

Requests

Restaurant Management brings floor and kitchen operations together on one screen: **requests** raised by guests or staff, **points** that carry the cleaning and fault status of every physical unit, and **request types** that decide which department answers. The **Requests** tab is the module's entry screen — it shows the current workload and lets you raise a request manually.

“ How do I open this screen? In the left menu go to **Bumerang** → **BUSINESS (İŞLETME)** → **Restaurant (Restoran)** → **Requests**.

USEROAM

Menü

Dashboard

Bumerang

KAMPANYA

Kampanyalar

Toplu Gönderim

Gönderim Takvimi

ETKİLEŞİM

Anketler

Reklamlar

KİTLE & AI

İzinli Misafirler

Useroam AI · Otopilot

İŞLETME

Etkinlikler

Restoran

Menüler

Talepler

Pano

Talep Tipleri

Ayarlar

Otel

Restoran Yönetimi — Useroam Bistro

Talepler, noktalar ve departman bazlı talep tipleri

Her şey yolunda

Nokta: 14 Kirli: 0 Arızalı: 0 Bekliyor: 0 İşlemde: 0 Günlük görev: 0% (0/23)

Talepler

Günlük Görevler

Rapor

Noktalar

Talep Tipleri

SLA

Ayarlar

Elle talep aç

Talep tipi

Nokta

Not

Garson çağır

Talep aç

TARİH	TALEP TİPİ	DEPARTMAN	NOKTA	PERSONEL	DURUM
Henüz talep yok.					

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Yardım | Şartlar | Gizlilik

1. Status strip

The screen opens with the business name (e.g. *Useroam Bistro*) and a one-line verdict on the current state — "*All good*" when nothing needs attention, a warning line when work is piling up.

- **Points:** Total number of defined points (tables, restrooms, kitchen equipment and so on).
 - **Dirty:** Points waiting to be cleaned.
 - **Out of order:** Points marked as faulty.
 - **Waiting:** Requests nobody has picked up yet.
 - **In progress:** Requests a staff member has taken on.
 - **Daily tasks:** Completion rate of today's task list (e.g. *0% (0/23)*).
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2. Tabs

The module has seven tabs: **Requests**, **Daily Tasks**, **Report**, **Points**, **Request Types**, **SLA** and **Settings**. Each is documented on its own page. The left menu keeps shortcuts to Requests, Board (Pano — the Points view), Request Types and Settings; the remaining tabs are reached from the tab bar inside the screen.

3. Create a request manually

When a guest calls you over or a staff member reports something missing, you raise the request here:

- **Request type:** One of the defined types. In the demo business these are *Garson çağır* (call waiter), *Hesap iste* (ask for the bill), *Temizlik* (cleaning) and *Arıza bildir* (report a fault). You manage the list on the **Request Types** tab.
- **Point:** Where the request comes from (a table or an area).
- **Note:** Free-text detail.

Create raises the request. It goes to the staff of the department linked to that request type; if auto-assignment is enabled on the **Settings** tab, it is handed to a specific person straight away.

4. Request list

The table below lists open requests with the columns **Date**, **Request type**, **Department**, **Point**, **Staff** and **Status**. When there is nothing to show it reads "*No requests yet.*"

Tip: Guests can also raise requests by scanning a QR code. Whatever the channel, every request lands on this screen.

“ **Related pages: Restaurant Solution → Request Types, Points, SLA, Settings.**

Revizyon #3

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