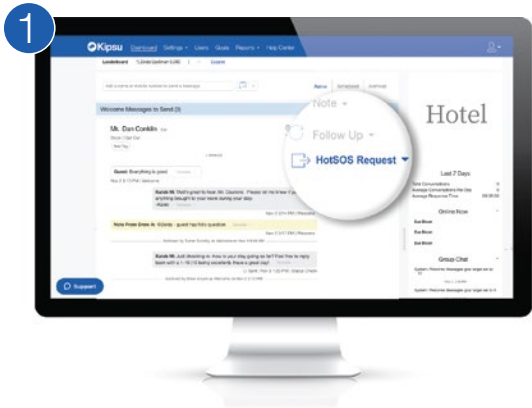




Streamline Back-of-House Operations

Eliminate inefficiencies, drive transparency, and ensure operational productivity with Kipsu's integration with HotSOS, one of the world's leading maintenance management systems. By connecting the data of these two essential systems, your team can submit requests, view ticket updates, and communicate back to guests all within the Kipsu dashboard. Kipsu's integration with HotSOS requires an active account with both HotSOS and Kipsu.

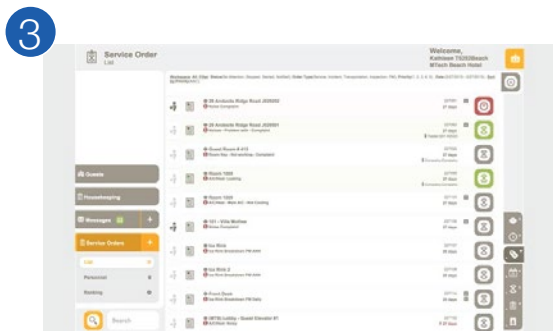
How it Works



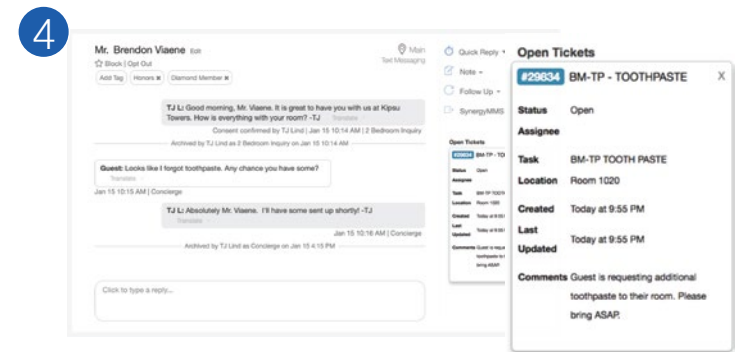
Once Kipsu's HotSOS integration is enabled, "HotSOS Request" will appear on the right-hand side of each guest's conversation window.

2 HotSOS Request

The dropdown allows your team to add a location, task categorization, and any necessary comments to the request. Once created, the ticket will be sent into your HotSOS system.



The ticket will then operate identically to any other ticket in your HotSOS platform and can be updated and moved as needed within HotSOS.



As updates are made by maintenance teams or other staff members, the ticket's status will also be updated within the Kipsu dashboard, directly on the guest's conversation window.