

Ivy: Manager user education starter pack

Learn how to manage users, navigate and use Ivy to enhance the guest experience.

Videos

 [Intro to Ivy video](#)

 [More Ivy functions video](#)

 [Ivy for managers](#)

Articles

[Ivy set up](#)

Learn about general settings and access

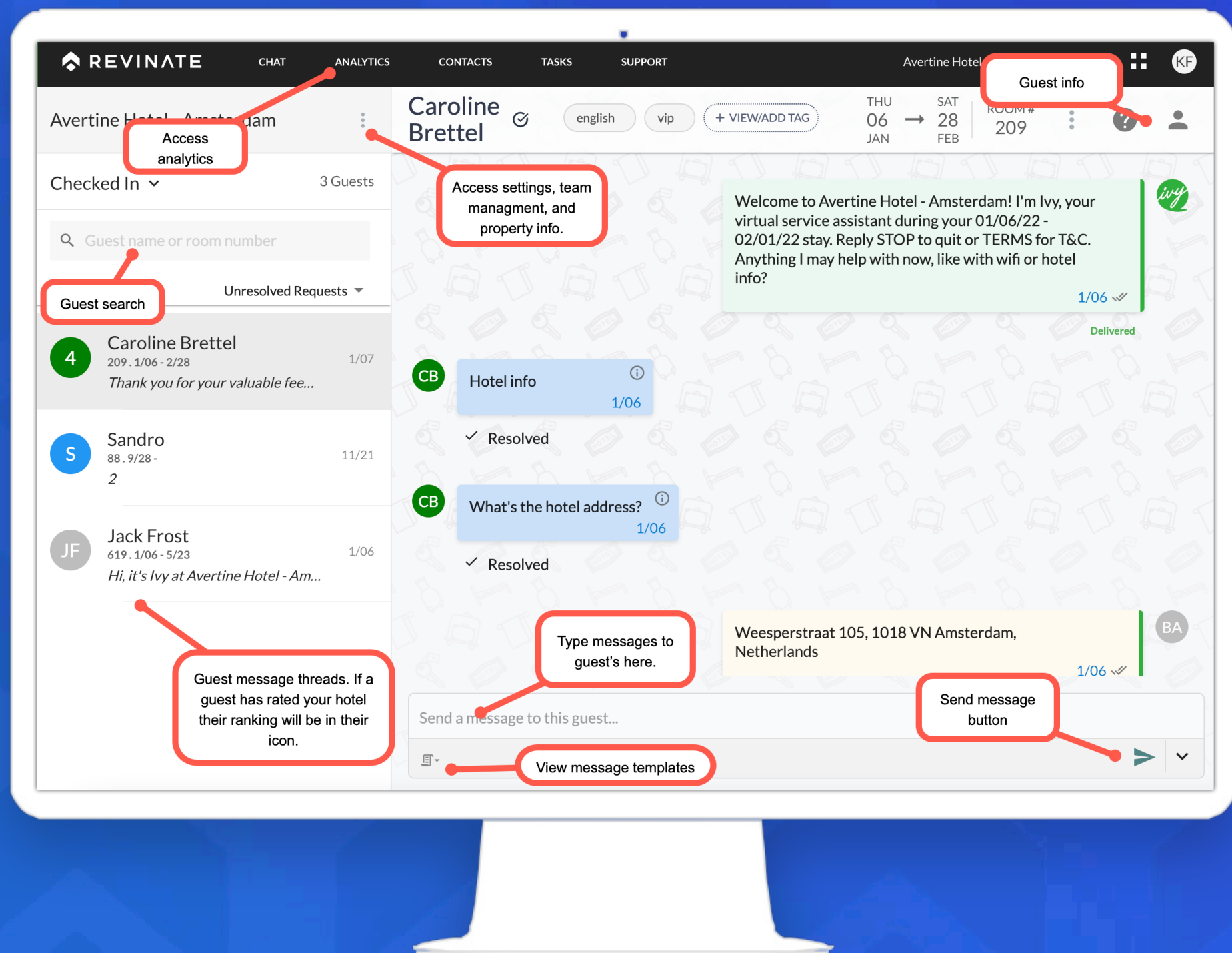
[How to manage your team in Ivy](#)

Add and remove users, adjust their notification settings

[Smart responses, campaigns & templates](#)

Explains the differences between these message types and how you might use them.

Learn the dashboard



The screenshot shows the Revinate Ivy dashboard interface. The top navigation bar includes REVINATE, CHAT, ANALYTICS, CONTACTS, TASKS, and SUPPORT. The main header displays 'Avertine Hotel - Amsterdam' and 'Caroline Brettel' with various filters and a 'Guest info' button. The left sidebar shows 'Checked In' (3 Guests) and a 'Guest search' field. The main chat area displays a message from Ivy: 'Welcome to Avertine Hotel - Amsterdam! I'm Ivy, your virtual service assistant during your 01/06/22 - 02/01/22 stay. Reply STOP to quit or TERMS for T&C. Anything I may help with now, like with wifi or hotel info?' Below this are two resolved messages: 'Hotel info' and 'What's the hotel address?'. The bottom of the screen shows a 'Send a message to this guest...' input field, a 'View message templates' button, and a 'Send message button'. Red callout boxes provide the following annotations:

- Access analytics
- Access settings, team management, and property info.
- Guest search
- Guest message threads. If a guest has rated your hotel their ranking will be in their icon.
- Type messages to guest's here.
- View message templates
- Send message button