

SynXis Training Course Catalog



ELECTRONIC DISTRIBUTION (GDS/IDS)		CALL CENTER SERVICES
	WEB SITE BOOKING ENGINE	
INTERNET MARKETING		INTEGRATION



Driving Distribution

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COURSES FOR NEW USERS

Note: Course duration times are approximate and may vary.

Getting Started in RedX

Overview

In this course you will learn the basics of how to use RedX Control Center. You will receive an overview of how to build rates and rate seasons for your hotel. You will also become familiar with navigation, pulling existing reservations, and running reports.

Who Should Attend

Beginners to RedX
Hotel-level staff
Reservation Managers
Revenue Managers
Chain Level Administrators

Duration

Approximately 90 minutes

Preferred Prerequisites

- Working knowledge of Microsoft Windows
- Pre-registration through www.synxis.com/training

Course Topics

- Navigation
- Searching for Hotels
- Favorites
- Help
- Standard Rate Configuration
- Rate seasons/pricing
- Reservations
- Report subscriptions



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Stay Restrictions Training

Overview

In this course you will learn, in detail, how to access, set, add, and manage stay restrictions for your hotel in RedX Control Center.

Who Should Attend

Beginners to RedX
Hotel-level staff
Reservation Managers
Revenue Managers
Chain Level Administrators

Duration

Approximately 60 minutes

Preferred Prerequisites

- Getting Started in RedX
- Working knowledge of Microsoft Windows
- Pre-registration through www.synxis.com/training

Course Topics

- Accessing the Stay Restrictions Area
- Levels at which restrictions may be set
- Channel Independent versus Channel Specific
- Types of restrictions that may be set
- Setting restrictions
- Removing restrictions
- Viewing existing restrictions



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Advanced Rates Training

Overview

In this course you will learn about the advanced rate features available in RedX Control Center including rate categories, derived rates, rate override, and rate copy.

Who Should Attend

Hotel-level staff
Reservation Managers
Revenue Managers
Chain-Level Administrators

Duration

Approximately 90 minutes

Preferred Prerequisites

- Getting Started in RedX
- Working knowledge of Microsoft Windows
- Pre-registration through www.synxis.com/training

Course Topics

- Derived rates
- Rate copy
- Rate override
- Rate categories
- Ordering rates in a selling structure



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New Build Training

Overview

In this course you will learn how to load your property information in the RedX Control Center using the Auto-HIP Build Summary. You will learn how to create rooms, rates, policies, and descriptions to ensure your hotel is built correctly. During this course, you will also learn several best practices and procedures for building a hotel in RedX.

Who Should Attend

New SynXis hotels who need to build their hotel in the RedX Control Center. This class is for hotels new to the SynXis system. In two days we will walk a new hotel through the build process in RedX Control Center.

Duration

2 Days, including:

- 2 – 2 hour instructor-led sessions each day
- Approximately 6 hours of self-directed property build

Preferred Prerequisites

- Working knowledge of Microsoft Windows
- Hotel should be a new hotel with SynXis
- This course is by invitation only through the SynXis Implementations team

Course Objectives

- Give users a basic introduction to RedX
- Show users how to use the Build Summary
- Gain an understanding of the best way to create room types within RedX
- Learn to build standard and derived rates and their rate seasons in RedX
- Learn to add some policies (taxes, cancel policies, and guarantee policies) at the hotel
- Learn how to add hotel descriptive data that will be shared with the Global Distribution Systems, and the Internet Distribution Systems



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CLASSES FOR INTERMEDIATE USERS AND HOTEL ADMINISTRATORS

Note: Course duration times are approximate and may vary.

Policies Training

Overview

In this course you will learn, in detail, how to assign and set cancel policies, guarantee policies, taxes, and payment methods.

Who Should Attend

Hotel Level Staff
Reservations Managers
Revenue Managers
Chain Level Administrators

Duration

Approximately 60 minutes

Preferred Prerequisites

- Getting Started in RedX
- Working knowledge of Microsoft Windows
- Pre-registration through www.synxis.com/training

Course Topics

- Cancel policies
- Guarantee policies
- Assigning policies
- Taxes
- Payment methods



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Rooms Training

Overview

In this course you will learn, in detail, how to add room types, add channel specific descriptions, and create room categories.

Who Should Attend

Reservation Managers
Revenue Managers
Chain Level Administrators

Duration

Approximately 60 minutes

Preferred Prerequisites

- Getting Started in RedX
- Working knowledge of Microsoft Windows
- Pre-registration through www.synxis.com/training

Course Topics

- Room set-up
- Descriptions
- Room Categories
- Ordering rooms in a selling structure



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Data Management

Overview

In this course you will learn how descriptive data in RedX Control Center is used to interface with the GDS systems. You will also receive recommendations and best practices for how to optimize the way that your hotel displays in the GDS systems.

Who Should Attend

Reservation Managers
Revenue Managers
Chain Level Administrators

Duration

Approximately 2 hours

Preferred Prerequisites

- Getting Started in RedX
- Working knowledge of Microsoft Windows
- Pre-registration through www.synxis.com/training

Course Objectives

- Learn what descriptive data is and how it is used by the GDS
- Learn how to upload images into RedX for onward distribution to the IDS/GDS.
- Learn which fields need to be completed for the best display in the following areas
 - Basics
 - Policies
 - Airports
 - Descriptions
 - Dining Options
 - Facilities
 - Location
 - Meal Plans
 - Meeting Rooms
 - Ratings
 - Recreation
 - Reference Points
 - Room Amenities
 - Safety



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Groups Training

Overview

In this course you will learn the basic requirements necessary to build groups in RedX Control Center. The course will also cover how these groups will appear within the SynXis Booking Engine and Voice Agent applications. Group reports used for tracking will also be discussed.

Who Should Attend

Hotel Level Staff
Reservation Managers
Revenue Managers
Booking Engine Users
Call Center Supervisors

Duration

Approximately 60 minutes

Preferred Prerequisites

- Getting Started in RedX
- Working knowledge of Microsoft Windows
- Hotel should be using the SynXis Booking Engine and/or the Voice Agent application
- Pre-registration through www.synxis.com/training

Course Objectives

- Learn to create a group profile
- Learn to create a group block and pricing
- Learn how to book a group reservation in the SynXis Booking Engine
- Learn how to book a group reservation in the Voice Agent application
- Examine the reporting options available for Groups



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Promotional Pricing Training

Overview

In this course you will learn the basic requirements necessary to use promotional pricing through RedX Control Center. The course will also cover how these promotions will appear within the SynXis Booking Engine and the Voice Agent application.

Who Should Attend

Hotel Level Staff
Reservation Managers
Revenue Managers
Chain Level Administrators

Duration

Approximately 60 minutes

Preferred Prerequisites

- Getting Started in RedX
- Guest Connect Training
- Working knowledge of Microsoft Windows
- Pre-registration through www.synxis.com/training

Course Objectives

- Learn what promotional pricing is
- Learn to create a promotion
- Learn to create pricing rules for the promotion
- Learn to activate promotional pricing for the property
- See how the pricing displays on the different channels



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CLASSES FOR CHAIN ADMINISTRATORS

Note: Course duration times are approximate and may vary.

User ID Setup

Overview

In this course you will learn, in detail, how to add, assign, and administer user access in RedX.

Who Should Attend

Chain Level Administrators

Duration

Approximately 60 minutes

Preferred Prerequisites

- Getting Started in RedX
- Stay Restrictions Training
- Advanced Rates Training
- Rooms Training
- Policies Training
- Working knowledge of Microsoft Windows
- Pre-registration through www.synxis.com/training

Course Topics

- Adding new users
- Resetting Passwords
- Role Assignment
- Assigning user access by individual page
- Access Points Clarification



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Chain Maintenance

Overview

In this course you will learn, in detail, how to maintain your chain's destinations, CRO's, room translations, rate translations, negotiated rate translations, and reports. During this session, you will also learn about troubleshooting tips and tactics.

Who Should Attend

Chain Level Administrators

Duration

Approximately 60 minutes

Preferred Prerequisites

- Getting Started in RedX
- Advanced Rates Training
- Stay Restrictions
- Rooms Training
- Working knowledge of Microsoft Windows
- Pre-registration through www.synxis.com/training

Course Topics

- Chain Maintenance
 - Destinations
 - CRO's
- Room translations
- Rate translations
- Manually Adjusting Room Inventory
- Negotiated rate translation
- Reports
- Troubleshooting tips
 - Availability view
 - Express View
 - Product Assignment



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BAR Rates

Overview

In this course you will learn what BAR rates are and how to use BAR rates.

Who Should Attend

Hotel Administrator; Chain Level Administrators

Duration

Approximately 60 minutes

Preferred Prerequisites

- Getting Started in RedX
- Advanced Rates Training
- Stay Restrictions
- Rooms Training
- Working knowledge of Microsoft Windows
- Pre-registration through www.synxis.com/training

Course Topics

- What are BAR rates?
- Why use BAR rates?
- How to activate BAR functionality
- How to create BAR rates
- Absolute BAR
- How to create Floating BAR rates



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Rate Specific Currency

Overview

In this course you will learn what a Rate Specific Currency is and how to use them.

Who Should Attend

Hotel Administrator; Chain Level Administrators

Duration

Approximately 60 minutes

Preferred Prerequisites

- Getting Started in RedX
- Advanced Rates Training
- Stay Restrictions
- Rooms Training
- Working knowledge of Microsoft Windows
- Pre-registration through www.synxis.com/training

Course Topics

- What is Rate Specific Currency?
- Why use Rate Specific Currency?
- How to activate Rate Specific Currency
- How to create rate plans in a different currency



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CLASSES FOR VOICE AGENT USERS AND ADMINISTRATORS

Note: Course duration times are approximate and may vary.

Voice Agent Training

Overview

In this course you will receive an overview of our Voice Agent application from the user's perspective. Participants will learn how to book a reservation from start to finish. We will also review how to cancel and change existing reservations.

Who Should Attend

Call Center Agents
Call Center Supervisors
Reservation Managers
Revenue Managers
Chain Level Administrators

Duration

Approximately 60 minutes

Preferred Prerequisites

- Working knowledge of Microsoft Windows
- Pre-registration through www.synxis.com/training

Course Objectives

- Learn to search for hotels within the system
- Learn to search for availability, use access codes, and rate type filters
- Learn to create a new reservation
- Learn to cancel or change an existing reservation
- Learn to read the history of a reservation
- Learn how to copy a reservation
- Examine guest profiles, corporations, and comments



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Voice Agent Setup

Overview

In this course you will learn how to setup your hotel to utilize Voice Agent. You will learn about customizable setup options, cancellation reasons, call wrap up items, and descriptions. We will also review what reports can be run in RedX Control Center for Voice Agent.

Who Should Attend

Call Center Supervisors
Reservation Managers
Revenue Managers
Chain Level Administrators

Duration

Approximately 60 minutes

Preferred Prerequisites

- Getting Started in RedX
- Voice Agent Training
- Working knowledge of Microsoft Windows
- Pre-registration through www.synxis.com/training

Course Objectives

- Learn to manage the setup options for Voice Agent
- Learn to setup call wrap-ups to track the outcomes of the calls
- Setup cancellation reasons to track why people cancel reservations in Voice Agent
- Setup property alerts to notify the end users of date sensitive happenings at the hotel
- Setup hotel descriptions so that your end users can find things out about your hotel
- Learn the reports you can run to get information directly related to Voice Agent



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Advanced Booking Engine and Voice Agent

Overview

In this course you will learn how to optimize several optional functions available in RedX Booking Engine and/or Voice Agent. These optional functions include dynamic packaging, transportation options, customized email messages, corporate codes, and promotional codes.

Who Should Attend

Call Center Supervisors
Booking Engine Administrators
Reservation Managers
Revenue Managers
Chain Level Administrators

Duration

Approximately 60 minutes

Preferred Prerequisites

- Getting Started in RedX
- Booking Engine Configuration
- Voice Agent Configuration
- Working knowledge of Microsoft Windows
- Pre-registration through www.synxis.com/training

Course Objectives

- Learn to create package add-ons
- Learn to customize the email messages sent to guests
- Learn to setup Corporate and Promotional codes to restrict booking of confidential rate plans
- Learn to add transportation options
- Learn to create room features that act as a filter and/or as a request for the customer to choose from during the booking process
- Learn to setup commissionable accounts for commission payment for non-IATA agencies
- Learn to customize the email messages sent to guests
- Learn to setup Corporate and Promotional codes to restrict booking of confidential rate plans
- Learn to add images that will display on the RedX Booking Engine and Voice Agent
- Learn to customize titles for customers to choose from when filling out the profile information
- Learn to create requests for the customer to choose from during the booking process



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CLASSES FOR BOOKING ENGINE USERS

Note: Course duration times are approximate and may vary.

Booking Engine Setup

Overview

Learn how to properly set your hotel in the SynXis Booking Engine. We will cover the various ways in which you can modify your booking engine to make it work best for your hotel.

Who Should Attend

Booking Engine Administrators
Reservation Managers
Revenue Managers
Chain Level Administrators

Duration

60 minutes

Preferred Prerequisites

- Getting Started in RedX
- Working knowledge of Microsoft Windows
- Pre-registration through www.synxis.com/training

Course Objectives

- Learn the basic setup options within the Booking Engine
- Learn to build the links necessary to put the Booking Engine on your website
- Learn how to change the labels within the Booking Engine.



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Guest Connect

Overview

Learn about the exciting functionality that may be used with the new version of the SynXis Booking Engine, Guest Connect. Also learn about the basics for setting up your hotel using the Guest Connect Booking Engine.

Who Should Attend

Booking Engine Administrators who have already signed up for Guest Connect
Booking Engine Customers who are interested in migrating to the new version
Reservation Managers
Revenue Managers
Chain Level Administrators

Duration

Approximately 60 minutes

Preferred Prerequisites

- Getting Started in RedX
- Promotional Pricing
- Working knowledge of Microsoft Windows
- Pre-registration through www.synxis.com/training

Course Objectives

- Learn about the new functionality that may be used with Guest Connect
- Learn about shells
- Learn about Templates
- Learn the basic setup options within Guest Connect