System description
DoReserve.com
Online booking system

It is great to see you reading our functionality overview! This manual will give you general understanding of how the system works. We are constantly working on improving it, so all suggestions are welcome.

The DoReserve online booking system is a complete system which suits needs of most service providers. It can be used by teachers, hair salons, beauticians, psychologists, or even restaurants and hotels, or pretty much by anybody who needs to make bookings for their services.

Allowing clients to make online bookings will increase revenues because of less "No shows" brings you more clients and because clients will use the services more often as the reservation process is easier and accessible at any time. This improves perceived service level, thus increasing client's overall satisfaction and leading to better client retaining.

Following sections are a general description of many of functions in the DoReserve booking system. Look through it to see how it would benefit your company in many ways. Join us now and beat your competitors with a clever solution and better service for your clients.

1. Company configuration (Settings / Configuration)

Image 1. Company configuration interface

Events and time
Configuration of DoReserve service account for your company starts with «company settings function» -- here you can quickly view and setup all settings concerning reminders, events and time etc.

Under "Event date and time"-related settings you can set the time frame of your calendar. It is important to match the time here with the shortest service period you provide. In other words, if no service is shorter than 15 minutes, you should set this to 15 minutes.
You can also decide to allow bookings to extend after closing hour or into break times.

Time zone setting is also important, as our system sends reminders based on this selection. If you don't set this correctly a booking reminder from a client could be sent at a wrong time, before or even after the appointment.

SMS reminders
Also in this interface you can adjust how the reminder system function works: whether it uses SMS or not. Email reminders are always used by default. Max/min time allowed before reservation is adjustable too.

As companies provide different services, they can adjust the reminder settings according to their needs and change the wording of the booking appointment reminders.

In order for the system to sent SMS reminders to clients, you will need to buy SMS credits in the Pay Out section. They are sold at a very good price, so that you can get the most out of using the system.

2. Company information (Settings / Company information)

In this interface you will be able to set your company contact info and other information that will be displayed on your reservation web page. A map of where your company is located is also displayed. Just put in your address there and the map finds your location. If you move the pin on the map, you can precisely set the location of your company.

3. Company work hours (Settings / Work week settings)

Image 2. Work week settings

Base settings
«Company work hours» interface allows you to define the opening hours of your company to let your customer see when he/she can book an appointment. These are the general settings for your company. This would mean that you could set, for example, "all weekdays open from 8.00 till 16.00, with a 1 hour break during lunch hour".

Special days
However, if you wanted to have longer opening times during some special days or, for example, be closed some other days, you can always browse the date in the calendar and do a special day setting. If you close a day in special day setting it will be not possible to reserve a time with any employee that day. This opening hours changing normally affect all employees (they will get same work hours during this special day).

Employee personal settings
In addition, if an employee is not participating in a special day opening, you can always go to the employee work hour settings (that can differ from the company hours) and create a special day exactly for that employee! In which case the employee's special day settings overrides the company special day settings.

Thus in this function you begin setting the normal hours and then you do the special day settings. You can fill in a time for break for the whole week by coloring the time line and, of course, please don't forget to save (submit) the settings.

4. Manage service providers (Manage / Our team)

After completing the general settings (that are described in section 1-3) you would start setting up your service providers (your team). This could be the different hair dressers, consultants, or maybe car lifts or tables in cafe, depending on service your company provides.
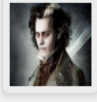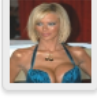
	Image	Name	Telephone	Description	Quantity	Position	
1.		Edward	3806384207777	Edward is an experienced hairdresser who has worked for world famous salons such as the Banana Hair salon in Cuba.	1	1	
2.		Sweeney		Sweeney is a partner and best known for his famous grey stribe hair style.	1	1	
3.		Jenna		Jenna has been with us since the beginning and is by many considered the best hair dresser in the world.	3	1	
4.		Jackie		Jackie is our fastest employee. If you need a quick cut, done in only minutes, he is your man.	1	1	
5.							+

Image 3. Service providers list

You can create as many service providers as you need. To add service providers, just click on the small «+» button at the bottom of providers list.

Service provider parameters
Becide the common params such as name, description, image etc you can also set up some special params. For example, if a service provider can service more than 1 client at a time, you can specify that by «quantity» parameter. In this case the system will allow bookings up to this number. This can be useful in the case when a service provider is not a person, but for example a class or a bus.
A «positioning number» allows you to control the order of the provider at your web-page. So you can set someone at top or bottom or in any order you prefer.

Image 4. Service performer edit form

Actions
After service provider created it appears in a list with action buttons at the right side. You can delete, edit and perform special treatment with providers.

The first one is «schedule» (button with the clock image). Here you can set personal work hours and working schedule in special days for provider, as in some cases person's schedule may differ from company hours.

The second action «provider events» (button with face image on it) allows you to relate a provider to a certain service, as not all employees can provide the same services. Each provider may use a different time for a service rather than a standard service time. For example, John might use 20 minutes for a normal haircut, while Susanna uses 45 minutes, and all others use the 30 minute standard service time. You can adjust that using «use custom duration» checkbox and time controls.

Image 5. Service provider (employee) related services list

These additional settings should be set up after you've created services and adjusted standard company time schedule.

4. Manage services (Manage / Services)

After creating service providers it is time to create a list of services that are bookable. Each service has its own name, time duration, description and image which are displayed on your web-page for clients. Normally there is only one image per service, but if you want to include more, you can activate «Images for events» plug-in. This way you'll show many images for each service at web-page. This could be convenient in case you're offering, for instance, sightseeing trips and want to show different sites that will be visited or if you are a restaurant and want to show different menu options.

You can also decide the order of services in list by setting the relevant position number, where 1 ranks the highest (the same way as it is done for service providers).

If you have activated the payment plug-in, you can set the price for each service. In this case your clients even will be able to purchase the service right on the site at the time of making the booking.

Image 6. Service edit form

Actions

After creating a service option, you will see action buttons on the right side. These options work in similar manner as service provider's ones. There are «Delete», «Edit», «Service providers» (which mirrors «Provider events» of the manage service provider interface and allow you to bind and set special service time settings per each provider) buttons.

After you've activated «Images for events» plug-in, you'll have also «Service images» action button here which allows you to add images to the service.

5. Manage categories (Manage / Event categories)

If you have enabled the categories plug-in, you will be able to sort your services into categories. For example, it would be possible to separate face-related services from body services. This plug-in is especially useful in the case when your company provides many services and showing them all in one list looks too crowded and confusing for clients.

Event category has the same parameters as event (name, description, image, order in list) and can be edited or deleted after creation. In addition you can adjust the related service items for newly established categories.

Image 7. Adjusting related services for the selected category in Event categories interface

6. Additional fields for bookings (Manage / additional fields)

In many cases you might want to ask clients for more information about the required service. For example ask him/her about desired hair color, or, in case you have a phone fixing company, for a phone problem description, serial number etc. The additional fields is a tool to solve this kind of problem for you.

To use this tool, you should first activate the corresponding plug-in and start creating additional fields you might require. After having that done you can associate additional fields to the relevant services. For example you will ask client about condition of skin if he/she orders a massage or a face therapy and will not ask that if client orders a haircut service.

Also for each additional field you can define whether filling it is require or optional and set default value for a field (to let user change this information only if he/she needs it). You can also set up the order of additional fields to appear in the online booking module.

After creating the additional fields you can delete a field, edit a field, or associate a field with services where this field will appear for the client to fill during the booking process.

Additional fields

	Title	Type	Is null	Show in calendar	Order	Actions
1	notes	text	Yes	No	1	✖ ✎ 🔧
2	Name	text	No	Yes	0	✖ ✎ 🔧
3	Contact Number	digits	No	Yes	3	✖ ✎ 🔧
4	Email	text	No	No	4	✖ ✎ 🔧
5	Brand	select	No	No	5	✖ ✎ 🔧
6	Problem	textarea	No	No	7	✖ ✎ 🔧
7						＋

Image 8. Additional fields list

7. Manage booking status (Manage / statuses)

If you are a large service provider with a lot of clients going through you could find the «Status» plug-in useful. This plug-in can be used to give a status to a service.

How this works? In the beginning a service can be «order», then it can be «client has arrived and waiting», then «client is now being serviced», and some other color may inform that a client has paid and left. Or you can create some another statuses you need and set relevant colors to them.

Image 9. Service status edit form and list

When the bookings are colored you will have a much easier way to see the status of all orders in the calendar view (dashboard view for online bookings). It also shows you if a client has been waiting for a long time after he arrived. Or you might find some more uses for the status plug-in.
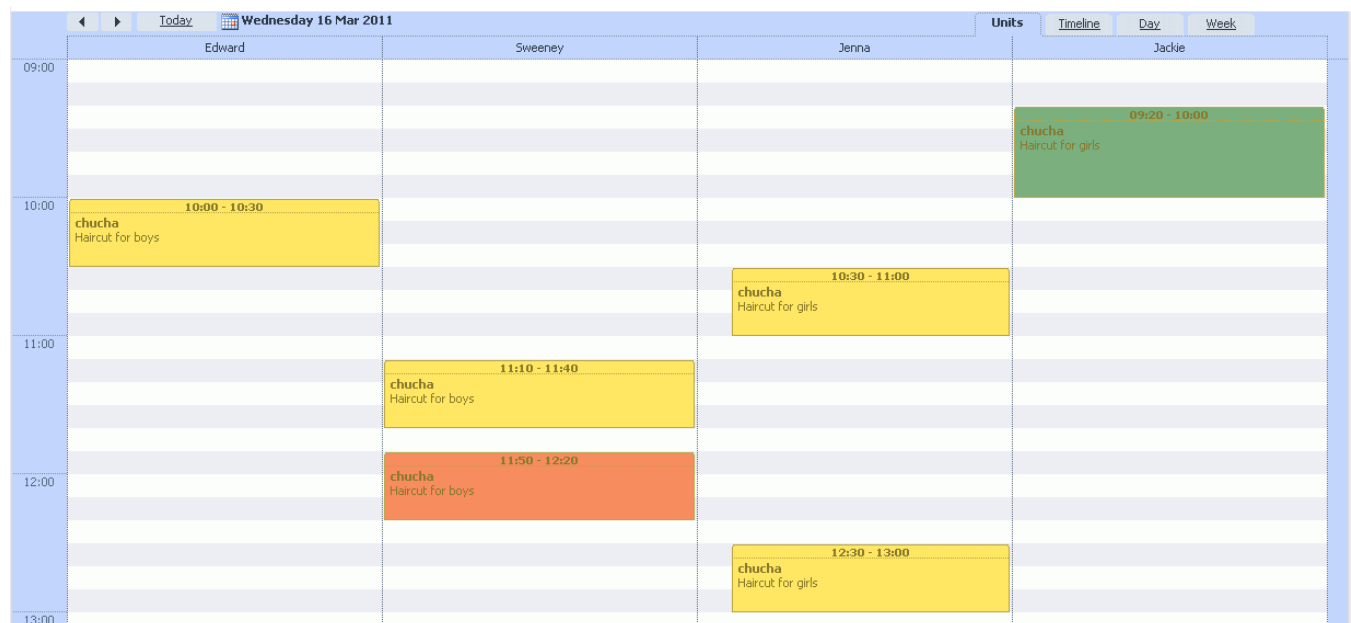

Image 10. Services with different statuses in Daily report

8. Your own booking web (Display module / web-pages)

At DoReserve you get not only a full-fledged booking system, but you can also get your own company's web-page where you can display news, your company's location on Google maps, any info you want on the front page and info about all your service providers and services. So, your clients will visit a full-featured web-page where they in addition can make their booking online or even pay for services right there using a payment processor.

This is the ultimate solution for service providers that don't already have a presence on the web.
You can select one of three templates already, and more are coming. Each template is available in many colors.
You can set your company's logo/banner on all templates and select the template you like best.

If you have your own domain name and don't want to use our supplied name (YOURCOMPANY.doreserve.com) — no problem. Just change the A records on you DNS servers to point to our servers: 109.74.204.32 and let us know about this change. If you don't know how to do this, contact u, and we will do our best to help you with this. We can also set you up on our DNS servers and set up a mail service for your personal domain (this costs 50 USD for a year).

Image 11. Theme color selection in "Web-pages" interface

In «Display module» > «Web-pages» interface you can set theme layout (selectable in a top-left of page) and one of the available color schemes for this template by pressing a calendar with that color. On the right side you will see exactly how this will look on your web page, including your services etc. Also you can replace the header or logo with your own (under company settings).

Below you can see examples of 3 different template types. If you want us to customize a template based on something you own -- no problem, we can also do this for you for a very fair price.

Image 12. One of the "Standard" template of the online booking module

Image 13. "Clean slide" template for the booking web page
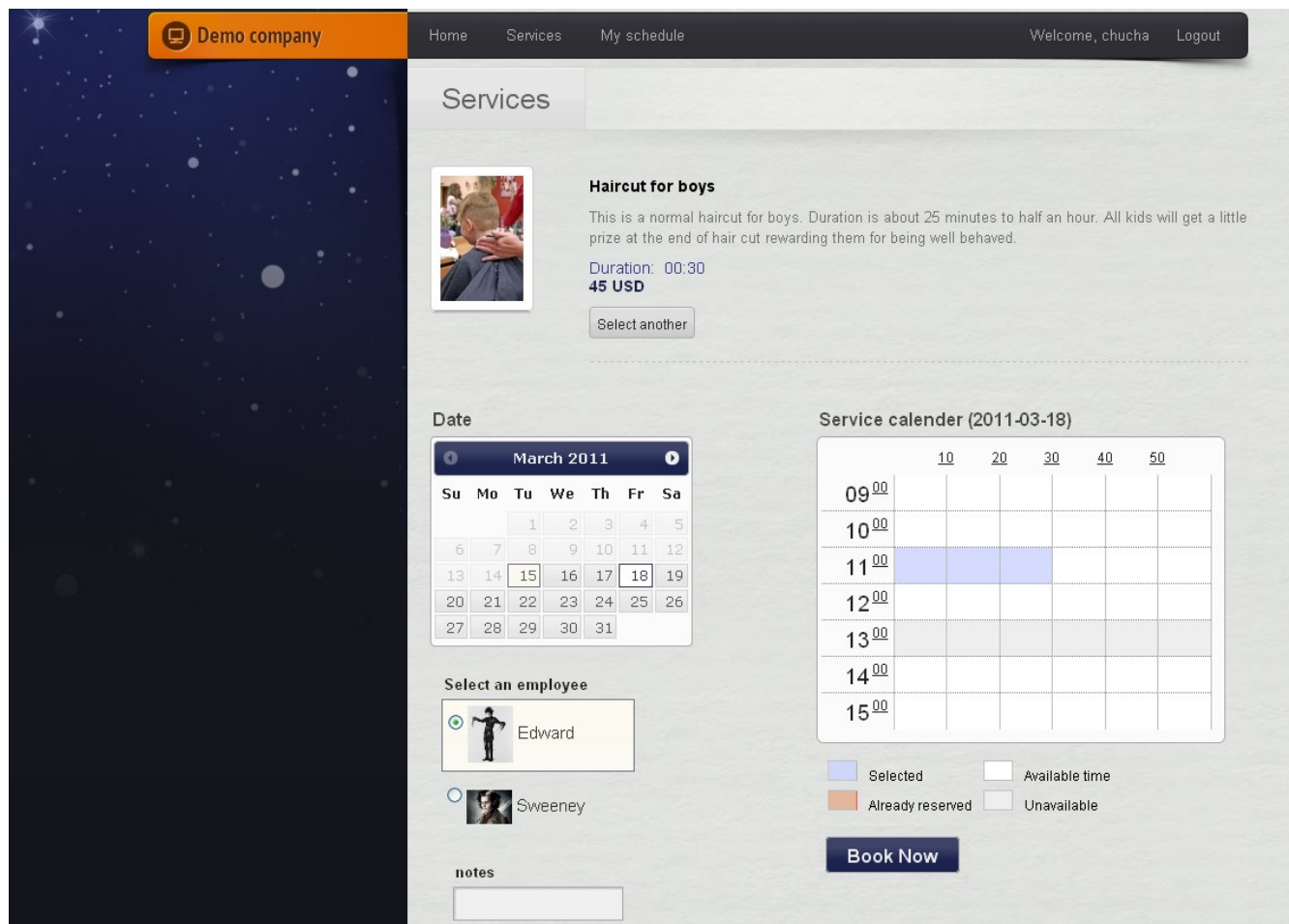
Image 14. "Web-factory" template for the booking web page

9. Button or iFrame (Display module / Widget-iFrame)

Many service providers already have a great web-pages and want to continue using them. In this case you would simply use our booking service as iFrame module on your web-page or our button solution. Both options are perfect for all web pages and will fit them all. The same way as if you were getting a web page, you would choose the basic coloring of the widget solution, so it fits your web page design.

On the image here above on the right side you can see the yellow booking button that would appear on your web page. When this button is pressed the booking module would pop up. You can easily see how this button looks on your web page even before registration in our system — just by simply inserting your domain in the field on our web-page: http://doreserve.com/about

If you'd rather want the booking module to appear on your page instead of a booking button, you can just insert the iFrame code for your company into your site.

```
<script type="text/javascript"
    src="http://demo.doreserve.com/iframe/loader.php?
    width=960&url=http://demo.doreserve.com&theme=&layout=lists">
</script>
```

Just replace the "demo" with your company login name in the above code. You can also get this code text in «Display module» > «Widget-iFrame» interface pressing «Get iFrame code» button.

Image 15. DoReserve service on company's webpage example

10. Text adjustments (Display module / custom translation)

Not everyone is in the same business so not all wording fits all. The "Custom translations" function allows you to change texts both in your booking module and in your admin system. You can also choose a name for service providers, e.g. «hairdressers», «advisors», «tables», «lifts» or whatever fits your business. You can also change wording to your own language if our system has not yet been translated to your language.
After making text changes remember to save and then look at the results in the booking module or in admin system!

11. Plugins
One of the main idea DoReserve software is to keep interface handy and easy-to-use. So we use plug-ins as a way to add functionality that adds value to some users, but might not suit them all. This way you can go into «Plug-ins» settings interface, activate plug-ins that suits you or stop plug-ins that doesn't fit there.

There is the plug-in allows you to keep track of costs of items used in services, the plug-in which appends additional fields to ask users questions at the time they make a booking. Also you can have status on a service to keep track of how it is going. Or you can activate the «Paid events» plug-in and show prices for your services and even accept payments for them. You can implement categories to sort your services if you are providing lots of services, so your users will be quicker to find the one they are searching for. Some more plug-ins are available right now and we constantly implementing more plug-ins, making your work easier and allowing you to provide a more valuable service to your clients.

Plugins				
Plugin	**Description**	**Price**		
Spareparts	This is the cost registration plugin, allowing you to keep track on additional cost items that are used for clients using the services	Free!	✖ Disable	⚙ Settings
Additional fields	Allows you to add additional fields to service reservation to get additional information from clients	Free!	✖ Disable	⚙ Settings
Status	Add status possibility to events	Free!	✖ Disable	⚙ Settings
Paid events	Allows you to show prices for events and clients will be able to pay for your service during reservation	Free!	✖ Disable	⚙ Settings
Html description field for events	This plugin allows you to put html code as service description instead of plain text	Free!	✖ Disable	
Images for events	Allows you to put several images for each service event	Free!	✖ Disable	
Event categories	'Categories of events' plug-in allows you to group events by category. If your company provides many services, this will help customers earier find needed services	Free!	✖ Disable	⚙ Settings

Image 16. Plug-ins list