

# **PROGRAM SUPPORT CENTER**

## PSC RESERVATION ADMINISTRATOR-MANAGER TRAINING



# Agenda

- Reservation Roles
- Reservations
  - Accessing
  - Creating Reservations
  - Participant Exercise
  - Reservation Snapshots
  - Reservation Events
- Features
  - Nuvolo Properties
  - Form, Filter, and Rules
  - Hard Buffer Rules
  - Notifications and Communications
- Q&A and Discussion Session

# ROLES AND RESPONSIBILITIES

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# Roles and Responsibilities



## ADMINISTRATOR

- Configuration and Customization
- System Maintenance
- Data Management
- Create
- Read
- Update
- Delete



## MANAGER

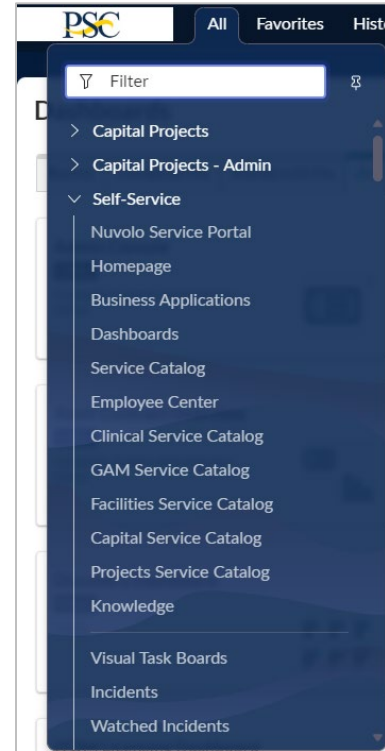
- Review
- Create
- Read
- Update
- Inform Admin of changes needed
- Delete and/or Bump

# Overview

- Ensuring the smooth allocation of resources
- Effective management of reservations
- Maintaining streamlined and organized operations
- Overall workflow efficiency

# Accessing My Approvals

- Select “All” tab
- Click on “Self-Service” Arrow
- Scroll down and Click on “Nuvolo Service Portal”

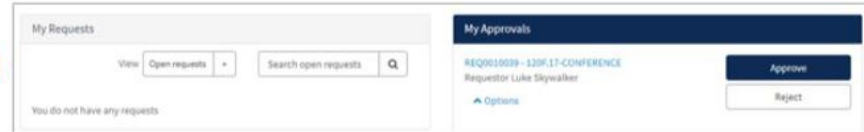


# Portal Landing Page: My Approvals

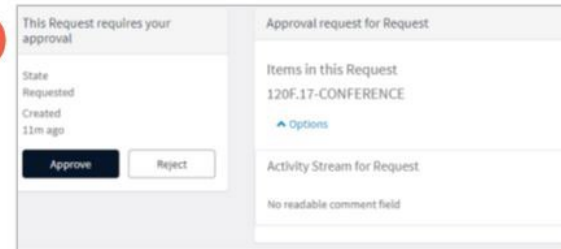
1. Click reservation under “My Approvals”
2. Click the reservation number
3. Review the reservation number and “Approve” OR “Reject”



2



3



# RESERVATIONS

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# Reservation Events


- Initiating the Approval Process
- Reviewing Reservation Details
- Making Approval Decisions

The screenshot displays the 'Reservation Event RSVNE0001475' interface. At the top, there are tabs for 'Details', 'Schedule', 'Check In/Out', and 'Service Activities'. The 'Details' tab is active, showing fields for Title (729G CONFERENCE), Number (RSVNE0001475), Status (Closed Incomplete), Active (checkbox), State (Closed Incomplete), Description, Special Instructions, and Close notes. Below these fields, there are tabs for 'Details', 'Schedule', 'Check In/Out', and 'Service Activities'. The 'Details' tab is active, showing fields for Requested By (Lando Calhoun), Requested For (Lando Calhoun), Participant Table (Space [x\_novo\_exam\_space]), Reservation Snapshot (RSVNS0001355), Participant (Space Location: 729G), Reservation (729G CONFERENCE), Participant Email, Space (Location: 729G), Group, and Service Activities. At the bottom, there are 'Update' and 'Delete' buttons.


# Event Fields

| General              | Description  |
|----------------------|--|
| Title                | Name of Reservation  |
| Number               | System generated ID number   |
| Active               | Determines if record is active   |
| Reservation          | Location of reservation  |
| Status               | Determines if the reservation is approved, pending, or rejected.                       |
| State                | The current status of the reservation.   |
| Description          | Free form text   |
| Special Instructions | Free Form Text   |
| Close Notes          | Free form text   |
| Schedule             | Description  |
| Start                | Time the meeting begins  |
| End                  | Time the meeting ends  |
| Until                | The ending time of the reservation   |
| Event Duration       | Length of time for the reservation   |
| All Day              | Reserving a space for the entire day.  |
| Private              | A limited number of users can view the reservation details                             |
| Is Recurring         | A repeated reservation for a specific duration   |
| Simple               | Non-recurring reservation  |
| Details              | Description  |
| Requested By         | The user that made the request for the reservation                                     |
| Space                | The location of the reservation  |
| Participant Table    | The table that is linked to the event. This is usually a table on the space hierarchy. |
| Participant          | The user that made the reservation   |
| Participant Email    | Email addresses notified regarding event   |
| Service Activities   | Activities that are needed for reservation. List of options that can be created.       |
| Requested For        | User the reservation is being requested for  |
| Reservation Snapshot | The summary of the reservation   |
| Groups               | Group of users in the reservation event  |
| Reservation          | Name of parent reservation   |






# Reservation Screenshot





[All](#) [Favorites](#) [History](#) [Workspaces](#) [Admin](#)







Reservation Snapshot - RSVNS0001335 

Application scope: Connected Workplace  
Update set: Default (Connected Workplace)

  Reservation Snapshot  
RSVNS0001335

[SN Utils] Doubleclick to pin

    [Discuss](#) [Follow](#) [Update](#) [Delete](#)  

Title120F.17-CONFERENCE

NumberRSVNS0001335

Active☒

Description

Close notes

Reservation120F.17-CONFERENCE

StatusPending Approval

StatePending

[Schedule](#) [Details](#) [Check In / Out](#)

\* Start2024-02-02 11:00:00

\* End2024-02-02 12:00:00

Until2024-02-02 12:00:00

Event Duration001000

Is All Day☐

Private☐

Is Recurring☐

Simple☒

[Update](#) [Delete](#)

# Fields Snapshot

| General            | Description  |
|--------------------|--|
| Title              | Name of Reservation  |
| Number             | System generated ID number                                       |
| Active             | Determines if record is active                                   |
| Reservation        | Location of reservation  |
| Status             | Determines if the reservation is approved, pending, or rejected. |
| State              | The current status of the reservation.                           |
| Description        | Free form text   |
| Close Notes        | Free form text   |
| Schedule           | Description  |
| Start              | Time the meeting begins  |
| End                | Time the meeting ends  |
| Until              | The ending time of the reservation                               |
| Event Duration     | Length of time for the reservation                               |
| All Day            | Reserving a space for the entire day.                            |
| Private            | A limited number of users can view the reservation details       |
| Is Recurring       | A repeated reservation for a specific duration                   |
| Simple             |  |
| Details            | Description  |
| Requested By       | The user that made the request for the reservation               |
| Space              | The location of the reservation                                  |
| Users              | Participants in the reservation                                  |
| Groups             | Groups in the reservation  |
| Assets             | Assets being utilized in the reservation                         |
| Service Activities | Activities that are needed for reservation                       |
| Requested For      | User the reservation is for                                      |

# NUVOLO PROPERTIES

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# Nuvolo Properties

- Viewing Nuvolo Properties
- Modifying Nuvolo Properties

The screenshot shows the 'Space Reservation Settings' page in the PSC application. The page has a dark header with the PSC logo and navigation links: All, Favorites, History, Workspaces, and Admin. On the right, it shows 'Application scope: Connected Workplace' and a button 'Status: set Default Connected Workplace'. The main content area is divided into three sections, each with a title bar, a description, a default value input field, and an 'Override' button.

**space\_rule\_type\_id**

**Description**  
This property contain reservation application name

**Default Value**  
92bc3c8487869150c5d98273cbb35d0

**Override**

**reservations\_user\_actions**

**Description**  
This property controls the user experience of the Schedule, Floor Plan and Card view. If the field is not listed in the property value that field and corresponding action button will be selectable (e.g. if schedule\_view is not listed, the user will not be able to select the schedule\_view icon). Values should be separated by commas. Expected values are: schedule\_view,map\_view,filter,settings,history,date,duration,search,hierarchy

**Default Value**  
schedule\_view,map\_view,card\_view,filter,settings,history,date,duration,search,hierarchy,check\_in

**Override**

**Reservation\_Use\_Custom\_All\_Day**

**Description**  
This property outlines if an All Day reservation will utilize the Reservation\_Start\_of\_Day and Reservation\_End\_of\_Day properties. If true, an All Day reservation will be created based on the Reservation\_Start\_of\_Day and Reservation\_End\_of\_Day properties. If false, an All Day reservation will be created based on 12:00 AM Start Time and 11:59PM End Time. Expected values are true or false.

**Default Value**  
true

**Override Value**

# Reservation Filter Rules

PSC

AllFavoritesHistoryWorkspacesAdmin

Reservation Filter Rules

Application scope: Connected Workplace  
Update set: Default [Connected Workplace]

Reservation Filter Rules

Order

Search

Actions on selected rows...

New

All

| <input type="checkbox"/> | Q | Name                              | Active | Condition                              | Order  | Domain | Table                    | Target Condition                            | Target Table             | Type                    |
|--------------------------|---|-----------------------------------|--------|--|--------|--------|--------------------------|---|--------------------------|-------------------------|
|                          |   | Search                            | Search | Search                                 | Search | Search | Search                   | Search                                      | Search                   | Search                  |
|                          |   | Location belongs to Americas      | false  |  | 100    | global | Space [x_nuvo_eam_space] | region=59df6928dbe51050a91f90b3db961998^EQ  | Space [x_nuvo_eam_space] | Reservation Data lookup |
|                          |   | User's OpDiv Filters              | false  | document_table=x_nuvo_eam_elocation^EQ | 200    | global | Space [x_nuvo_eam_space] |   | Space [x_nuvo_eam_space] | Reservation Data lookup |
|                          |   | User's Department is Space Owner  | false  | document_table=x_nuvo_eam_elocation^EQ | 200    | global | Space [x_nuvo_eam_space] |   |                          | Reservation Data lookup |
|                          |   | Reservation BG Services Rule      | false  |  | 200    | global | Space [x_nuvo_eam_space] | region=a040597e97caf1102b9bf7300153af9e^EQ  | Space [x_nuvo_eam_space] | Reservation Data lookup |
|                          |   | User's Department is Space Tenant | false  | document_table=x_nuvo_eam_elocation^EQ | 400    | global | Space [x_nuvo_eam_space] |   |                          | Reservation Data lookup |
|                          |   | Project Amenities Filter          | false  |  | 500    | global | Space [x_nuvo_eam_space] | amenitiesLIKE39cf00f0db38e70036573ebd7c9... | Space [x_nuvo_eam_space] | Reservation Data lookup |

# Hard Buffer Rules

- Hard Buffer Rules Definition
- Hard Buffer Rules in Reservations

The screenshot shows a web form titled "Reservation Hard Buffer Rule" with a subtitle "New record". The form includes a "Name" field with a red asterisk indicating it is required. Below the name field are three checkboxes: "Apply to all space layouts", "Active", and "Title". To the right of the "Apply to all space layouts" checkbox is a "Space Layout" dropdown menu currently set to "Large Conference Room". Below these are "Title" and "Description" text input fields. At the bottom left is a "Submit" button. The top right of the form contains icons for edit, help, and a "Submit" button.

< ≡ Reservation Hard Buffer Rule  
New record

\* Name

Apply to all space layouts ☐ Space Layout Large Conference Room

Title

Description

Active ☐

Submit



# Notifications and Communications

- Utilizing Notification Features
- Communicating Approval/Rejection Decisions

|   |                                |  |                                    |  |  |   |
|---|--------------------------------|--|------------------------------------|--|--|---|
| All > Active = true > Name contains reservation |                                |  |                                    |  |  |   |
| <input type="checkbox"/>                        | <input type="text" value="Q"/> | <b>Name</b>  | <b>Active</b>                      | <b>Table</b>   | <b>Category</b>                          | <b>Email template</b>   |
|   |                                | <input type="text" value="*reservation"/>                | <input type="text" value="=true"/> | <input type="text" value="Search"/>                    | <input type="text" value="Search"/>      | <input type="text" value="Search"/>   |
|   |                                | <a href="#">Outlook: NewReservationForMtgTimeChange</a>  | true                               | Reservation [x_nuvo_eam_reservation]                   | <a href="#">Uncategorized</a>            | <a href="#">Outlook:SpaceAvailableNewTime</a>   |
|   |                                | <a href="#">SFM Reservation Cancelled ICal (Non-Rec)</a> | true                               | Reservation Snapshot [x_nuvo_sfm_reservation_snapshot] | <a href="#">Nuvolo Space Reservation</a> | <a href="#">SFM Reservation (Non-Rec)-ICal - Cancelled</a> is_recurring=false^status=700^EQ |
|   |                                | <a href="#">SFM - Rec Reservation Users Added</a>        | true                               | Reservation Snapshot [x_nuvo_sfm_reservation_snapshot] | <a href="#">Nuvolo Space Reservation</a> | <a href="#">SFM Reservation (Rec) - ICal - Approved</a>                                     |
|   |                                | <a href="#">SFM - Non-Rec Reservation Users Added</a>    | true                               | Reservation Snapshot [x_nuvo_sfm_reservation_snapshot] | <a href="#">Nuvolo Space Reservation</a> | <a href="#">SFM Reservation(N-Rec) - ICal - Approved</a> is_recurring=false^EQ              |
|   |                                | <a href="#">SFM - Rec Reservation Users Removed</a>      | true                               | Reservation Snapshot [x_nuvo_sfm_reservation_snapshot] | <a href="#">Nuvolo Space Reservation</a> | <a href="#">SFM Reservation (Rec) - ICal - Cancelled</a>                                    |

# Q&A

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# Thank You



## CONTACT INFORMATION

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Room Management Lead

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P: (301) 443-0080



## RESOURCES

Web: <https://intranet.hhs.gov/working-at-hhs/hhs-facilities/humphrey-building-facilities-manual/room-and-events>