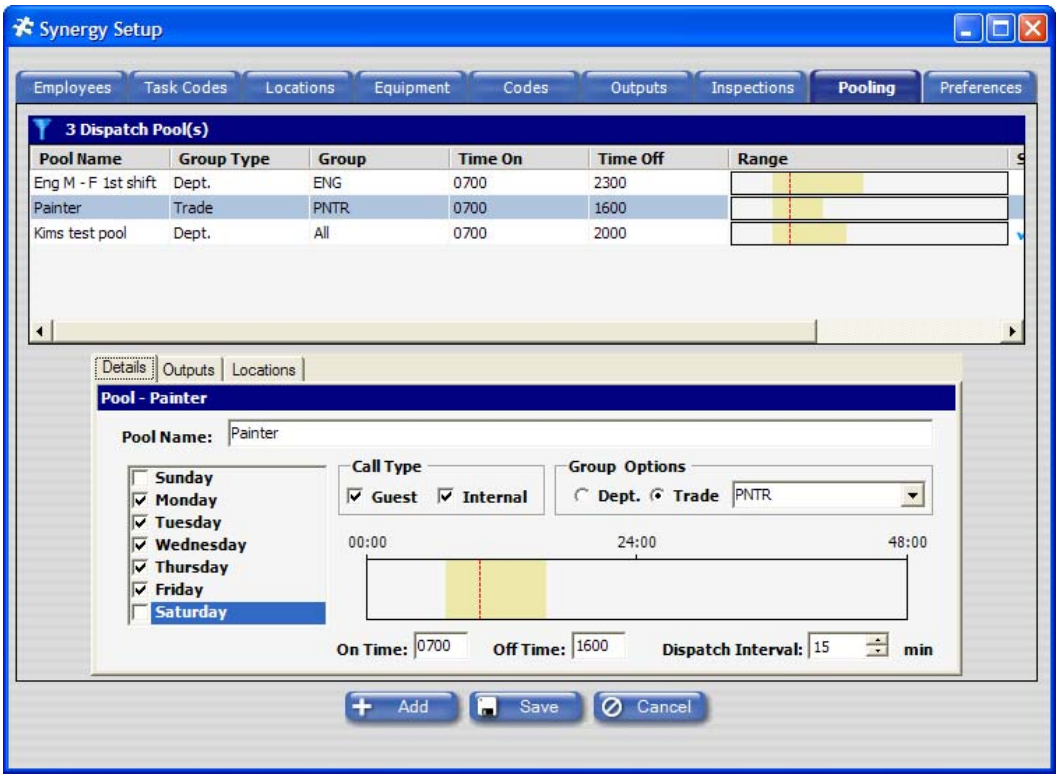
SynergyMMS®
Feature FoCUS

What is Pooling In SynergyMMS and how do I set up a pool

Pooling is a new feature in SynergyMMS version 2. Pooling allows a property to completely automate the dispatch process of SynergyMMS. The difference between dispatching work request to a specific output and letting the Pools control the dispatch is that Pools are set up with specific rules that can send to multiple outputs.

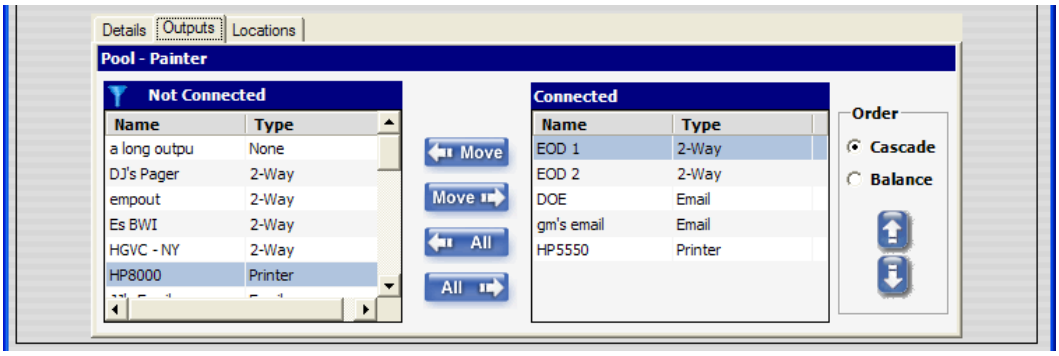
Our goal with Pooling, is to be able to handle all sizes of properties and how they need to disperse work, without the person that is taking the call having to think through the process or know who is on call currently.

Put simply, Pools are a collection of rules that determine where a work request should be sent once it is dispatched. Pools can be defined for a specific department or trade, guest or non-guest work requests, a specific time of day or day of week as well as defined locations or areas of the property.



The 'Painter' Pool is defined to dispatch to the appropriate outputs any work requests created in SynergyMMS from Monday through Friday, between 7:00am and 4:00pm, regardless of its status as a guest call and which has been assigned to the trade of PNTR. As you can see, Pools can be defined for a very specific set of circumstances.

Movement between the devices in a Pool is controlled by the time set in the Dispatch Interval field on the Detail form.



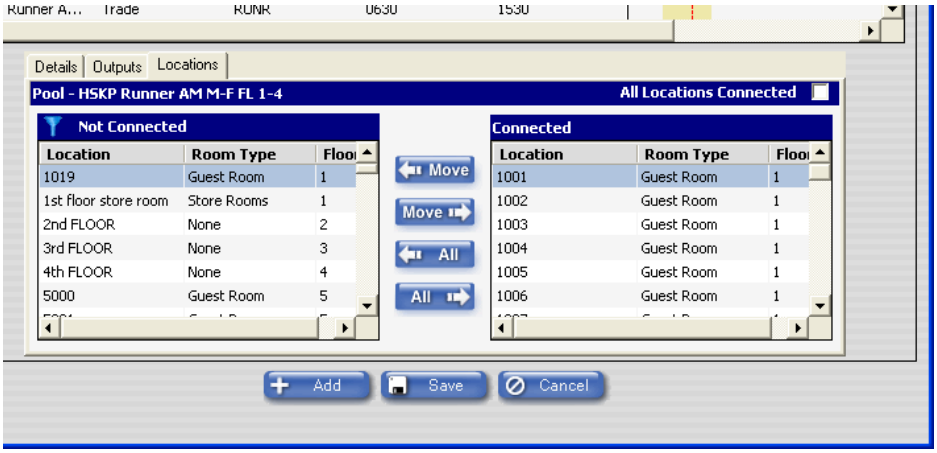
There are two ways for the Pooling to handle the distribution of work. They are the Cascade and Balance modes.

Cascade Mode – In this mode SynergyMMS always sends the work to the connected devices in the order they appear in the connections list. Devices in the list can be reordered by selecting one device and then moving it up or down in the list with the arrow keys on the right. Device number one gets all of the work first, and if it is rejected or SynergyMMS does not receive a reply in time, the Pooling application will resend to the next device on down the line. This type of scenario is good for a smaller property with fewer calls or where a Lead technician is involved.

Balance Mode – In balance mode SynergyMMS can actually help evenly distribute the work between the members of the pool automatically. When a call comes into a qualified pool in balance mode, SynergyMMS looks up the current workload assigned to each device by calculating the ECT (Estimated Completion Time) in the task code for each work request currently assigned to that device. Once totaled, SynergyMMS then sends the work to the member of the pool with the least amount of work currently assigned. This serves to ensure the work is distributed as evenly as possible and works well in busy hotels.

Broadcast Alerts - Pooling also allows for broadcasting work to a series of devices all at once. This is useful when dealing with very important or urgent issues. Broadcasting alerts is easily accomplished by establishing the pool, assigning the criteria such as trade and schedule and then simply setting the Dispatch Interval to ‘0’. Setting the dispatch interval to ‘0’ means there is no delay between dispatching to the devices in the pool thus they will all be sent the message at the same time.

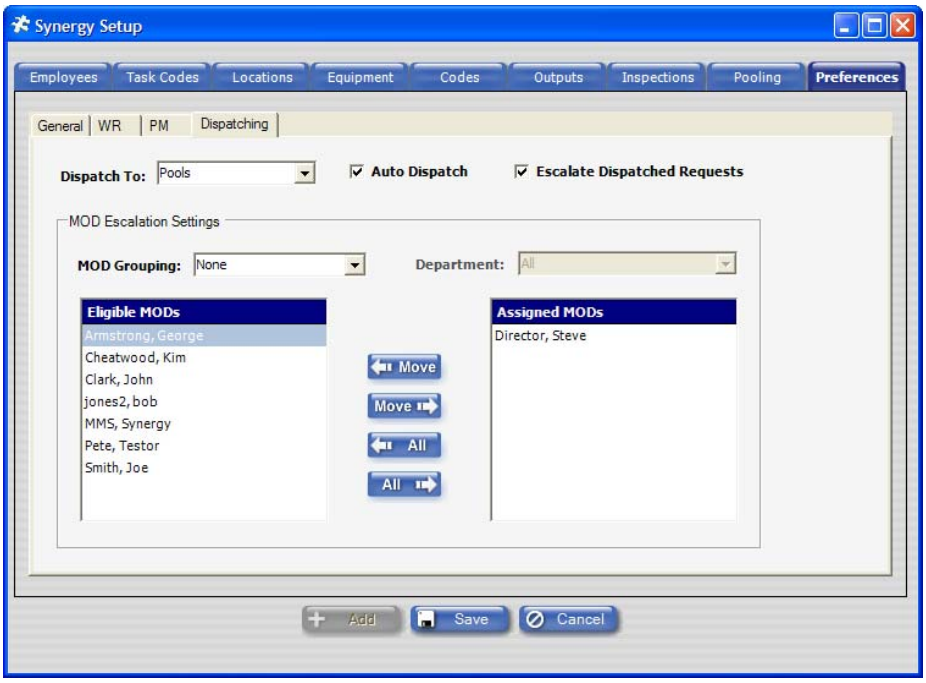
Zones



Along with the ability to set up Pools that are for specific trades, departments, schedules and guest/internal requests, you can also take each Pool a step further by assigning locations to a pool or ‘zones’. This way you can have a pool that only receives work for a Tower 1 or guest rooms or certain floors allowing staff members to focus in an area rather than waste time traveling across a large building or campus. Zones are ideal for larger properties or when certain workers are responsible for certain types of locations.

As with many of the other flexible features of SynergyMMS, Pooling is optional and must be turned on. This allows properties to continue to use SynergyMMS in the same manner as always with a single dedicated output, or to use the new Pooling feature. By default, Pooling is disabled.

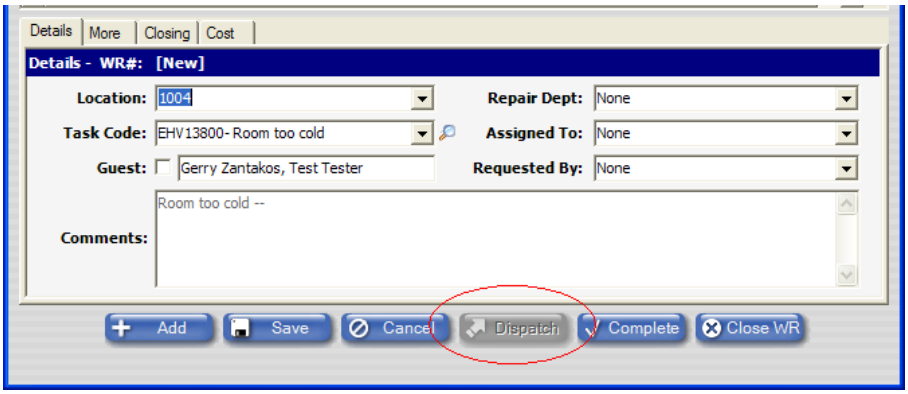
To turn on the Pooling you need to go into the Preferences area and select the Pooling tab (proper security rights are required to access Pooling).



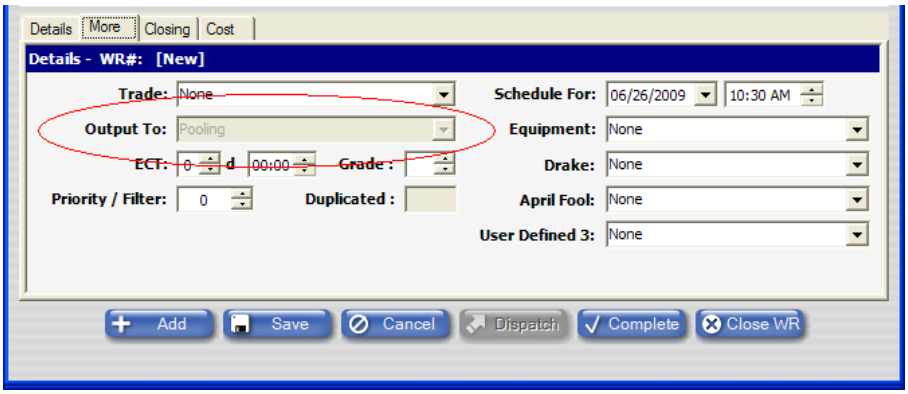
Set the Dispatch To: field to Pools from Outputs.

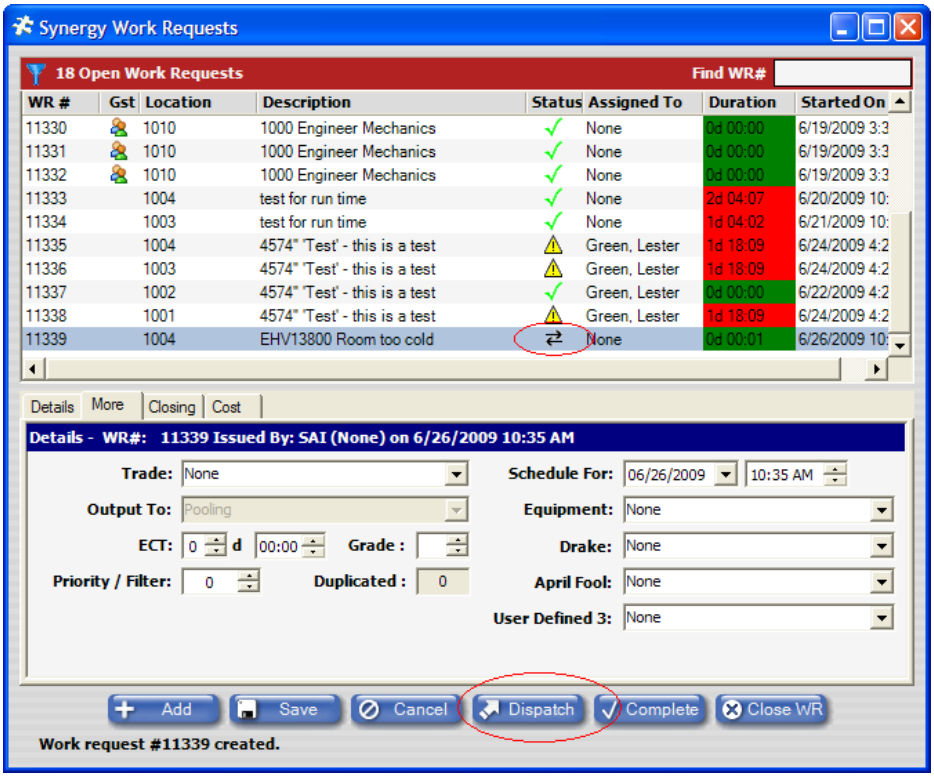
Also if you want the system to automatically dispatch all work requests as they are created, select the Auto Dispatch checkbox.

Work requests will work a bit differently when the Pooling feature is turned on.



Notice when Pooling with Auto Dispatching is turned on and a user creates a new work request, the Dispatch button is dimmed out and outputs cannot be selected. The work request will simply need to be saved it will then fall into the appropriate Pool.





Once the work request is saved it will auto dispatch and the status icon will reflect this.

At this point, if needed, the work request can be selected and dispatched, however it will still fall into the appropriate Pool.

Care needs to be taken when setting up Pools. If a WR is created outside the time of a Pool, it will not go to the device until the Pool is active. It is also important to ensure Pools are created to account for all necessary scenarios and ensure all work is properly handled. Fortunately, there is no limit to the number of Pools you can create, making SynergyMMS quite flexible.

Due to the way Pooling changes the output process there is an affect of Pooling on SynergyMMS's escalation.

Escalation is based on either the work request reaching the Estimated Completion Time (ECT) or the Pool's list of devices being exhausted and having nowhere else to go, whichever comes first. If a Pool only has one output device, then escalation can happen before the normal ECT of the work request is reached. SynergyMMS uses a default of 3 minutes for these situations but SAI can customize this setting. This type of flexibility allows a property to create the proper response action for a variety of different situations.

Pooling offers the ability to automate much of the dispatch process taking into account not only the current workload of those involved but also when and where in the building things happen. We are excited about the many ways Pooling will allow your property to become more efficient with the work request process.

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