SETUP GUIDE

OpenTable Host Integration

Setup Guide

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System Requirements

- CT HOST Version 2022.xx or higher
- Compatible browsers are: Chrome*, Edge, Firefox, Safari
- Partner Agreement in place

Overview

This document explains how to enable the OpenTable Crunchtime Host integration. To get started reach out to your Customer Success Manager. .

Download the latest version of this document here:
https://links.crunchtime.com/SG-HostOpenTableIntegration

… or scan the QR code to the left.

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Crunchtime Host and OpenTable

Integration Information

Getting Started Guide

Crunchtime has partnered with OpenTable to combine the most powerful in-store guest management software with their large consumer network.

The Crunchtime Host solution is the best in-store guest management software on the market. Our partnership with OpenTable means you get both our software and access to more diners through their extensive consumer network.

OpenTable is a consumer marketing "add-on" to Crunchtime Host. OpenTable provides a marketing solution for restaurants by allowing OpenTable consumer users to find your restaurant online or through their app.

Crunchtime Host Compared to OpenTable

Crunchtime Host	OpenTable
Primary focus on delivering best in class solutions for operators	Primary focus on growing OpenTable's diner network.
Online and In-store solutions provider	Online Restaurant Reservations Provider
In-store solutions are built to enhance efficiency, gain control, collect operational data, and improve guest experiences.	In-store solution was built to manage online reservations from their proprietary diner network with limited options for in-store operations.
In-store option provided off-line functionality.	OpenTable's guest center (iPad app) is a cloud only solution.
Company based guest book. Restaurants own and have access to guest data.	OpenTable owns the guest and markets directly to them.
Crunchtime Host handles guests from multiple dining networks: OpenTable, Google, and our Browser Widget.	OpenTable only supports their website and apps.
Crunchtimet Host supports restaurant-built websites and apps for online bookings.	OpenTable only supports their website and apps. Required use of OpenTable's iframe app on restaurants website for online bookings.
Integrates with multiple Point-Of-Sale Solutions as well as the Crunchtime Kitchen Video Solution and many third-party applications.	Limited Point-of-Sale integration to support OpenTable payment functionality only.

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OpenTable Host

To take advantage of the partnership for OpenTable reservations, there are some configurations required in Enterprise Portal.

- Seating Areas in the Floor Plans.
- Availability planning.
- Configuring the “Reservations Accepted” option to Yes in the Customize or Template menu settings.

Seating Areas in Floor Plans

Seating Areas are designated sections of the dining area. A common example is the bar area that has first-come, first-serve seating, or a patio which is seasonal and subject to weather conditions. Creating different areas and assigning tables to those areas helps with reservation availability and quoting for walk-in parties. Once configured, Seating Areas may have custom availability created for them.

When configuring Seating Area availability, the settings may be applied across all Reservation types or by one of four individual types.

- In-store: A reservation is made at the host stand or through someone booking at the store level in the portal.
- QSR Online: The Browser Widget.
- Customer API: Publishing availability to a customer-specific platform, online, or through an app.
- Partner API: Google or OpenTable Availability.

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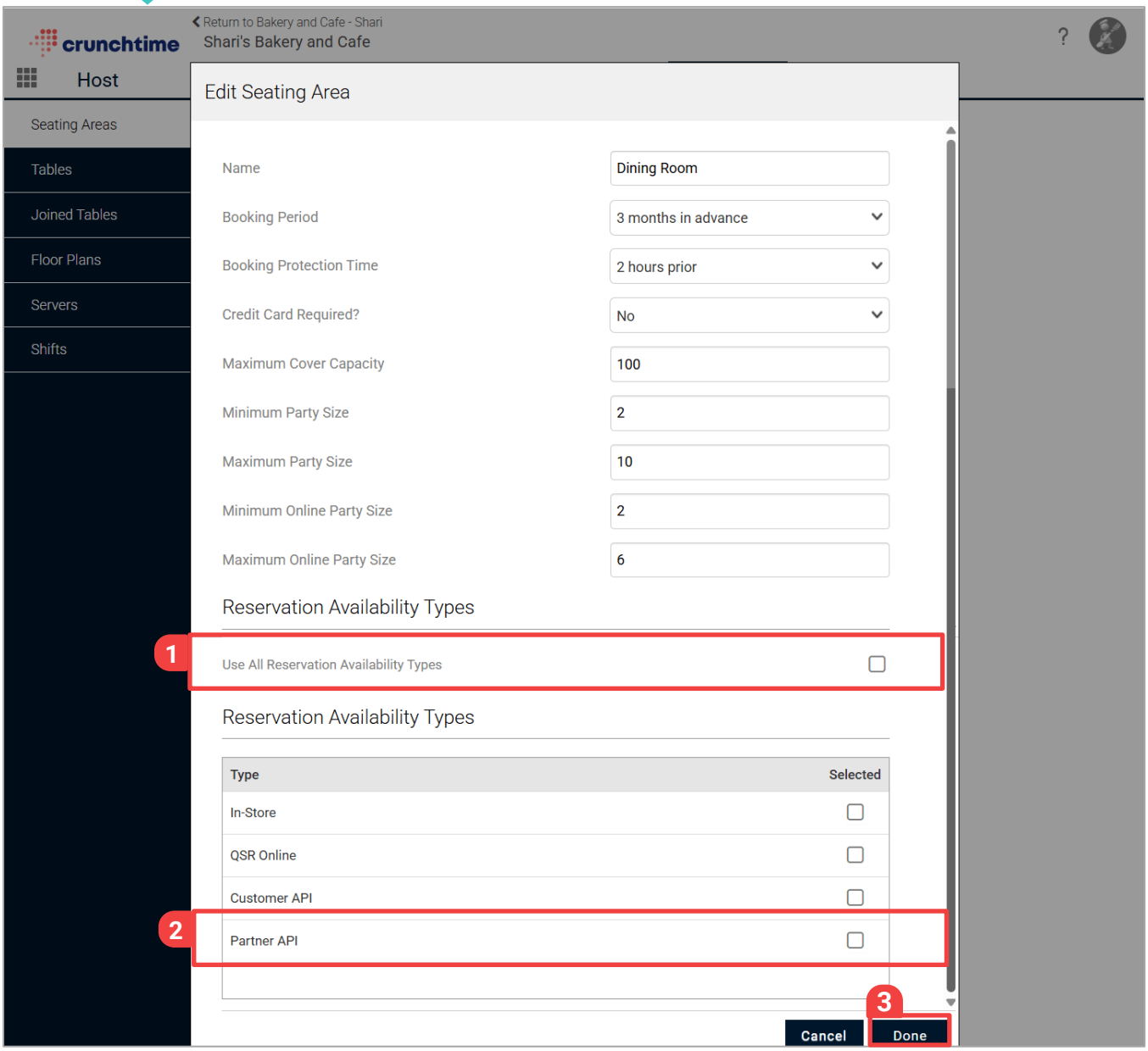
OpenTable Host

Enterprise Portal > Individual Site > Floor Plans > Seating Areas > Reservation Availability Types



1. Uncheck the box labeled Use All Reservation Availability Types
2. Select the option to apply the availaliby.
    a. Partner API includes OpenTable.
3. Click Done to close the form.

To review additional details of configuring reservation availability, click here

Reservation Availability Plans

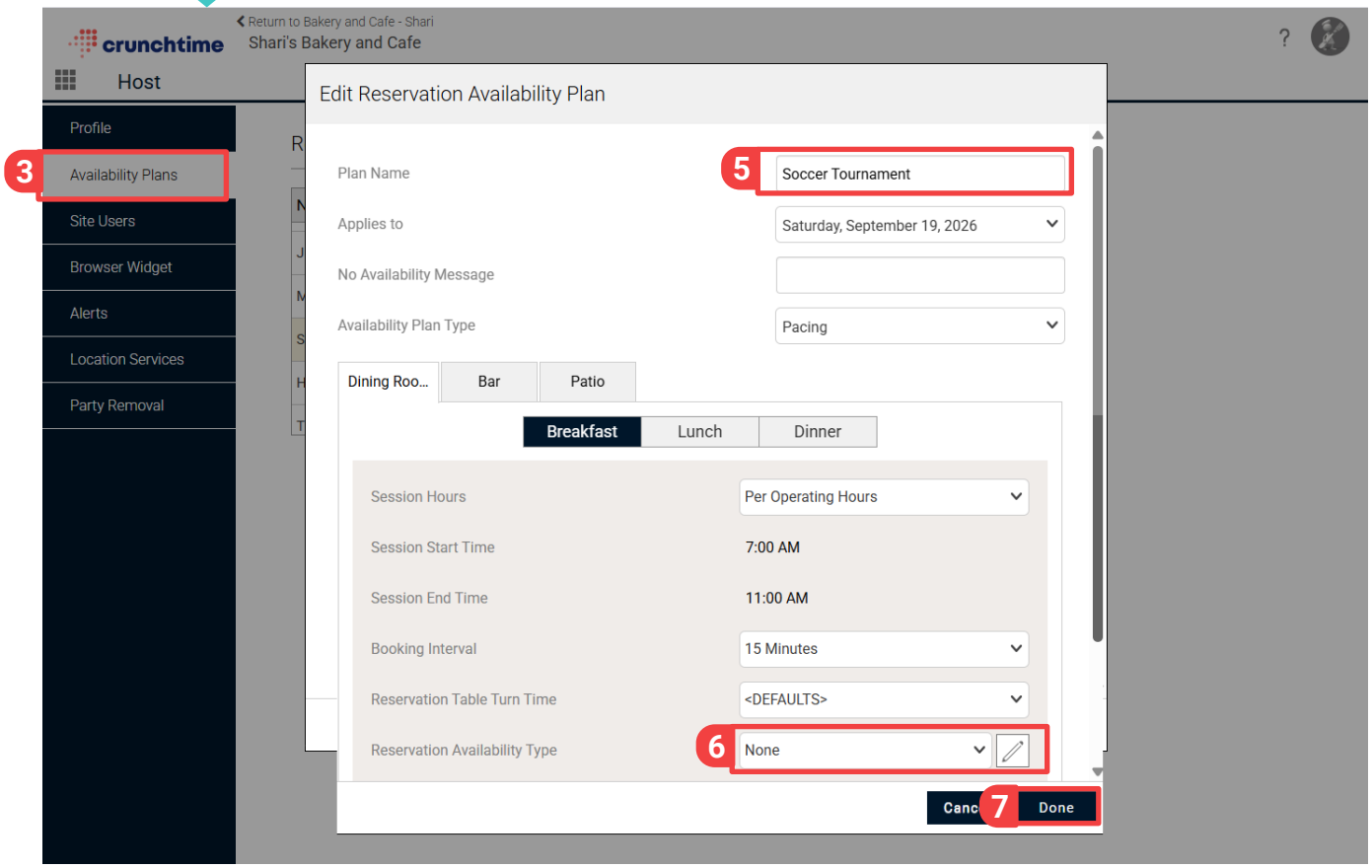
Reservation availability combines the Session and Seating Area and must be calculated carefully to avoid overbooking.

Most restaurants reserve a small percentage of seats for walk-in parties; work with your Restaurant Leadership team to determine that amount.

Availability plans use the predefined Seating Areas, operating periods, and/or cover counts published for use with third parties or at the Host stand.

Crunchtime Host supports multiple plans, including one default plan that can be updated as needed. New plans take precedence over the default for specified days of the week or calendar dates.

Enterprise Portal > Individual Site >Manage > Availability Plans >Add (Plus Sign) or Edit (Pencil icon)



1. Navigate to the Enterprise Portal and select Crunchtime Host from the 9-dot menu.
2. Select the site from the list.
3. Navigate to Manage, and select the Availability Plans tab.
    a. The default plan cannot be removed but may be customized by selecting the pencil icon and editing the settings.
4. To create a new plan for a day of the week or calendar date, select the Add icon.
5. Name the plan something that is easy to understand, such as a day of the week, holiday, or other event that impacts business in the restaurant.
6. After naming the plan, select the pencil icon to edit the plan that was just created.
7. Click Done to save the plan.l

- **Note**: Seating areas are created as Seating Areas in Floor Plans, and Sessions are configured either at the Site or Concept level.

  This example currently has no reservation availability for the Dining Room at Breakfast.

  Use the drop-down menus to customize the plan.

Availability Types

Basic Pacing: Enter Guest Counts by session and Booking Interval

Basic Pacing with Party Size: Further configuration of counts by booking interval and party size.

Interval Filter: Most customizable option configure covers by booking interval and party size to avoid overbooking large party tables, overwhelming the kitchen and ramping up and down based on scheduling requirements.

For additional details see the Portal Reservation Settings Guide.

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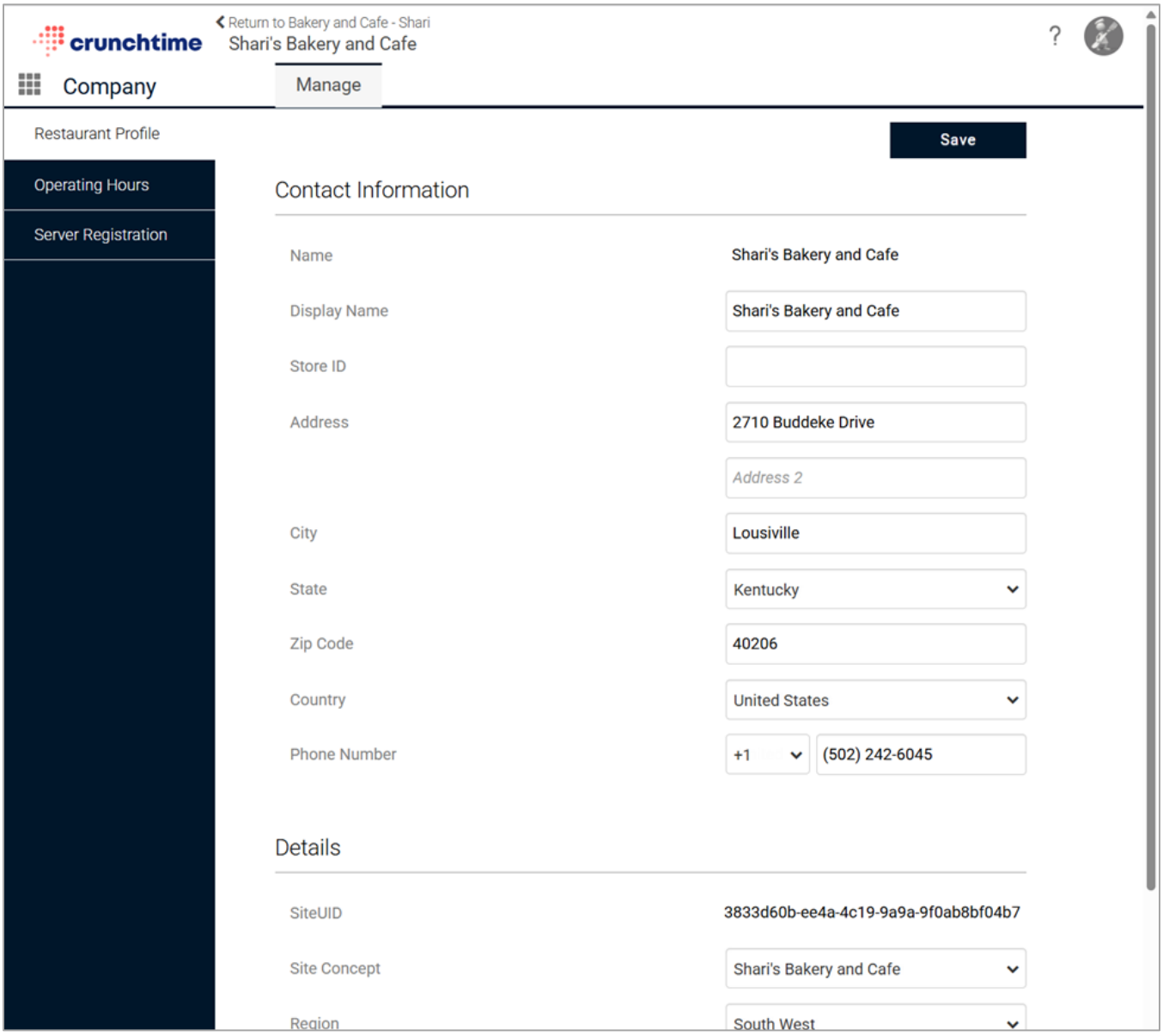
OpenTable Host

Implementation Requirements

Customer Set-Up

Current customers contact your Customer Success Manager to review onboarding, billing, and partnership details. Crunchtime Host v2022+ is required—if using an older version or are a new customer, reach out to Sales or your CSM. OpenTable Support will coordinate directly with Technical Projects to retrieve your Site UID for activation.

This is the Crunchtime Site UID code from the Portal. It is a long series of letters and numbers unique to each site within a company.



Next Steps

Lab Testing

To ensure the desired outcome of adding OpenTable, it is recommended the integration be tested in a lab and pilot. If no lab exists, work with your Customer Success Manager to set one up.

Next Steps

The Crunchtime Kitchen & Host Technical Projects team will work closely with the customer to ensure all settings are correct and will notify our Data Management team to enable the integration behind the scenes.

Once the integration is confirmed the customer is notified to work directly with OpenTable to coordinate an official “go-live” date and begin publishing availability to OpenTable.

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