



THIS LATEST ENHANCEMENT ADDRESSES A GROWING CHALLENGE FOR ENTERTAINMENT VENUES: AGING SEATING AND IN-AUDITORIUM INFRASTRUCTURE THAT CAN NEGATIVELY IMPACT THE GUEST EXPERIENCE.



CUSTOMIZABLE ISSUE TRACKING

OPERATORS CAN DEFINITE THEIR OWN CATEGORIES OF ISSUES & ASSIGN SEVERITY LEVELS FROM LOW TO CRITICAL

PROACTIVE GUEST EXPERIENCE MANAGEMENT

DURING "NOW SEATING", STAFF ARE ALERTED IF A GUEST HAS BEEN ASSIGNED A SEAT WITH A KNOWN ISSUE, ENABLING PROACTIVE INTERVENTION SUCH AS RESEATING OR GUEST ENGAGEMENT

REAL-TIME ALERTS & VISUAL INDICATORS

SEATS WITH HIGH OR CRITICAL ISSUES ARE CLEARLY MARKED WITH COLOR-CODED ICONS, ENSURING IMMEDIATE VISABILITY TO STAFF

THE FEATURE INTEGRATES SEAMLESSLY WITH EXISTING CALLCONNECT CAPABILITIES, INCLUDING CALL BUTTON VISIBILITY, OPERATIONS MANAGEMENT, AND QR CODE ORDERING OPERATIONAL QUEUES, PROVIDING A UNIFIED PLATFORM FOR OPERATIONAL EXCELLENCE.

SECURE RESOLUTION WORKFLOW

STAFF CAN RESOLVE ISSUES DIRECTLY IN THE SYSTEM USING A PIN-PROTECTED PROCESS TO ENSURE ACCOUNTABILITY AND ACCURACY

AUTOMATED NOTIFICATIONS & REPORTING

ISSUE REPORTS ARE AUTOMATICALLY DISTRIBUTED VIA EMAIL BASED ON THE SEVERITY AND LOCATION. DAILY REPORTS INCLUDE OPEN ISSUES, WITH OPTIONAL DEDICATED "SEAT ISSUES" REPORTS SENT ON CUSTOMIZABLE SCHEDULES.

EXPAND FACILITY TRACKING

IN ADDITION TO SEAT-LEVEL ISSUES, THE SYSTEM SUPPORTS AUDITORIUM-WIDE REPORTING THROUGH CUSTOMIZABLE PLACEHOLDERS FOR ITEMS SUCH AS STAIR CARPET REPAIRS OR OTHER FACILITY CONCERNS.



VENUE VALET IS ENCOURAGING PARTNERS TO ADOPT THIS FEATURE, AT NO ADDITIONAL COST, AND PROVIDE FEEDBACK TO FURTHER REFINE ITS CAPABILITIES.

THIS ENHANCEMENT IS PARTICULARLY VALUABLE FOR OPERATORS SEEKING GREATER OVERSIGHT OF FACILITY CONDITIONS ACROSS MULTIPLE LOCATIONS, OFFERING ACTIONABLE INSIGHTS AND IMPORVED COORDINATION BETWEEN FRONTLINE STAFF AND MANAGEMENT TEAMS.

WHAT WILL YOUR CALLCONNECT SCREENS AND REPORTS LOOK LIKE?



SEAT INVENTORY

RELEASED APRIL 1, 2026

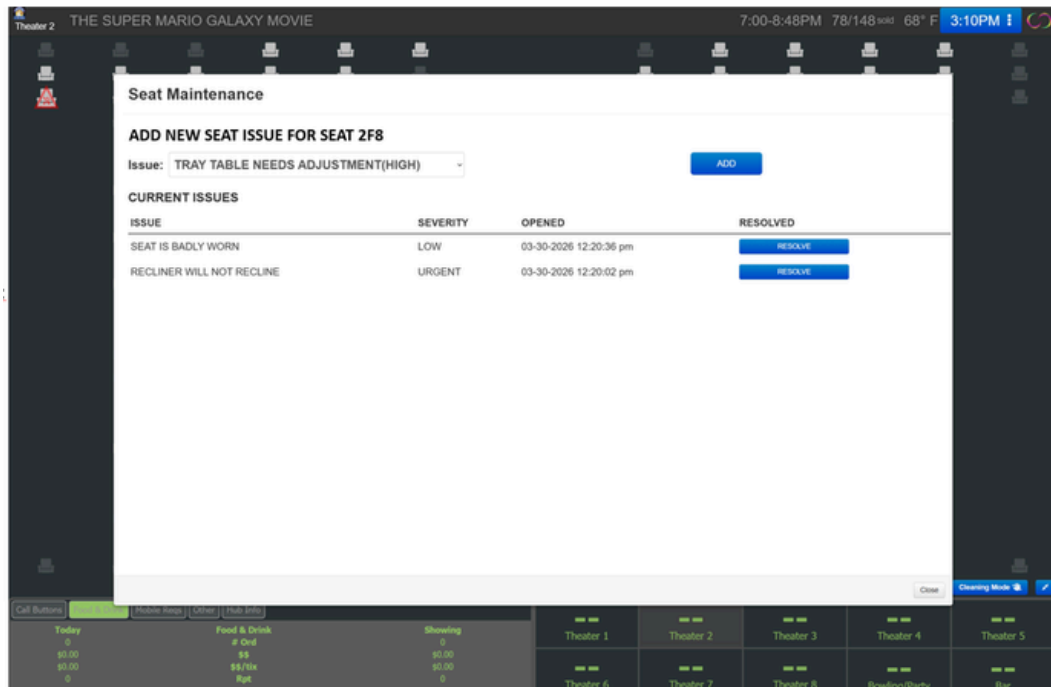
TRACK ISSUES THAT DIRECTLY IMPACT THE GUEST EXPERIENCE UNTIL THEY ARE RESOLVED.



CONVENIENTLY USE CALLCONNECT TOUCH SCREENS THROUGHOUT VENUE TO ENTER, VIEW AND RESOLVE ISSUES.



DAILY AND CUSTOMIZED EMAIL REPORTS SUMMARIZE ISSUES FOR MANAGEMENT



SEATS THAT ARE SOLD TO GUESTS WITH URGENT MAINTENANCE ISSUES WILL BE HIGHLIGHTED IN REAL TIME TO THE STAFF SO THE GUES CAN BE GREETED AS THEY ENTER THE AUDITORIUM TO AVOID POTENTIAL CONFLICT



SEAT MAINTENANCE ISSUES REPORT

(IN REAL TIME)



SEVERITY: URGENT

Seat	Issue	Opened	Resolved	Duration
3:D:4	RECLINER IS STUCK OPEN	03-27-2026 8:08 AM		5d 3h 20m 2s
5:G:5	RECLINER WILL NOT RECLINE	03-30-2026 12:20 PM		1d 23h 8m 40s
1:F:5	RECLINER IS STUCK OPEN	03-30-2026 2:38 PM		1d 20h 50m 18s
1:I:5	RECLINER IS STUCK OPEN	03-30-2026 2:38 PM		1d 20h 50m 9s
1:H:5	RECLINER IS STUCK OPEN	03-30-2026 3:50 PM		1d 19h 37m 44s
Bowling & Counter::L9	RECLINER IS STUCK OPEN	03-30-2026 4:21 PM		1d 19h 7m 29s

SEVERITY: HIGH

Seat	Issue	Opened	Resolved	Duration
5:G:4	TRAY TABLE NEEDS ADJUSTMENT	03-30-2026 12:19 PM		1d 23h 9m 5s
1:D:7	TRAY TABLE NEEDS ADJUSTMENT	03-30-2026 2:34 PM		1d 20h 54m 8s
5:E:6	TRAY TABLE IS BROKEN	03-30-2026 2:38 PM		1d 20h 50m 36s
1:G:6	TRAY TABLE NEEDS ADJUSTMENT	03-30-2026 3:50 PM		1d 19h 38m 11s
1:H:6	CALL BUTTON DOES NOT WORK	03-30-2026 3:50 PM		1d 19h 37m 56s
1:I:6	TRAY TABLE IS BROKEN	03-30-2026 3:52 PM		1d 19h 35m 43s
Bowling & Counter::C15	TRAY TABLE IS BROKEN	03-30-2026 3:55 PM		1d 19h 33m 22s
2:K:5	TRAY TABLE IS BROKEN	03-31-2026 4:43 PM	03-31-2026 4:49 PM	5m 30s

SEVERITY: LOW

Seat	Issue	Opened	Resolved	Duration
5:G:5	SEAT IS BADLY WORN	03-30-2026 12:20 PM		1d 23h 8m 6s