

Waiter Control

We have added new functionality that will allow you to oversee and control how many waiters are booked throughout the day for various time slots. This option will expose the number of waiters booked per time slot and a maximum if this value has been entered.

Go to the **Admin Screen > Appointment Schedule > Shop Hours** to configure.

1. Check off the box in the "Schedule Waiter" column to activate the waiter slot for each day of the week.

Shop Hours

Schedule **Waiter Times** Opcode Control

Monday

Copy Selected Row Paste to Selected Day

Appt Time	First Appt Time	Last Appt Time	Open	Max Appointments	Max Hours	Key Drop	Schedule Waiter	Evening Appt Stats
6:00 PM	7:00 AM	6:00 PM	<input checked="" type="checkbox"/>	70	100	<input checked="" type="checkbox"/> 6:45 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/> 12:00 AM

Note:
Please check off 'Schedule Waiter' to activate a Waiter Schedule for the corresponding day of the week in order to customize waiter times. Dealerships using eService require customers to choose an available waiter time.

It is highly recommended to leave Max Appointments and Max Hours set to 0 to allow the system to automatically calculate appointment counts and max hours based on the last 3 months of closed work orders, taking into account the number of walk in's and no shows for each specific day of the week.

Save

2. Go to **"Waiter Slots"** to configure slots for each day of the week by Shop or by specific Team. We will default to 0, which means there will be no waiters allowed. Enter a maximum number of waiter appointments to prevent over-booking. Maximum cannot exceed 10.

Shop Hours

Schedule **Waiter Times** Opcode Control

Monday

Shop

Appt Time	# of Slots
6:45 AM	0
7:00 AM	0
7:15 AM	0
7:30 AM	0
7:45 AM	0
7:55 AM	0

Team Name: Général

Appt Time	# of Slots
6:45 AM	0
7:00 AM	2
7:15 AM	1
7:30 AM	1
7:45 AM	1
7:55 AM	1

Shop:
Enter a maximum for waiter appts per slot.
0 = NONE

Team Name: (Choose a Team)
Enter a maximum for waiter appts per slot.
0 = NONE

Save

Waiter Slot Visibility

The "W" slot will appear when turned on. If a maximum value was entered you will see the availability per time slot.

The screenshot shows the 'Appt Sched' interface. At the top, there's a navigation bar with various icons and a status bar indicating 'Appt 24 Inbound 22 Outbound 2'. Below the navigation bar, there's a summary section for 'Blue Team' showing 'Appts (Booked/Max)' as 19/56 and 'Hours (Sold/Max)' as 27.9/59. A callout box points to the 'W' slot in the 'Key Drop' column, stating: 'The "W" slot will appear when turned on. If a maximum value was entered you will see the availability per time slot.' The main table displays a grid of time slots (7:00 AM to 10:00 AM) across six columns: Slot 1, Slot 2, Slot 3, Slot 4, Slot 5, and OF. The 'W' slot is highlighted in the first column.

Other Options:

Click the ★ in the Legend next to any Transportation code to quickly change the W slot to this type instead for more insight into the number of bookings for that transportation code.

The screenshot shows the 'Shop Hours' interface. The 'Waiter Times' tab is selected and circled in red. The interface displays a table for 'Monday' with columns for 'Appt Time' and '# of Slots'. The table is divided into two sections: 'Shop' and 'Team Name'. The 'Shop' section shows slots for 6:45 AM, 7:00 AM, 7:15 AM, 7:30 AM, and 7:45 AM, all with a value of 0. The 'Team Name' section shows slots for 6:45 AM, 7:00 AM, 7:15 AM, 7:30 AM, and 7:45 AM, with values of 0, 2, 1, 1, and 1 respectively. Callout boxes provide instructions: 'Shop: Enter a maximum for waiter appts per slot. 0 = NONE' and 'Team Name: (Choose a Team) Enter a maximum for waiter appts per slot. 0 = NONE'. A 'Save' button is located at the bottom right.

*Additional waiter slots will appear in Shop View based on the number of waiter slots added. Ie. Wait 1, Wait 2 etc.