with the fewest open jobs and they get a phone notification.

Open request

Every field and button

Field / Button	What it does	Example
Open / Closed / All	Filters the list.	Open
New request	Opens the new request window.	-
Assign to?	Who gets the job. If different from the current owner, the job is handed over.	Ayşe Yılmaz
Status box	Waiting / In progress / Completed / Cancelled.	In progress
Save	Saves the row's person and status.	-
Nudge	Sends a reminder to the person responsible (once every 5 minutes).	-
Notify company	Sends the e-mail for a rule that needs approval.	-

Field / Button	What it does	Example
Photo thumbnail	Opens the photo in a new tab.	-
Window: 1. What happened?	Request type (required).	Cleaning
Window: 2. Where?	Point; sub-points are indented. + Add a new point asks for a name (E.g. Terrace).	Bar
Window: 3. Description (optional)	Note, up to 300 characters.	E.g. stove does not light
Window: 4. Who should do it?	A person or Automatic: least busy person now , with the hint " <i>If you pick nobody, the job goes to the staff member with the fewest open jobs and they get a phone notification.</i> "	Automatic
Open request	Creates the request.	-

Messages you may see

Message	Meaning and what to do
<i>Saved.</i>	The row change was saved.
<i>Request created.</i>	The new request was created and assigned.
<i>Reminder notification sent.</i>	Nudge worked.
<i>A reminder was already sent for this request in the last 5 minutes...</i>	Try again in a few minutes.
<i>This request is not assigned to anyone...</i>	First pick a person in Assign to? and click Save .
<i>Invalid request type.</i>	The type was deleted. Refresh and choose again.
<i>No requests yet.</i>	No requests in the selected filter. Try All .
<i>Company · Not sent</i>	The automation e-mail could not be prepared; see Automation → Recent sends.

Other on-screen texts

The hints, counters, waiting and status texts below appear on screen as written (numbers and names are examples; "... " is replaced with your data).

- *Restaurant created.*
- *Start the restaurant module*
- *Enter the business name; request types come ready, linked to your departments.*

- *Sends a reminder notification to the phone of the person responsible for this job.*
 - *A notification is created when a request is not picked up or completed within the set time.*
- The check runs every 5 minutes.*

Frequently asked questions

Where do guest requests come from?

In a restaurant guests use **Call waiter** and **Request the bill** in the QR menu; these land on the [Operations Screen \(Calls and Orders\)](#). This list gets jobs staff open in the app, jobs you open in the panel, point status changes (for example setting a point to **Out of order**) and requests opened automatically when a measurement goes out of range.

Why did the Unassigned requests go to nobody?

If the venue had no active staff when the request was opened, it stays in the pool. Pick someone in **Assign to?** and save.

Staff closed the request in the app but it still looks open here.

Refresh the page; the list does not refresh by itself.

Can I reopen a closed request?

Yes. Under **Closed**, set the status to **Waiting** or **In progress** and click **Save**.

Can staff open requests?

Managers always can. For other staff to open requests in the app, turn on the setting on the [Staff](#) screen. Details: [Useroam Go: Requests](#).

Related pages

- [Request Types](#) · [SLA](#) · [Settings \(General\)](#)
- [Operations](#) · [Automation](#)
- [Role Guide: Restaurant Manager](#)

Revizyon #9
tugay tarafından 11 Ağustos 2026 10:18:28 oluşturuldu
tugay tarafından 26 Eylül 2026 08:22:23 güncellendi