

Profile Match & Merge Training Videos

The Profile Match & Merge feature is a smarter way to clean up your guest data. Instead of spending hours manually sorting through records, our system helps you identify duplicates in a matter of seconds—saving you time and improving your ability to deliver great guest experiences.

If you do not currently have access to this premium feature please contact our inside sales representative Margaux Le Merrer for further information on mlemerrer@roomkeypms.com or +1 604.914.3739.

The following videos will guide you through the Match and Merge functionality in the Guest Profile Module, from setup, basic merges, and advanced features.

Introducing Profile Match and Merge! This feature intelligently suggests potential duplicate guest records, allowing your team to unify guest data from multiple stays into a one single, complete rich profile.

Learn how to get setup and started for Profile Match and Merge.

Start with the basics for a quick search and Merge.

Apply advanced filters and selectively remove unimportant data.

View more details for a guest match.

Dismiss a match to remove it from being displayed as a future match.