Synchronization queue explained

> ***You will learn:***
> - *How does the KWHotel synchronization queue work,*
> - *What functions can be found in the synchronization queue.*

This manual includes:

1. How does the synchronization queue work

Synchronization queue, located in the KWHotel 0.47, is designed to process synchronization queries from / to portals (i.e. Booking.com) and channel managers (i.e. YieldPlanet, ProfitRoom).

Such option is located in the bottom part of KWHotel and is known as "KWHotel API".

By "processing queries" we refer to sending and downloading information from partners. Each query is represented as a separate entity in the queue.
If you synchronize with more systems (plugins), the number of queries may be larger.

2. KWHotel API - contents

The KWHotel API window is divided into columns. They contain the following information:

1. Creation date - when was the query created
2. Channel manager - which channel manager is the query related to
3. Request type - determines the type of request. There are several types of requests:

Get bookings - downloads reservations from OTAs and channel managers
Check and correct - checks the availability differences
Availability - uploads availability to OTAs and channel managers
Send rates - uploads prices to OTAs and channel managers
Availability corrector - uploads corrected availability to OTAs and channel managers

4. Message - displays a status of the given query (i.e. pending - query is currently being processed).

If queries are processed correctly, this window should be cleared automatically.
You may check if the queue works correctly by pressing the "Download all bookings" button **(5)**.
KWHotel will then send query to partner and if no issues are found, query will be deleted from the queue.

If query is not cleared from the queue for a longer time period, you may select it and press the "Execute selected request" button **(6)**.

In case queries are not disappearing from the queue, select them and press the "Remove request" button **(7)**.
When you delete all queries, try downloading reservations again.
It`s especially useful when temporary synchronization problems occurred and they haven`t disappeared automatically when partner has fixed the issue on his side.
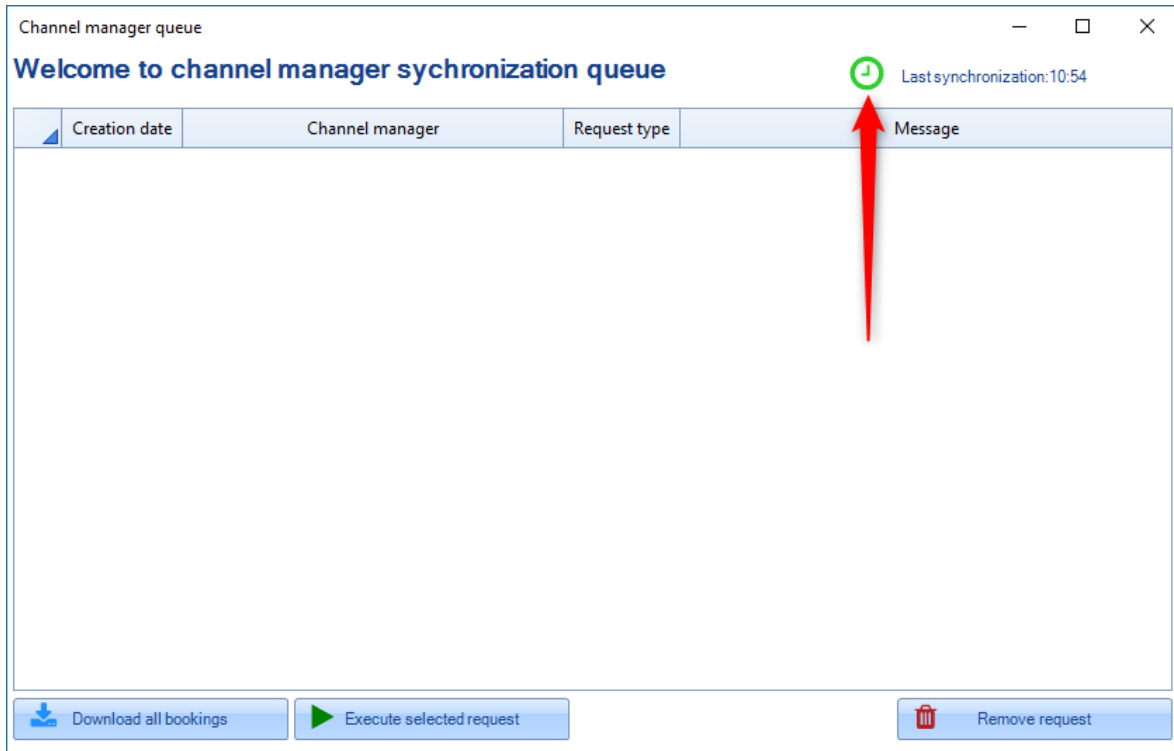
KWHotel API also contains additional, very useful functions. To see them, press the green clock icon.


The tab contains the following buttons:

A) Get - this button works the same way as "Download all bookings" button.

B) Check - this button triggers a tool that checks for availability discrepancies between KWHotel and partners.
If you press this button and the query disappears without any report being displayed, your synchronization works correctly.
The "Check" query is sent automatically every 12 hours to monitor availability and reservations in your hotel.
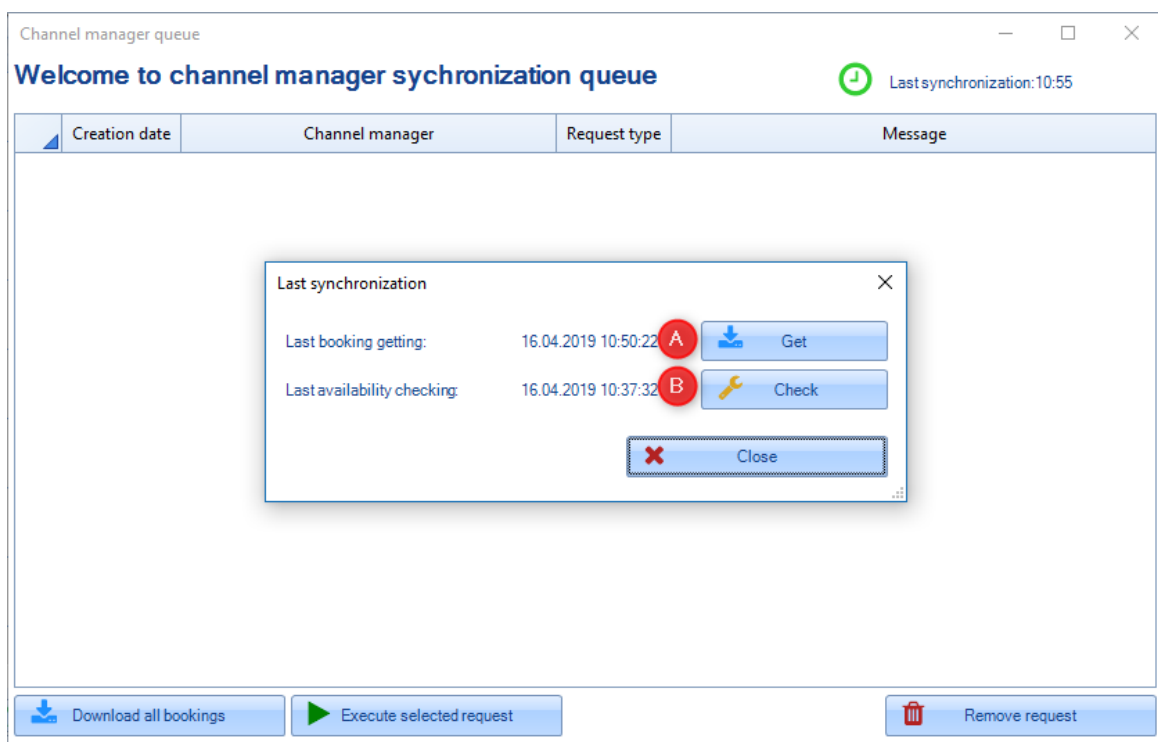
In case an availability discrepancy report appears, please use the "Send corrected availability" button.
If availability discrepancy report appears often, please check your synchronization`s configuration.
Detailed information on how to achieve that, can be found directly in the report.

Do you have any questions?
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