

Historical Guest Incident

To get the most complete picture of past Guest and Owner experiences, and move all properties into a centralized database for managing Incidents, Asgard has a way to incorporate your historical Siebel and Excel data into a repository with the new Asgard Incident data.

Follow the steps below to ensure that your historical data is included in the Enterprise-Wide Data Repository. Double click the icon below to access the Guest Incident Historical Data Import Form -



Incident Historical
Data Import Form (1).

Step 1: To include your property's historical data, fill in the columns of the "Incident Historical Data Import Form"

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
	Site	Guest First Name	Guest Last Name	Loyalty # (Numbers Only)	Phone Number (With or Without Dashes)	Guest Type (Must be "Owner" or "Non- Owner")	Incident Date (Must be a complete date with a valid year)	Incident Type (Lookup, must match valid Asgard option)	Department (Lookup, must match valid Asgard option)	Description	Incident Location	Status (Only Closed Incidents)	Source (Lookup, must match valid Asgard option)	Compensation	Assignee EID
1															
2								Default to "Uncategorized - Historical Incident"				Closed - Resolved	Default to "Guest On-Property"		
3												Closed - Unresolved			
4															
5															
6															
7															
8															
9															
10															
11															
12															
13															
14															
15															
16															
17															
18															
19															
20															
21															
22															

Step 2: Once the form is completed with all your Guest Incident data send it to Asgard Support, Attn: Analytics at support@katanasoft.com.



Property historical data (Excel – one time) + Asgard Incidents (ongoing) + Arrivals List (weekly for the upcoming three weeks) = Weekly Arrivals Report!