

Maintenance request routing and tracking

Automatically routes maintenance requests from guests or staff to appropriate technicians and tracks completion status through real-time updates. Reduces response times and ensures proper escalation for urgent issues affecting guest satisfaction.

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WORKFLOW TRIGGER

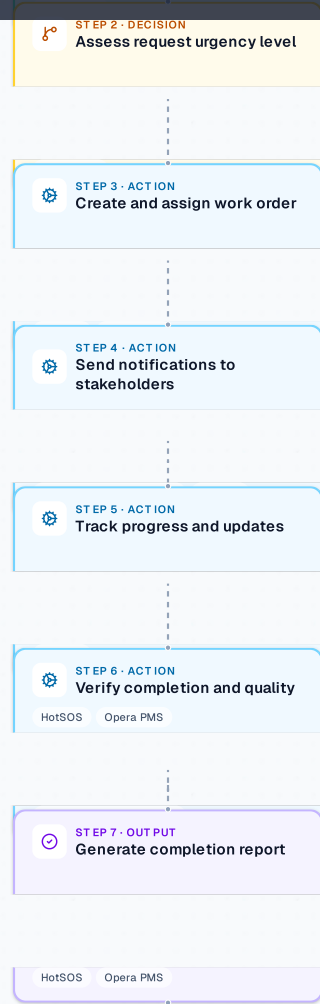


Guest submits maintenance request through hotel app or staff reports issue via property management system.

Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.

STEP 1 - TRIGGER
Receive maintenance request



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Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

Receive maintenance request

AI Business OS

Guest or staff submits maintenance issue through Opera PMS guest services module or mobile app. System captures room number, issue type, and urgency level.

Opera PMS

2

 DECISION

Assess request urgency level

AI evaluates issue severity based on keywords, room type, and guest status to determine priority. Critical issues like water leaks or AC failures in occupied rooms get highest priority.

Opera PMS

3

 ACTION

Create and assign work order

System generates detailed work order in HotSOS with room details and guest preferences. Automatically assigns to available technician based on skill set and current workload.

HotSOS

Opera PMS

4

 ACTION

Send notifications to stakeholders

Automated alerts sent to assigned technician, housekeeping supervisor, and front desk via Salesforce Service Cloud. Guest receives acknowledgment with estimated completion time.

Salesforce Service Cloud

HotSOS

5

Track progress and updates

Real-time status updates from technician mobile app sync with HotSOS work order system. Automatic escalation triggered if SLA timeframes are exceeded.

HotSOS

6

ACTION

Verify completion and quality

System prompts housekeeping for quality inspection and guest satisfaction confirmation. Updates room status in Opera PMS once work is verified complete.

HotSOS

Opera PMS

Salesforce Service Cloud

7

OUTPUT

Generate completion report

Final work order report with completion time, costs, and guest feedback automatically filed. Maintenance history updated for future reference and trend analysis.

HotSOS

Opera PMS



Outputs

- Completed work order with time stamps
- Guest satisfaction rating
- Maintenance cost tracking report
- Updated room status in PMS



Key Metrics

- Average response time to maintenance requests
- First-time fix rate percentage
- Guest satisfaction scores for maintenance issues



Tools & Integrations

- Opera PMS
- HotSOS
- Salesforce Service Cloud

AI Business OS

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