



Matchpoint



1) Where can I see the customer level history?

In his profile, in the Levels section, with the blue icon next to its level meter.

2) Where do you see the player ranking?

In the APP (in the Ranking section, it can be made visible from System > System Config > Web-APP > Mobile APP) or on the Web if a classification page has been created (Web and networks > Portal management > with an item in the Upper Menu which leads to Ranking).

3) If a fixed booking time is used, do you not have any free places left without being able to book? I say this because since you haven't defined the times of the matches...

Correct. It all depends on how we set up our fixed schedules, in order to avoid gaps.

4) In the Chat when the Administrator speaks the Administrator's name does not appear, customers do not know who he is.

The name of the center will appear in the next update.

5) Messages cannot be deleted, in the private messages section.

NO, it is not possible to delete them.

6) Can clients register the results or should we?

In SYSTEM > SYSTEM CONFIGURATION you have the option to allow customers to enter the result.

7) Hi, when converting a normal booking into a match to look for a player to complete does the system automatically send the communication to all customers who match the match profile or does it have to be done manually?

Customers have already received an initial booking confirmation message, which is why it is not communicated again. Everyone will get the game completed message.

8) You can create a game, inviting a created group, but can a specific user be blocked?

NO. But from the system you can block customers so they can't log in.

9) How does the scoring system work? that is to say, can we modify this calculation system to do it in the way that seems best to us in the center or is it something that we cannot change and is it an internal algorithm of the program?

The scores you want to set are configured in the SPORTS section. That is where we define those characteristics.

10) Are the groups of players made by the same user or are they made by the center?

They are COLLABORATIVE GROUPS and are made by the center

11) can private games also be created by the client?

Of course, you have that option, when creating said game.

12) Can specific players be restricted in certain matches? Players who don't want to play with other players... I think many clubs have problems with that... there are players who don't want to play with other specific players, even if they are from similar levels...

Players cannot be blocked in just some games. We make the restrictions by level, gender and you can always block a player, but by blocking him you prevent him from accessing the bookings.