



MasterMind•Tech

—— Master the Future ——

Integration Manual

Hospitable

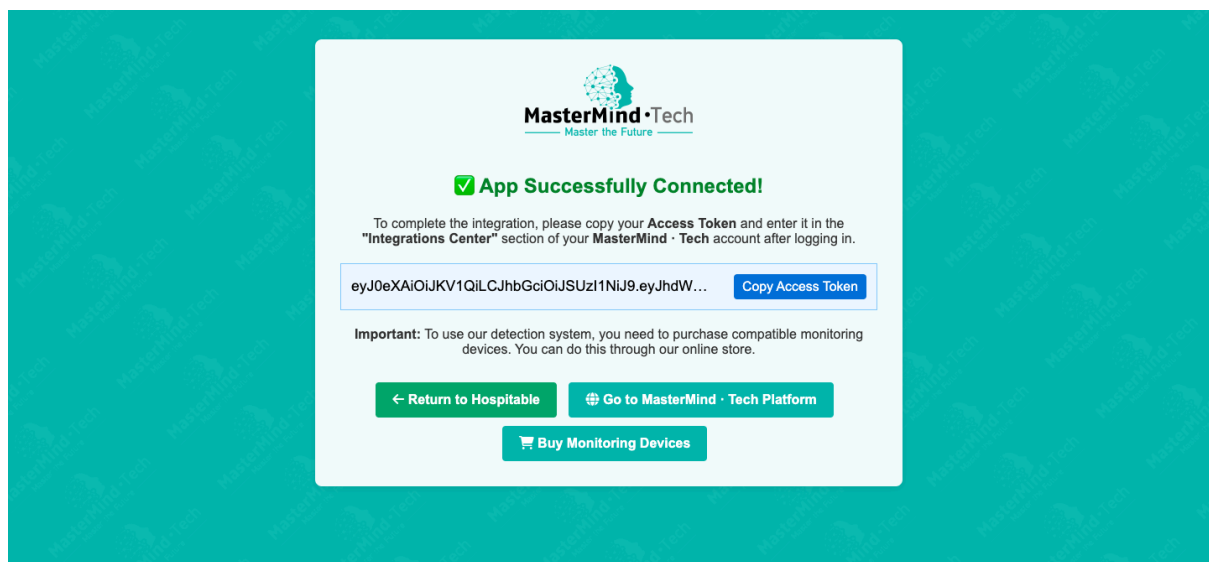


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First steps on Hospitable

The first step in establishing the integration is to add MasterMind · Tech as a new app in your account as per your standard procedure on Hospitable. From your Hospitable account you should navigate to the Marketplace of apps of Hospitable and search for MasterMind · Tech badge. When you find it, click on the corresponding button to add a new app. The authorisation page will open, where you should click the Authorize MasterMind · Tech button.

Then, the screen demonstrated below will appear. From here you will be able to go to MasterMind · Tech Platform to finalise the integration's establishment. **Important to copy the Access Token.** You will need it for establishing the integration.



Integration establishment on MasterMind • Tech

1. Navigate to the Integrations Center

When on the Platform's main screen, click on the icon in the left upper corner to access the Hamburger menu.



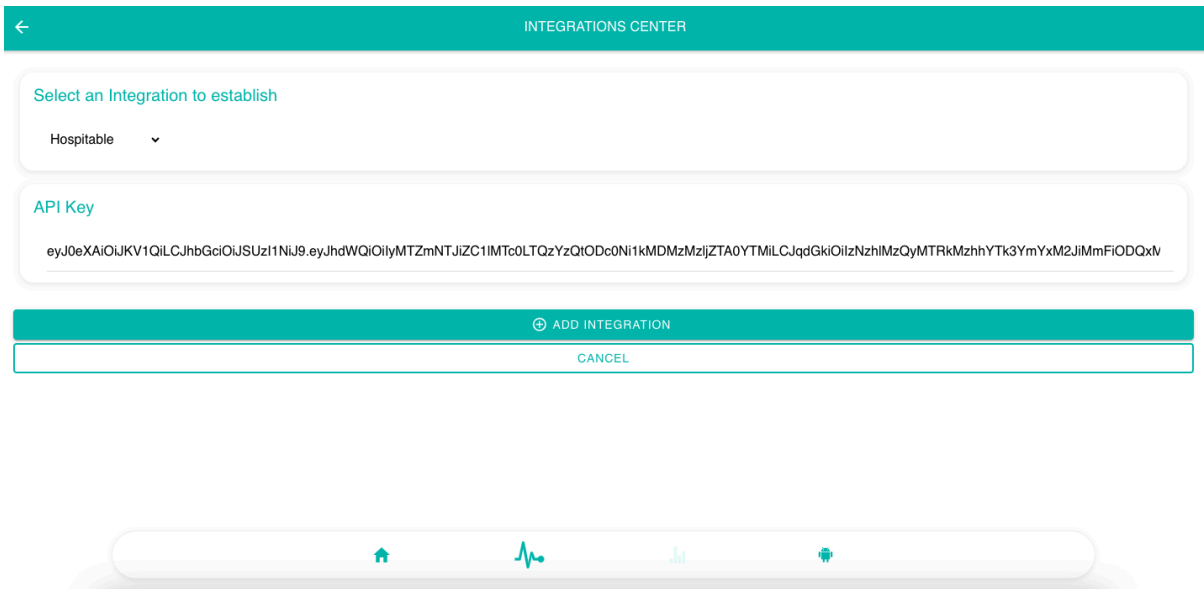
In the Hamburger menu navigate to the Integrations Centre.



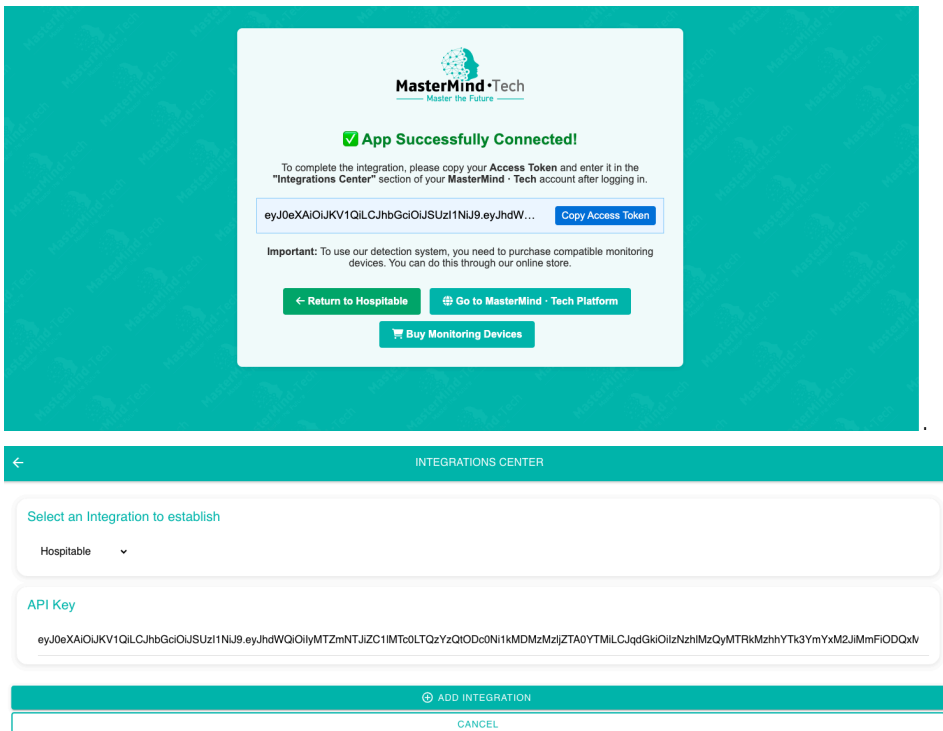
2. In the Integrations Center

When in the Integrations Center click on New Integration.

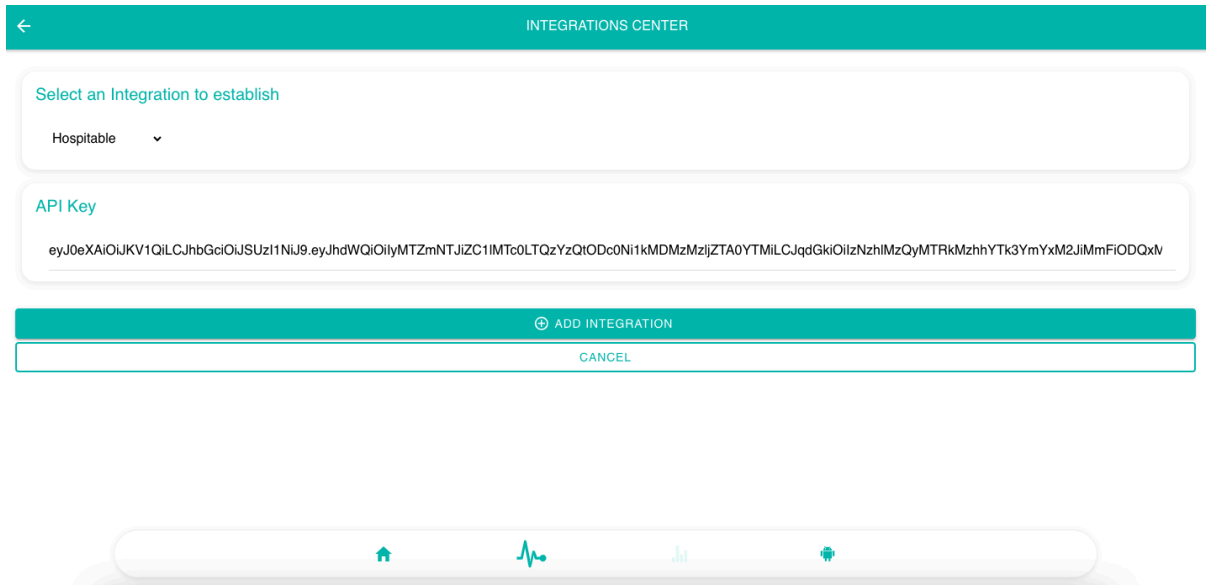
1. First, select Hospitable from the list of available integrations.



2. Second, introduce your Access Token that you copied previously, in the step shown below.



3. Third, click on Add Integration.

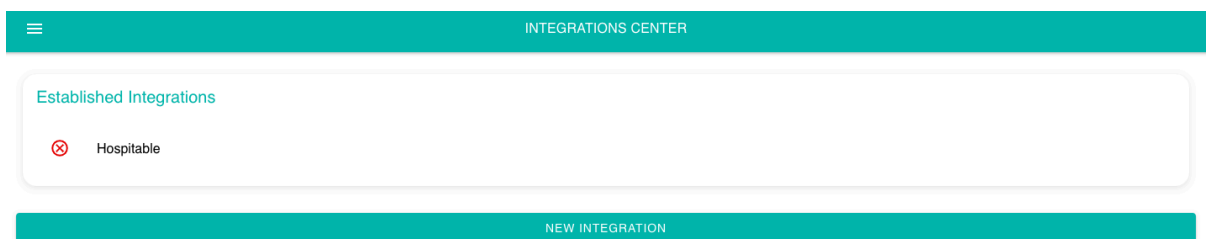


The screenshot shows the 'INTEGRATIONS CENTER' interface. At the top, there is a teal header with a back arrow and the text 'INTEGRATIONS CENTER'. Below the header, there is a white box with the text 'Select an Integration to establish'. Underneath this, there is a dropdown menu with 'Hospitable' selected. Below the dropdown, there is a white box with the text 'API Key' and a long alphanumeric string: 'eyJ0eXAiOiJKV1QiLCJhbGciOiJSUzI1NiJ9.eyJhdWQiOiIyMTZmNTJiZC1lMTc0LTQzYzQlODc0Ni1kMDMzMzljZTA0YTUyMTIjLCJqdGkiOiIzNzhIMzQyMTRkMzhhYTk3YmYxM2JlMmFjODQxM'.

Below the API key field, there is a teal button with a plus icon and the text 'ADD INTEGRATION'. Below this button, there is a white button with the text 'CANCEL'.

At the bottom of the interface, there is a white bar with four icons: a house icon, a heart rate line icon, a bar chart icon, and a robot icon.

Now, the synchronisation between MasterMind · Tech and Hospitable is established. In case the synchronisation is desired to be removed, the cross icon to the left of the PMS's name should be clicked.



The screenshot shows the 'INTEGRATIONS CENTER' interface. At the top, there is a teal header with a hamburger menu icon and the text 'INTEGRATIONS CENTER'. Below the header, there is a white box with the text 'Established Integrations'. Underneath this, there is a list item for 'Hospitable' with a red cross icon to its left. Below the list, there is a teal button with the text 'NEW INTEGRATION'.

Importation of the properties

To import your properties from Hospitable to MasterMind · Tech, navigate to the section marked with the House icon. Then, you can add a space one by one, in case you want to add specific spaces. Or, you can import all of the spaces in bulk, by clicking on Add All Spaces From Your PMS.

As well, in the same section you can change the names of the added spaces and to indicate the maximum occupancy for a selected space.

SPACES AND DEVICES MANAGEMENT

Spaces in Hotel Fuentes

✕

✎

API Hotel (Gross Pricing)

✕

✎

Barcelona

1 Device/s

✕

✎

Hotel Berlin

✕

✎

Mastermind Tech - DEMO

2

⊕ ADD SPACE

1

⌂

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ADD SPACE

Space name

INTEGRATION WITH HOSPITABLE

CHOOSE ANOTHER SPACE NAME

One-by-one selection

Space name

✓ Test integration: 0f2e99ba-7c7a-4676-965d-45198d729592

Casa: d66b7156-bb7e-4d28-a190-bc135867ba07

OR

Add all spaces

⊕ ADD ALL SPACES FROM HOSPITABLE

Maximum space occupancy (No. of persons)

⏻

Undefined maximum space occupancy

⌂

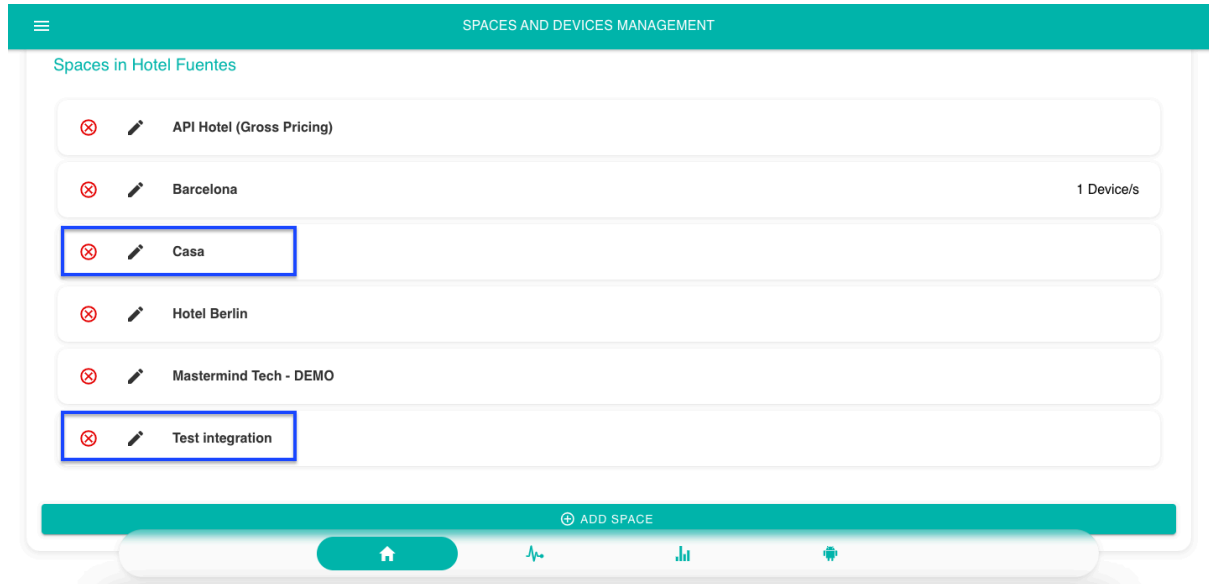
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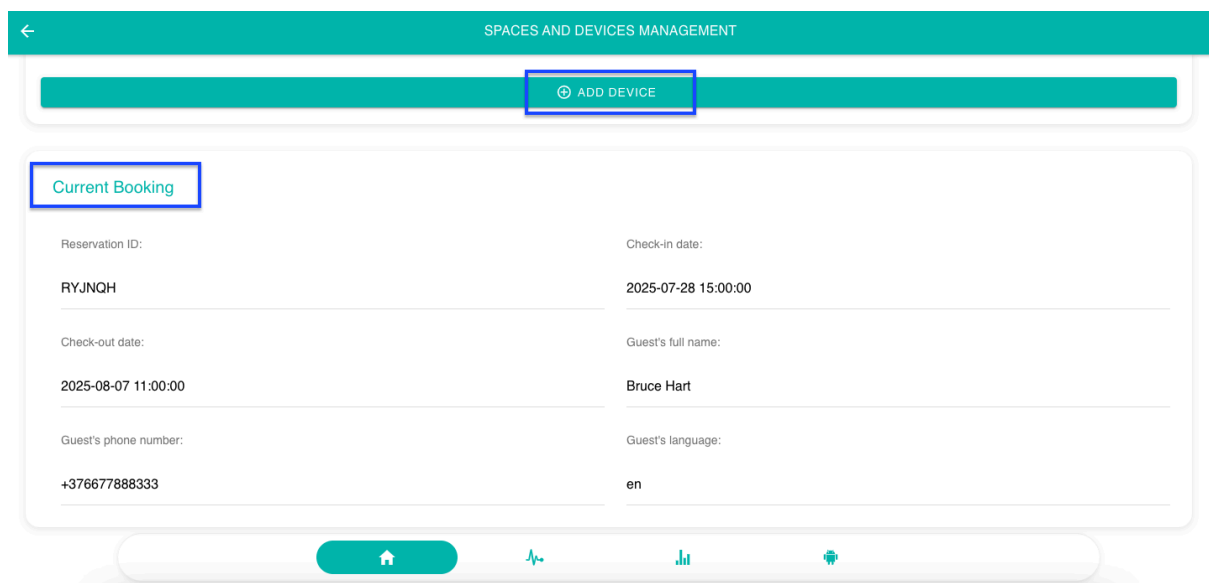
When the spaces are imported you will be redirected to the list of spaces available in the account. There you will see the imported spaces to which you will assign their respective devices.

6



Current booking information per space

When you click on space Casa, for example, you will be able to see the current booking information, synchronised from Hospitable, and the list of devices associated with the space, after they are added.

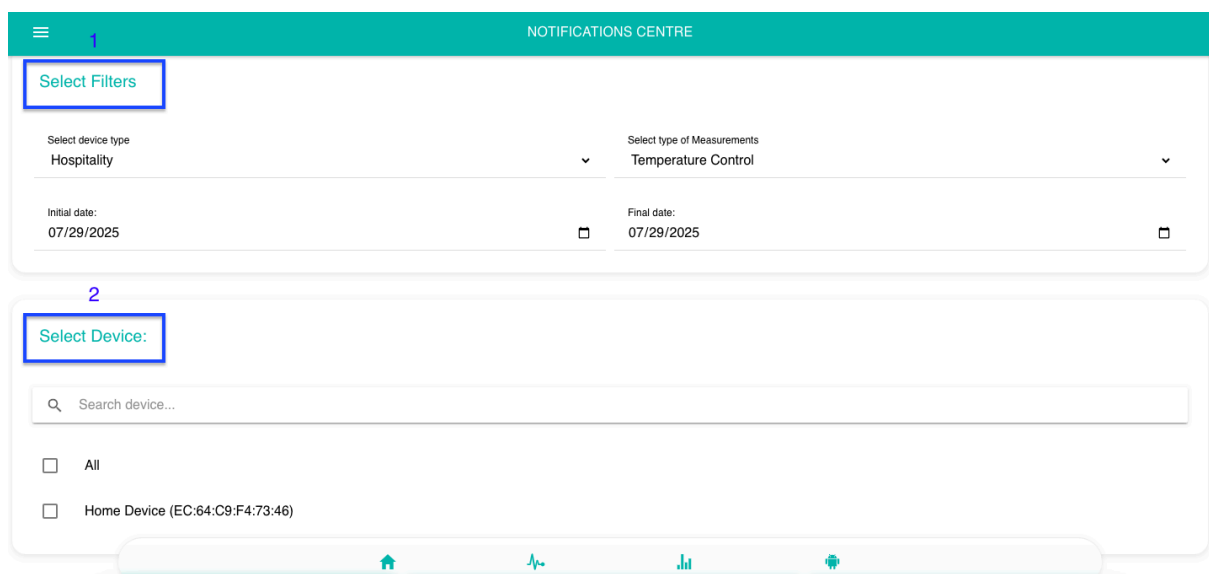


The smoking / noise / occupancy / temperature / humidity incident details

To see the incident's details, including the graph that visually demonstrates the incident, that can be provided to the guest and OTAs as a proof of the misconduct, you should navigate to the Notifications Centre from the Hamburger menu.



When in the Notifications Centre you will see the list of registered incidents, which you can filter by various parameters and download as a report in PDF and CSV formats. When selecting the filters, click on Load Data to see the filtered list. Then, when you click on the eye icon in front of each registered incident, the incident's management screen will open.



☰

NOTIFICATIONS CENTRE

Select Device:

🔍

Search device...

☒

All

☒

Home Device (EC:64:C9:F4:73:46)

LOAD DATA

EXPORT PDF

EXPORT CSV

Temperature Control Device ▾	Start date and time ▴	Duration ▾	Temperature incident ▾	Temperature fee status ▾
<div><input checked="" type="radio"/></div> <div>Home Device</div>	2025-07-29 17:15:18	41 minute/s	Pending confirmation temperature incident	Pending collection fee

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In the incident's management screen you can see the incident's details demonstrated below, which can be exported as a report in PDF format.

←

NOTIFICATION DETAIL

Summary

Device name

Space name

Home Device

Barcelona

Start date and time

Duration

2025-07-29 17:15:18

41 minute/s

Confirmation and Sanctions

Temperature incident

Pending confirmation temperature incident ▾

Comments

Reservation Data

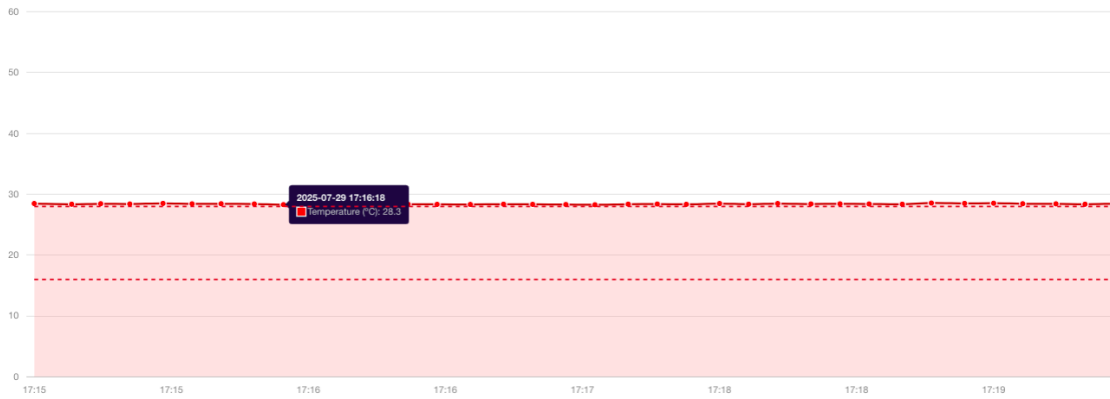
No reservation associated with the incident has been found

AI Call Bot Calls

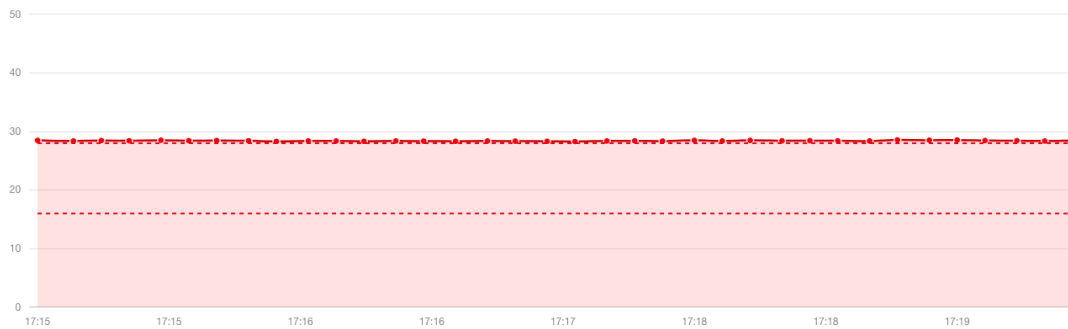
Call Time	Call Recipient	Recipient Phone	Call Status	Call Error Message	Call Cost (€)	Call Transcript	Call Audio
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Proof of the Incident

RESET ZOOM



NOTIFICATION DETAIL



EXPORT PDF

SAVE DATA

CANCEL



Our AI Call Bot, if activated, calls to the guest's phone number that is extracted from Hospitable, in case of an incident in order to solve the situation before it escalates.

As well, our AI Call Bot can be used separately from the monitoring system. It performs outbound phone calls like Meet & Greet, Post-Stay, Feedback Collection and receives inbound Concierge calls.