

BE DESIGNER FAQ's
Updated May 23, 2019

Q - If we make changes to one property.. are we able to easily copy the same changes across our other properties instead of making the change one by one?

A – At this time the Be Designer requires that changes to each config and theme is done individually by property and cannot be copied from one to another if each config and theme are already created/existing.

Q - How did you add the \$ sign on the calendar

A - The currency symbol on the calendar is not configurable in the BE Designer. The system automatically pulls the symbol based on the currency that is loaded in the Synxis CR rate plan

Q - We have outsourced our analytics to an agency who will help us implement tracking for us. Do they need access to BE designer?

A – Yes, in order to make changes to the SBE, each user must have access to the BE Designer. If a third party is requiring access (web agency), please submit a request to the user ID team (uid@preferredhotels.com) for this access. A consent form may need to be completed to show that you are access and responsibility to a third party.

Q - If they are using GTM.. do they still need access to BE designer?

A – Yes, even though the GTM is managed outside of the BE Designer, there is a GTM code snippet that needs to be inserted in the tracking hooks area.

Q - Where do we update email template?

A – Email templates for the booking engine are maintained in the Synxis CR under Setup > Messages > Email Setup > Hotel Templates

Q - How do I add 'add ons'?

A – Add-ons are set up in the Synxis CR under Setup > Packages > Package Setup and enabled for the SBE in the BE Designer under Pages > General >> Booking Flow > Show Add Ons

Q - Is the room/rate sequence order still configured under product assignment even for the SBE?

A – Yes, to updates the order of your room and rate displays, please update the settings in Synxis under Setup > Channels > Product Assignment. There are also some additional sort setting changes that can be made in the BE Designer under Pages > Product as shown in the below example:

Sort Settings
This setting determines how rooms and rates are sorted when guests visit the page

Sort Products by
Recommended (order determined by hotelier)
Recommended (order determined by hotelier)
Lowest Price

List View
 Grid View
 Split View

Split View Settings
Toggle Option Settings
Show Toggle Option Between Rooms and Rates View

Q - Is there a specific recommended aspect ratio for the Hero Image?

A – Sabre’s recommendation is as follows: Image Requirements: 1600px width, 4:3 aspect ratio for photos, up to 5 MB

Q - Can hotels still use the bullet points for room and rate descriptions?

A – Yes, HTML bullet points can be used in room and rate descriptions. Please be sure to enter them carefully and don’t leave any open brackets etc. or it could severely impact the booking engine displays and functionality. These details are entered in Synxis under:

Rate descriptions: Setup > Rates > Rate Configuration > Descriptions > Booking Engine

Room Descriptions: Setup > Rooms > Room Types > Descriptions > Booking Engine

Q – Does Guest Connect Linking with the SBE and if not how do you generate links for promotions?

A – No, Guest Connect Linking in the Synxis CR is not configured to work with the SBE. However, custom links can be created using the guide located here: << insert hyperlink to document >> Generally speaking, the only parameter needed to add a promo code is &promo=xxxxx (where xxxxx is the promo code created in Synxis)