

Overview of the reservations (dashboard)

Open the room management (dashboard) view.

If you don't know how to find the dashboard check out [this](#) article.

The dashboard is represented in a convenient calendar view. You can switch between plenty of views:

- Today
- Week
- Day
- Pending
- My
- My Rooms

Events visibility

The number of events you can see in the dashboard view depends on the type of user you are.

Unauthorised user

Unauthorised user is the user that is not logged in to the OTRS system.

You became unauthorised user when there is no sessionId parameter provided in the URL or the user session has expired.

This type of users can see:

- accepted reservations of all other users

Recommended personel

Cleaning services personel can use the Conference Rooms system as unauthorised users.

The reservations calendar can be printed and passed to the cleaning services personnel

Regular user

Regular user is the authorised user (logged in to OTRS) who is not a room manager. The regular user can be "regular" in one room and room manager in another room. This permissions are set per room, not globally for the whole system.

This type of users can see:

- reservations that he owns - pending, accepted or rejected (all states)
- other users' reservations - pending or accepted

Recommended personnel

Employees that organise meetings in the company.

Room manager

Room manager is the authorised user (logged in to OTRS) who is a local administrator (manager) for the given room.

The room manager permissions are given per single room, not globally. User can be a manager for one room, but a regular user for the other rooms.

This type of users can see:

- reservations that he owns - pending, accepted or rejected (all states)
- other users' reservations - pending or accepted
- reservations in rooms in which he is a room manager (local administrator)

Recommended personnel

Employees that organise meetings in the company and are responsible for accepting or reject requests for room reservations.

Calendar tabs

Week

This tab represent a calendar view on which you can see all the reservations that are visible to you based on your current roles and will take place this week. You can navigate between weeks using

the navigation arrows.

The screenshot shows a web interface for a room reservation system. At the top, there is a dark blue header with the text "Room reservation system" on the left and "YOU ARE ADMIN" with a user icon on the right. Below the header, there is a navigation bar with several tabs: "TODAY", "WEEK" (which is highlighted), "DAY", "PENDING", "MY", and "MY ROOMS". To the left of these tabs are two navigation arrows, one pointing left and one pointing right. Below the navigation bar, the date range "25 - 31 May 2020" is displayed. The main content area is a calendar grid. The grid has a left column labeled "Resources" and two main columns for the days "Mon 25/5" and "Tue 26/5". Each day column has sub-columns for hours from 06 to 16. The "Resources" column lists: "Intalio HQ" (with a dropdown arrow), "Computer Room", "Conference Room (1st f)", and "Conference Room (2st f)". In the "Tue 26/5" column, there are two red boxes with the text "Pen" and "P" in the 13:00 and 14:00 slots for the "Computer Room" resource. At the bottom of the interface, the version number "F2.1.083.0.60" is visible.

Day

This tab represent a calendar view on which you can see all the reservations that are visible to you based on your current roles. You can navigate between days using the navigation arrows.

Pending

This tab represent a list view on which you can see all the reservations that are currently in pending state.

My rooms

This tab represent a calendar view on which you can see all reservations that have been scheduled in rooms in which you're a room manager (local administrator). If you want to accept or reject the reservations in rooms that you're responsible for this is the most convenient way.

Reservation details

To open the reservation details simply click on the reservation in calendar view or list view.

The screenshot shows a web interface for a room reservation system. At the top, there is a dark blue header with the text "Room reservation system" on the left and "YOU ARE ADMIN" with a user icon on the right. Below the header, there is a navigation bar with buttons for "TODAY", "WEEK" (which is highlighted), "DAY", "PENDING", "MY", and "MY ROOMS". The date "25 - 31 May 2020" is displayed in the center. The main content area is a calendar grid. The grid has columns for days of the week and rows for different resources. The resources listed are "Intalio HQ", "Computer Room", "Conference Room (1st f)", and "Conference Room (2st f)". The "Computer Room" row shows two red boxes with the text "Pen" and "P" on the 13th and 14th of May, indicating pending reservations. The "Intalio HQ" row has a dropdown arrow on the left. The "Conference Room (1st f)" and "Conference Room (2st f)" rows are currently empty. At the bottom of the interface, the version number "F2.1.083.0.60" is visible.

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