



ZapBuzzer User Manual

Everything you need to use ZapBuzzer from your own role: requests, visitors, meetings, access cards, helpdesk, attendance and administration.

Owner

Admin

Manager

Receptionist

Employee

Service staff

Security guard

Viewer

Guests

Version 1.0 · October 2026 · Web console, mobile web and Android app 1.18

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1. Welcome to ZapBuzzer

ZapBuzzer is the office service platform that connects the people who need something with the people who provide it. Press a button, and the right staff member knows straight away.

What ZapBuzzer does

- **Instant service requests.** Order tea, ask IT for help, call reception or security, or book a print job in a few taps. The request rings the phones of the team that handles it, and the first person to accept owns it.
- **Nothing gets forgotten.** Every request has a target time (SLA). If nobody accepts in time, ZapBuzzer escalates by SMS, WhatsApp, email and finally to the admins.
- **The whole front office in one place.** Visitors, meetings, attendance, building access cards, helpdesk tickets, assets, inventory and announcements.
- **Clear insight.** Analytics, reports, staff scoreboards and spend tracking show how your office runs.
- **Works where people are.** Desk staff use the web console; service staff, guards and guests use their phones, through the Android app or the mobile web.

How it works in four steps

1. **Set up:** the workspace owner adds rooms, teams and the catalogue of things people can order, and invites everyone with the right role.
2. **Ask:** an employee orders from **Quick order**, or a visitor scans a room's QR code.
3. **Serve:** the matching team's phones ring; one person accepts, prepares and delivers.
4. **Close the loop:** the requester is told at each step and rates the service; managers see it all in reports.

How to use this manual

Find your role in the index below and read Chapter 2 plus your own role's chapter; everything you can do is described there. Chapter 13 shows how the roles work together, Chapter 15 answers common problems, and Chapter 16 explains the terms used.

Role index

If your job is...	Your role in ZapBuzzer	You sign in to	Read
Owning the company account, billing and setup	Owner	Web console	Chapters 5 and 6
Running the workspace day to day	Admin	Web console	Chapters 5 and 6

If your job is...	Your role in ZapBuzzer	You sign in to	Read
Leading a team or floor	Manager	Web console	Chapter 6
Ordinary office work: ordering, meetings, leave, tickets	Employee	Web console and app	Chapter 7
Front desk, visitors and reception requests	Receptionist	Web console and app	Chapter 8
Pantry, IT, facilities or print desk	Service staff	Mobile app or mobile web /m	Chapter 9
Guarding the building	Security guard	Mobile app or mobile web /m	Chapter 10
Ordering only, for example a guest desk	Viewer	Mobile app or mobile web /m	Chapter 11
A visitor who scans a QR code in a room	No account	A web page opened by the QR code	Chapter 12

A workspace can also create its own roles (for example "Team Lead" or "Night Guard"). A custom role always behaves like the built-in role it was created from, so read that role's chapter.

Chapters

1. Welcome to ZapBuzzer
2. Getting started: signing up, signing in, finding your way around
3. Roles and permissions
4. Module-to-role reference
5. Owner and Admin: setting up and running the workspace
6. Manager
7. Employee
8. Receptionist
9. Service staff
10. Security guard
11. Viewer
12. Guests and room QR codes
13. End-to-end workflows across roles
14. The Android app
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How to read the screenshots

The screenshots show a sample workspace, "Acme Corp". The names, rooms and orders in them are examples; your own workspace will show your company's data.

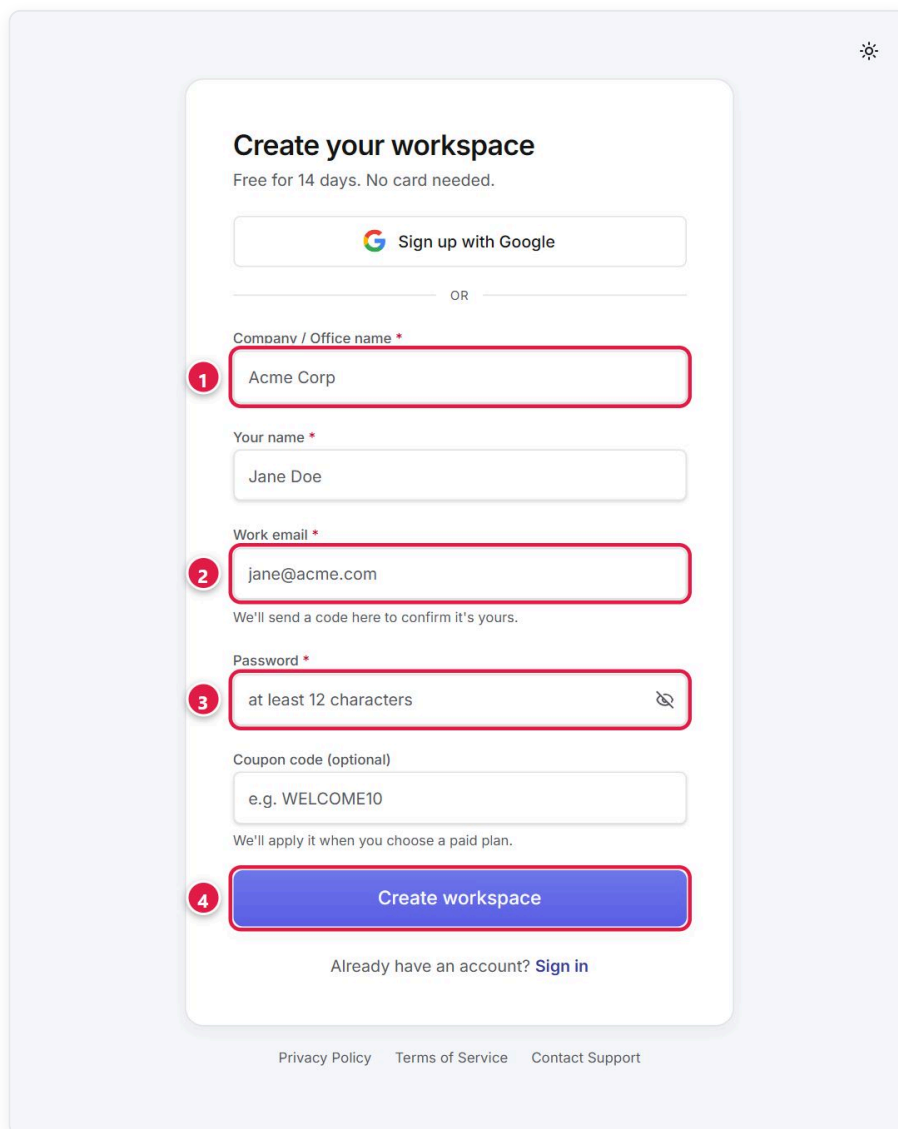
- **Numbered red circles** mark the controls a procedure refers to; step 1 in the text matches circle 1 in the picture.
- **Red outlines** draw the eye to the part of the screen that matters.
- Button and menu names are written in **bold**, exactly as they appear on screen.
- A path such as **Sidebar** → **People** → **Invite** means: click People in the left sidebar, then click Invite.

2. Getting started (everyone)

Everyone signs in at the same page; ZapBuzzer then sends you to the right place for your role. Owner, Admin, Manager, Receptionist and Employee land on the web console (**Dashboard**). Service staff, Security guard and Viewer land on the phone-shaped mobile web ([/m](#)) or use the Android app.

2.1 Create a new workspace (company owners only)

You only do this once, when your company first starts using ZapBuzzer. Everyone else is invited by the owner (see 5.3).

The image shows a 'Create your workspace' form on a light purple background. The form is white with a rounded rectangle. At the top right of the background is a sun icon. The form has the title 'Create your workspace' and a subtitle 'Free for 14 days. No card needed.' Below this is a 'Sign up with Google' button with the Google logo. A horizontal line with 'OR' in the center separates this from the text input fields. The first field is 'Company / Office name *' with a red circle '1' to its left; it contains 'Acme Corp'. The second field is 'Your name *' with a red circle '2' to its left; it contains 'Jane Doe'. The third field is 'Work email *' with a red circle '3' to its left; it contains 'jane@acme.com'. Below this field is the text 'We'll send a code here to confirm it's yours.' The fourth field is 'Password *' with a red circle '4' to its left; it contains 'at least 12 characters' and has a small eye icon to its right. Below this field is the text 'We'll apply it when you choose a paid plan.' The fifth field is 'Coupon code (optional)' with a red circle '5' to its left; it contains 'e.g. WELCOME10'. Below this field is the text 'We'll apply it when you choose a paid plan.' At the bottom of the form is a blue 'Create workspace' button with a red circle '6' to its left. Below the button is the text 'Already have an account? Sign in'. At the very bottom of the form are three links: 'Privacy Policy', 'Terms of Service', and 'Contact Support'.

Create your workspace form with numbered fields

1. Open the sign-up page and enter your **Company / Office name** (1) and **Your name**.
2. Enter your **Work email** (2). ZapBuzzer sends a 6-digit code to it.
3. Choose a **Password** (3) of at least 12 characters. A coupon code is optional.
4. Click **Create workspace** (4). Alternatively click **Sign up with Google**.

5. On **Check your email**, type the 6–digit code and click **Verify and continue**. The code is valid for 15 minutes and allows 5 tries; use **send another code** if it expires.

Result: your workspace is created, you become its **Owner**, and you land on **Billing & plans** with a "Your workspace is ready" banner. The trial is free for 14 days with no card needed.

Message	What to do
Email already registered. Try signing in.	The address already has an account. Sign in instead, or use a different email.
That code isn't right. Check the email and try again.	Retype the code from the newest email.
That code has expired. Send yourself a new one.	Click send another code (wait 60 seconds between requests).
Too many signups from this network — try again later.	Wait and retry; 5 sign-ups per network are allowed.

2.2 Sign in

The image shows a 'Sign in' form on a light purple background. The form is white and contains the following elements: a 'Sign in' title, a welcome message 'Welcome back. Press a button, staff knows.', a 'Continue with Google' button, an 'OR' separator, an 'Email *' field with a red circle '1' next to it, a 'Password *' field with a red circle '2' next to it and a 'Forgot password?' link with a red circle '4' next to it, a 'Remember me' checkbox with a blue checkmark, a 'Sign in' button with a red circle '3' next to it, and a 'No account? Create one' link. At the bottom, there are links for 'Privacy Policy', 'Terms of Service', and 'Contact Support'.

Sign in form

1. Type your **Email** (1) and **Password** (2). Leave **Remember me** ticked to stay signed in for 30 days on this computer.
2. Click **Sign in** (3), or **Continue with Google** if your workspace uses Google sign-in.
3. If you turned on two-factor authentication, enter the 6-digit code from your authenticator app (or a recovery code) on **Two-factor verification**.

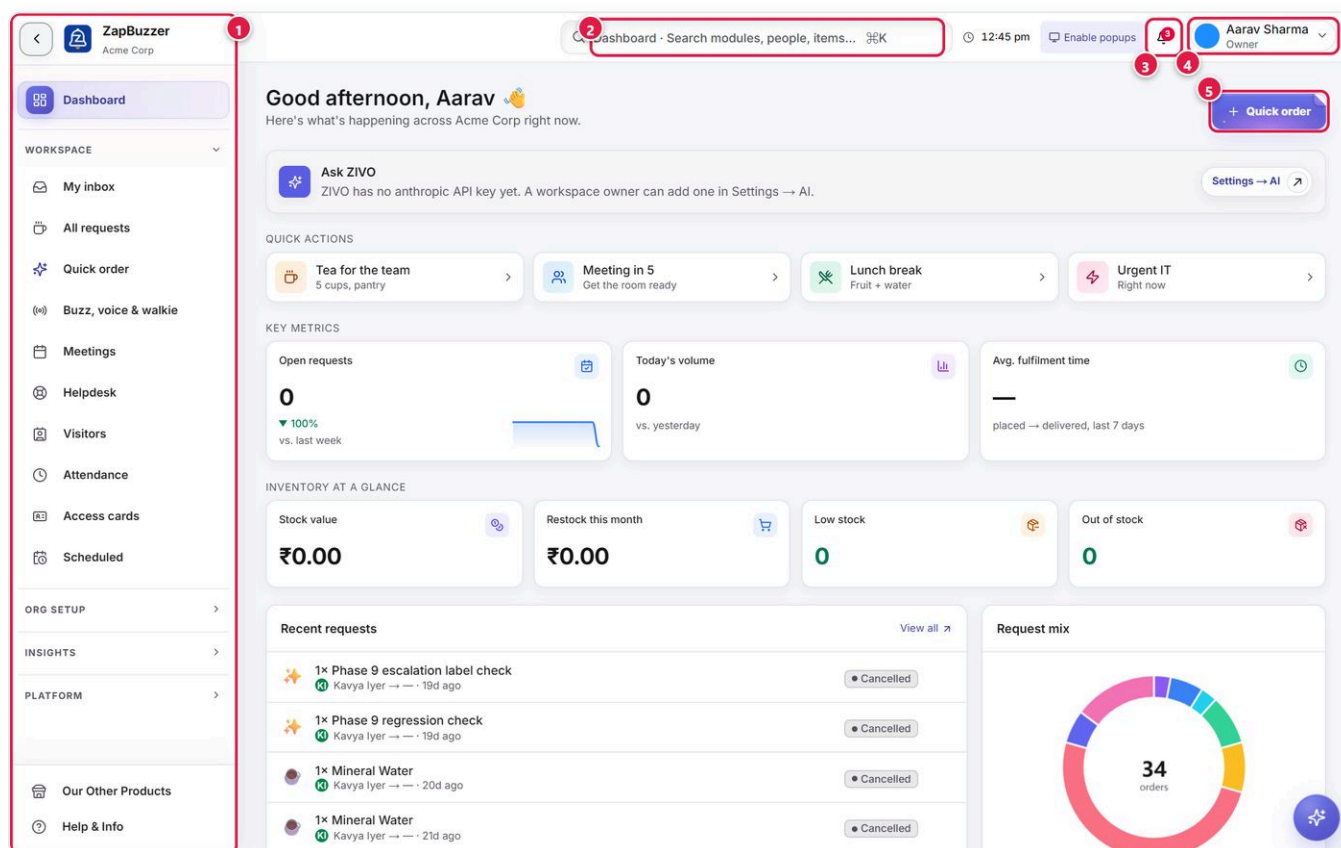
If you were invited: the invitation email contains a temporary password. Sign in with it, or use **Set your own password** from the email link to choose your own.

Forgot your password? Click **Forgot password?** (4), enter your email and click **Send reset link**. The email contains a link and a code, valid for 30 minutes. Setting a new password signs you out of every other device.

Message on the sign-in page	Meaning
Invalid email or password.	Check both; passwords are case-sensitive.

Message on the sign-in page	Meaning
Too many sign-in attempts — try again shortly.	Wait five minutes before trying again.
You're marked off shift, so you can't sign in.	An admin has set you off shift. Ask them to put you back on shift.
Your account isn't linked to any organisation yet.	Your login exists but nobody has added you to a workspace. Ask your admin.
Your password was changed. Please log in again.	Someone (you or an admin) changed your password. Use the new one.

2.3 Find your way around the console

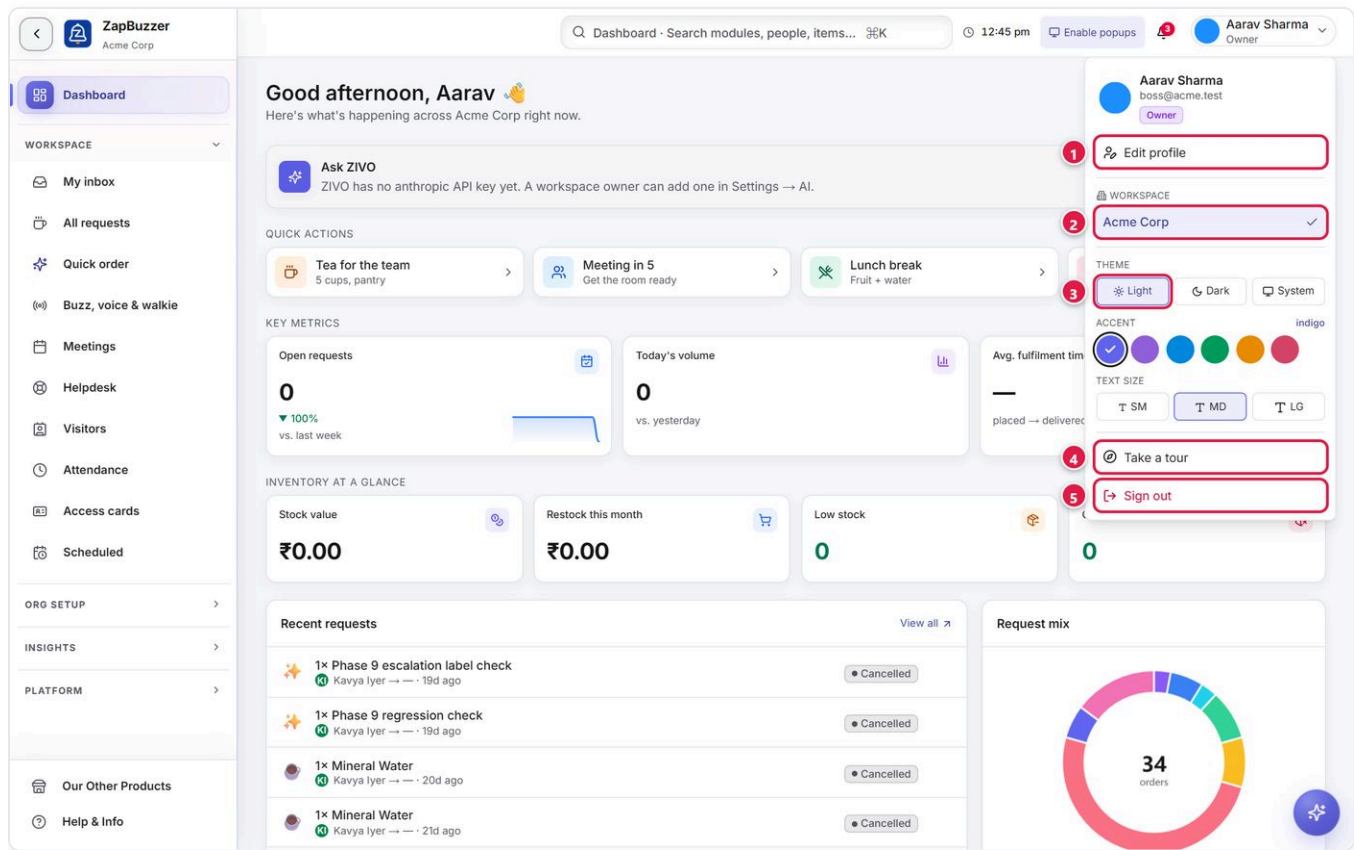


Owner dashboard with the sidebar, search, bell and account menu marked

- 1. Sidebar (1).** Your pages, grouped as **Workspace**, **Org setup**, **Insights** and **Platform**. Click a group name to expand it. The sidebar only lists pages your role can use, so it is shorter for an employee than for an owner (compare the picture in 2.5). **Our Other Products** and **Help & Info** sit at the bottom for everyone.
- 2. Search (2).** Press Ctrl+K (⌘K on a Mac) and type a page, person or item.
- 3. Notifications bell (3).** A red number shows unread notifications; click it to open **Notifications**. Next to it, **Enable popups** lets this browser show desktop pop-ups and play a sound.
- 4. Account menu (4).** Your name and role.
- 5. Quick order (5).** The fastest way to buzz for something (see 7.1).

The clock in the top bar shows your office's time zone, not your computer's.

2.4 Your account menu

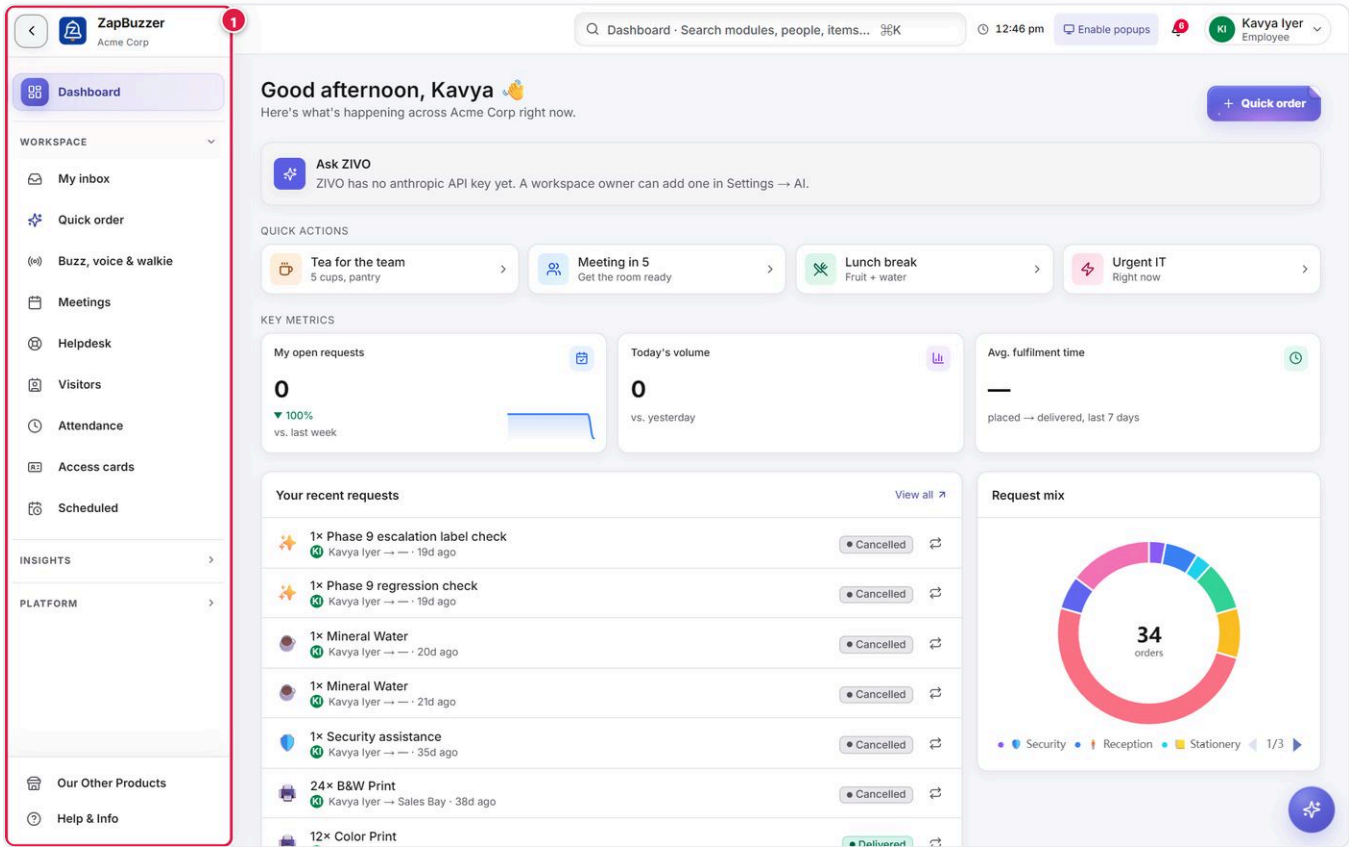


Account menu open

Click your name in the top-right corner.

1. **Edit profile** (1) opens Settings → Profile.
2. **Workspace** (2) appears if you belong to more than one workspace (and always for owners). Click another workspace to switch to it.
3. **Theme** (3): Light, Dark or System. Below it, pick an **Accent** colour and a **Text size**. Theme is saved to your account; accent and text size are saved in this browser only.
4. **Take a tour** (4) replays the guided tour of the screen.
5. **Sign out** (5) signs you out of this browser.

2.5 What a smaller role sees



Employee dashboard with a shorter sidebar

This is the same dashboard for an Employee. The sidebar (1) has no **All requests** and no **Org setup** section, because those belong to managers and above. Chapter 3 lists exactly what each role gets.

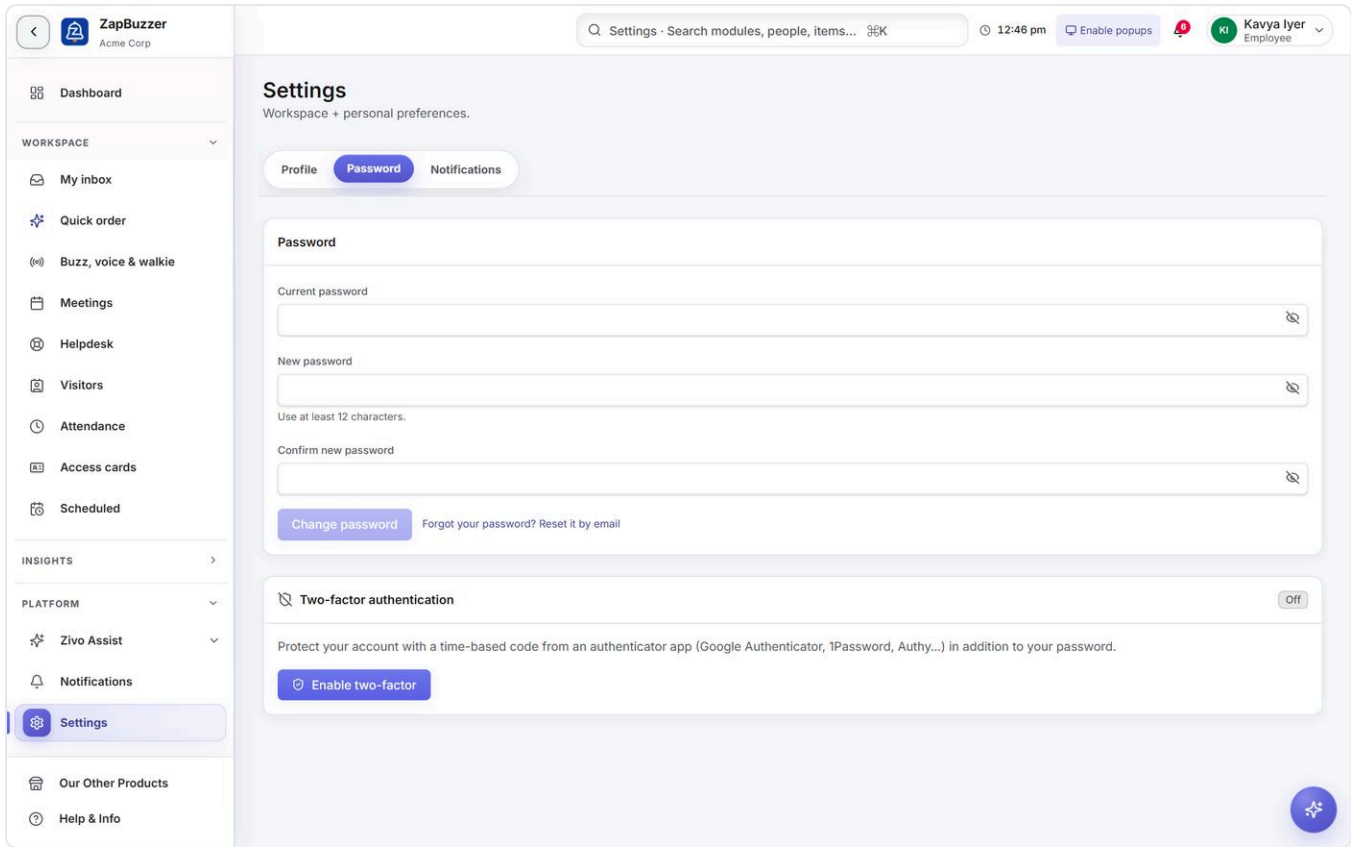
2.6 Your profile, password and two-factor

The screenshot displays the ZapBuzzer application interface. On the left is a sidebar with a 'ZapBuzzer' header and a list of navigation items including 'Dashboard', 'My inbox', 'Quick order', 'Buzz, voice & walkie', 'Meetings', 'Helpdesk', 'Visitors', 'Attendance', 'Access cards', 'Scheduled', 'INSIGHTS', 'PLATFORM', 'Zivo Assist', 'Notifications', 'Settings' (highlighted), 'Our Other Products', and 'Help & Info'. The main content area is titled 'Settings - Search modules, people, items...' and includes a clock showing '12:46 pm' and a user profile for 'Kavya Iyer'. Below this are three tabs: 'Profile', 'Password', and 'Notifications'. The 'Profile' tab is selected, showing a 'Your profile' section with a profile picture placeholder (labeled 'KI'), an 'Add photo' button, and fields for 'Name' (Kavya Iyer), 'Email' (kavya@acme.test), and 'Phone' (IN +91 9000000200). A 'Save' button is at the bottom of the profile section. Below the profile section is a 'Refer & earn' section with an invite code 'R94A0FE8A' and a 'Copy invite link' button. At the bottom is an 'Appearance' section with a note about theme, accent, density, and font size controls.

Settings, Profile tab

1. Go to **Settings** → **Profile** (or **Account menu** → **Edit profile**).
2. Click **Add photo** to upload a JPEG, PNG, WebP or HEIC up to 2 MB. Colleagues in your workspace can see it.
3. Change your **Name** or **Phone** and click **Save**. Your email is your sign-in identity and cannot be changed here.
4. **Refer & earn** shows your invite code. **Copy invite link** copies a sign-up link; you earn credits when a workspace you referred makes its first payment.

Keep your name and phone filled in: ZapBuzzer refuses orders and access-card requests from a profile without them, with "Please complete your profile first".



Settings, Password tab with two-factor authentication

1. Open **Settings** → **Password**.
2. Enter your **Current password**, then the **New password** twice (at least 12 characters), and click **Change password**. Every other device is signed out.
3. To add two-factor authentication, click **Enable two-factor**, scan the QR code with an authenticator app (Google Authenticator, 1Password, Authy), type the 6-digit code and click **Confirm**. Save the recovery codes shown: they appear only once.

2.7 Notifications

Notifications
Everything the workspace has been told, in one place. 3 unread

Search notifications Search by: All Filters Density Export Select Columns

#	NOTIFICATION	DETAILS	WHEN (IST)	STATUS
001	Unassigned request BUZ-00034	No staff is assigned to this service yet — ta...	23-09-2026, 1:24 PM	Unread
002	Unassigned request BUZ-00033	No staff is assigned to this service yet — ta...	23-09-2026, 12:51 PM	Unread
003	Escalation: BUZ-00031 unacknowledged	No acknowledgment from Sunita Pantry for...	22-09-2026, 12:34 PM	Unread
004	Escalation: BUZ-00029 unacknowledged	No acknowledgment from Raj Pantry for B...	07-09-2026, 2:52 PM	Read
005	Escalation: BUZ-00027 unacknowledged	No acknowledgment from Raj Pantry, Sunit...	07-09-2026, 11:34 AM	Read
006	Escalation: BUZ-00026 unacknowledged	No acknowledgment from Raj Pantry, Sunit...	07-09-2026, 11:34 AM	Read
007	Order BUZ-00028 placed	Waiting for Pantry — Day Shift HQ to accep...	05-09-2026, 1:55 PM	Read
008	Order BUZ-00027 placed	Waiting for Pantry — Day Shift HQ to accep...	05-09-2026, 1:53 PM	Read
009	Order BUZ-00026 placed	Waiting for Pantry — Day Shift HQ to accep...	05-09-2026, 1:52 PM	Read
010	Print ready	BUZ-00003 picked up by Vikram	04-09-2026, 12:47 PM	Read
011	Coffee delivered	BUZ-00001 — tap to rate	04-09-2026, 12:47 PM	Read

Records per page 25 Total Records 11 Page 1 of 1

Notifications page

Notifications (sidebar → Platform → Notifications, or the bell) lists everything ZapBuzzer has told you: orders, meetings, visitors, access cards, tickets and buzzes. Click a title to open it and mark it read; the row menu offers **Open** and **Mark read**; **Mark all read** (1) clears the unread count. Use **Filters** to show only unread items or one category.

2.8 Sign out

Open the account menu and click **Sign out**. On the mobile web, go to **More → Profile → Sign out**. Signing out also marks you as not at work, so you stop receiving buzzes and calls.

3. Roles and permissions

ZapBuzzer has eight built-in workspace roles, and a workspace can add its own roles on top. Your role decides three things: which surface you sign in to, which menu entries you see, and which actions the server will accept from you.

3.1 The roles

Role	What the person does	Signs in to	Can place orders	Can accept and fulfil orders
Owner	Full control of the workspace, including billing, expenses and owner promotion. Cannot be limited by anyone.	Web console	Yes	Yes
Admin	Runs the workspace: people, teams, catalogue, rooms, integrations, billing.	Web console	Yes	Yes
Manager	Runs a floor or team: teams, catalogue, rooms, invites, analytics, announcements, ordering hours.	Web console	Yes	Yes
Receptionist	Front desk: visitors, parcels and reception requests.	Web console and app	Yes	Yes
Employee	Orders, meetings, tickets, attendance, access cards.	Web console and app	Yes	No
Service staff	Pantry, IT, facilities, print: receives and delivers requests.	Mobile web /m and app only	No	Yes
Security guard	Receives security calls, verifies people at the gate.	Mobile web /m and app only	No	Yes
Viewer	Order-only account, for example a guest desk.	Mobile web /m and app only	Yes	No

Service staff, Security guard and Viewer cannot open the web console: if they try, they are sent to [/m](#).

3.2 Default permissions

These are the defaults for a new workspace. An Owner or Admin can change any of them for any role except Owner (see 5.9). Y = allowed.

Permission	Owner	Admin	Manager	Receptionist	Employee	Service staff	Security	Viewer
Place a request	Y	Y	Y	Y	Y	–	–	Y

Permission	Owner	Admin	Manager	Receptionist	Employee	Service staff	Security	Viewer
Accept incoming request	Y	Y	Y	Y	-	Y	Y	-
Cancel anyone's request	Y	Y	Y	-	-	-	-	-
Invite people	Y	Y	Y	-	-	-	-	-
Edit member (role, title, department)	Y	Y	Y	-	-	-	-	-
Remove member from workspace	Y	Y	Y	-	-	-	-	-
Promote or demote an owner	Y	-	-	-	-	-	-	-
Add, edit, delete teams and members	Y	Y	Y	-	-	-	-	-
Add, edit, delete catalogue items	Y	Y	Y	-	-	-	-	-
Add, edit, delete rooms	Y	Y	Y	-	-	-	-	-
Add, edit, delete locations	Y	Y	Y	-	-	-	-	-
Set ordering hours and cut-offs	Y	Y	Y	-	-	-	-	-
View analytics dashboards	Y	Y	Y	-	-	-	-	-
View expenses and spend reports	Y	-	-	-	-	-	-	-
Configure integrations	Y	Y	-	-	-	-	-	-
Manage billing and plans	Y	Y	-	-	-	-	-	-
Post workspace announcements	Y	Y	Y	-	-	-	-	-

Fire and medical emergencies are the exception to "Place a request": every role can raise them, including Service staff and Security. Calling Security is an ordinary request and needs "Place a request".

3.3 Rules that are fixed by role, not by permission

Some screens check the role itself, so changing a permission does not change who gets in:

- **Owner only:** Expenses, Custom domains, the Danger zone in Settings, the Fire Brigade number, the "Monthly summary" and "Spend by department" reports, and seeing ₹ spend on a person's profile.
- **Owner and Admin:** Roles & permissions, API & webhooks, editing AI settings, the Emergency alarm settings, Branding, deleting visitors.
- **Owner, Admin and Manager:** All requests, People, Teams, Rooms & locations, Catalogue, Inventory, Assets, Reports, Audit logs, Login logs, Feedback, and the workspace sections of Settings.
- **Who decides access cards:** Owner, Admin and Manager. A Manager decides requests filed by Employees and the service roles; a Manager's own request goes to an Admin or the Owner; an Admin's goes to the Owner. The Owner does not file access-card requests.
- **Helpdesk tickets:** Owners and Admins do not raise tickets; they receive them.
- **Visitor check-in and check-out:** Security guard only, from the app.

3.4 Who can start a radio call

Walkie-talkie calls only go down the chain of command. Owner can call Admin and below; Admin can call Manager and below; Manager can call Employee and below; an Employee can call Service staff, Receptionist, Security and Viewer but not another Employee. Receptionist, Service staff, Security and Viewer can answer and talk in a call but cannot start one. Nobody can call the Owner. A Buzz (text message) is looser: by default anyone can Buzz anyone except owner to owner, but a ringing Buzz never rings upward.

3.5 Custom roles

An Owner or Admin can create a role such as "Team Lead" or "Night Guard" (see 5.9). A custom role is always built from one of the built-in roles other than Owner. It starts with that role's permissions, which can then be edited. It always behaves like its base role for sign-in surface, call rank, badge colour, service team and the fixed rules in 3.3. A role cannot be deleted while anyone still holds it.

4. Module-to-role reference

This table shows what each role can use with the default permissions; if your administrator has changed your role, what you see may differ slightly. **Full** = can use every action; **Own** = only their own records; **View** = read-only; **-** = not available (the page sends them elsewhere or shows a restriction notice). The last column covers Service staff (S), Security guard (G) and Viewer (V), who use the mobile web [/m](#) or the app instead of the console.

Module (sidebar)	Owner	Admin	Manager	Receptionist	Employee	S / G / V on /m	Chapter
Dashboard	Full	Full	Full	Full	Full	Home screen	2, 7
My inbox	Full	Full	Full	Full	Full	S, G: Work queue · all: Activity	7, 9
All requests	Full (every request)	Full (every request)	Own + people below them	-	-	-	5, 6
Quick order	Full	Full	Full	Full	Full	V: Order tab · S, G: emergencies only	7
Scheduled (recurring orders)	Own	Own	Own	Own	Own	-	7
Buzz, voice & walkie	Full	Full	Full	Answer calls only	Full	Buzz, voice notes; answer calls only	7
Meetings	Own and invited	Own and invited	Own and invited	Own and invited	Own and invited	View	7
Helpdesk	Receives every ticket	Receives every ticket	Raises; sees and works every ticket	Raises; works tickets	Raises own	S: app helpdesk	7
Visitors	Full + delete	Full + delete	Full	Full (register, edit)	Own visitors as host	G: check in and out (app)	8, 10

Module (sidebar)	Owner	Admin	Manager	Receptionist	Employee	S / G / V on /m	Chapter
Attendance	Whole timesheet	Clock in + whole timesheet	Clock in + whole timesheet	Clock in	Clock in	Clock in	7
Access cards	Decide	File + decide	File + decide	File + verify at gate	File	File; G: queue + verify	7,10
People	Full	Full	Full (roles below Manager)	–	–	Directory	5
Teams and departments	Full	Full	Full	–	–	–	5
Rooms & locations (room QR codes)	Full	Full	Full	–	–	–	5
Office map	Full	Full	Full	–	–	–	5
Catalogue	Full	Full	Full	–	–	–	5
Packages	Full	Full	Full	–	–	V: order a package	5
Inventory	Full	Full	Full	–	–	–	5
Assets	Full	Full	Full	–	–	–	5
Roles & permissions	Full	Full (open from People; not in the Admin sidebar)	–	–	–	–	5
Analytics	View	View	View	–	–	–	5
Expenses	View	–	–	–	–	–	5
Gamification	View	View	View	View	View	–	7
Audit logs, Login logs	View	View	View	–	–	–	5
Reports	All six reports	Four reports	Four reports	–	–	–	5
Feedback	View	View	View	–	–	Send from the app	5
Zivo Assist (AI)	Full	Full	Full	Full	Full	App only	7

Module (sidebar)	Owner	Admin	Manager	Receptionist	Employee	S / G / V on /m	Chapter
AI usage	All + by person	All + by person	All + by person	Totals	Totals	–	5
Notifications	Own	Own	Own	Own	Own	App notifications	2
Billing & plans	Full	Full	–	–	–	–	5
Settings: Profile, Password, Notifications	Own	Own	Own	Own	Own	Profile on /m	2
Settings: Workspace, Currency, Ordering rules, Menu & features	Full	Full	Full	–	–	–	5
Settings: Branding, Emergency alarm	Full	Full	–	–	–	–	5
Settings: Announcements, Ordering hours	Full	Full	Full	–	–	–	5, 6
Settings: AI	Edit	Edit	View	View	View	–	5
Settings: API & webhooks	Full	Full	–	–	–	–	5
Settings: Custom domains, Danger zone	Full	–	–	–	–	–	5
Help & Info, Our Other Products	View	View	View	View	View	Our Other Products	2

ZapBuzzer can switch any module except Dashboard and Settings off for one workspace or for everyone; a switched-off module disappears from the sidebar and its address shows "...isn't switched on". An Owner, Admin or Manager can also hide menu entries for their own workspace (see 5.10).

5. Owner and Admin

The Owner and Admins set the workspace up and keep it running. An Admin can do everything in this chapter except the items marked **Owner only**: Expenses, Custom domains, the Danger zone, the Fire Brigade number, promoting someone to Owner, and two owner-only reports. Managers share much of the Org setup work; Chapter 6 lists exactly what they get.

5.1 Set up a new workspace in this order

1. **Workspace settings**: name, time zone and currency (5.2).
2. **Locations and rooms**, so orders know where to go (5.5).
3. **Departments and teams**, so orders reach the right staff (5.4).
4. **Catalogue**, and ordering hours if any category closes (5.7).
5. **Invite people** with the right roles (5.3). Service staff must be on a team of their kind to receive its orders.
6. Optionally: office map, packages, assets, announcements, branding and integrations.

5.2 Workspace settings

The screenshot shows the ZapBuzzer settings interface. The left sidebar contains navigation links: Dashboard, My inbox, All requests, Quick order, Buzz, voice & walkie, Meetings, Helpdesk, Visitors, Attendance, Access cards, Scheduled, Org Setup, Insights, Platform, Zivo Assist, Our Other Products, and Help & Info. The main content area is titled 'Settings' and includes a search bar. Below the search bar are tabs for Workspace, Currency, Ordering rules, Emergency, Announcements, Menu & features, Office map, Profile, Password, Notifications, and Danger zone. The 'Workspace' tab is active, showing fields for Organisation name (Acme Corp), Timezone (Kolkata — Asia/Kolkata — UTC+05:30), and a Save button. Below this is the 'Branding' section, which includes fields for Product name (ZapBuzzer), Logo URL (https://yourcompany.com/logo.png), Accent colour (used in emails) (#6366f1), and Billing country (No billing country — use the base INR price). A Save branding button is at the bottom of the Branding section.

Settings, Workspace and Branding

Go to **Settings** → **Workspace**.

1. Edit **Organisation name** and **Timezone** and click **Save**. All order times, reports and room schedules use this time zone.
2. **Branding** (Owner and Admin): product name, logo URL (https), accent colour and billing country. Click **Save branding**.
3. **Currency**: pick the currency amounts are shown in and click **Save currency**.

5.3 People

People
Everyone in Acme Corp who can use Buzzer.

1 Import people 2 Invite people

3 Search by phone

Search by: Phone Filters Density Export Select Columns

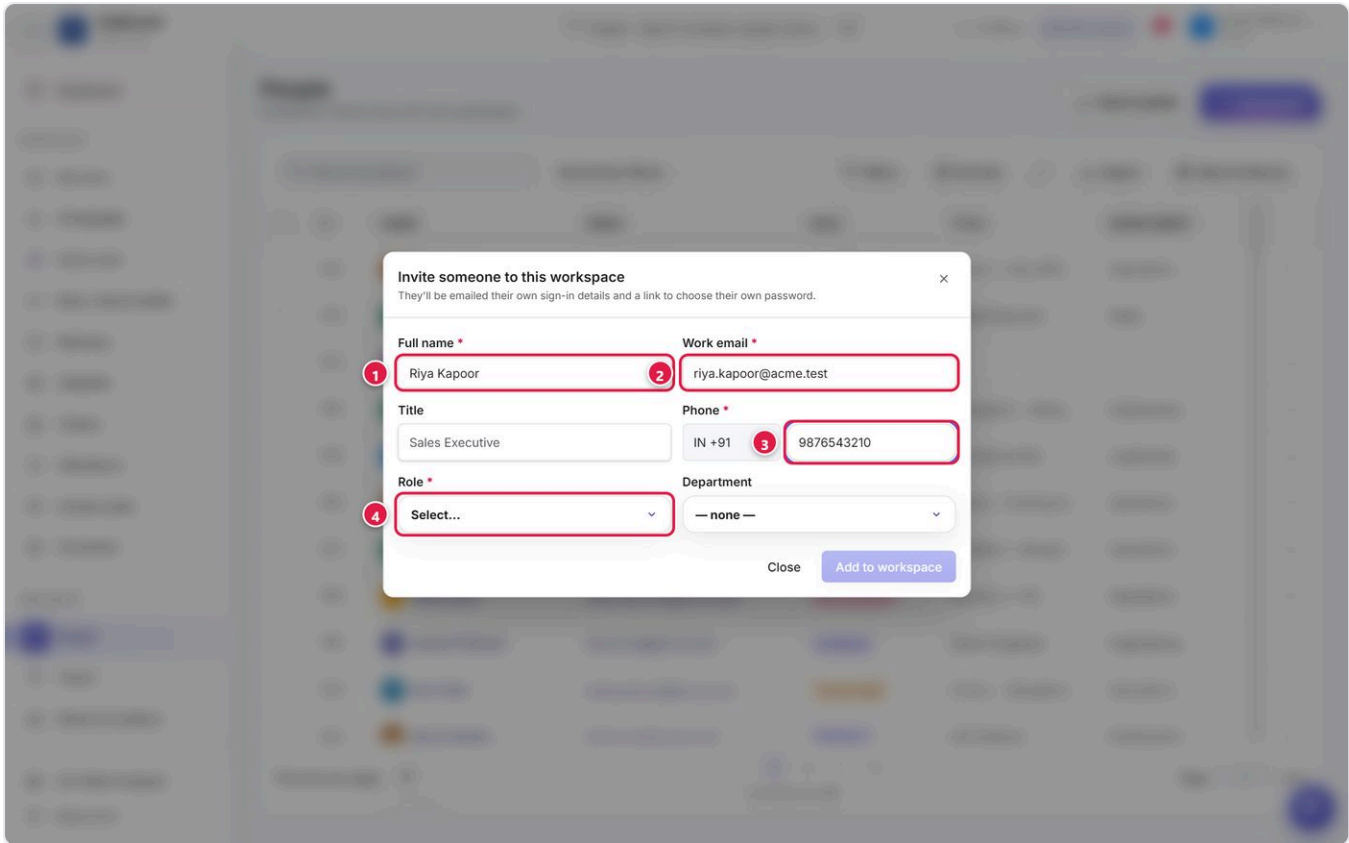
#	NAME	EMAIL	ROLE	TITLE	DEPARTMENT
001	RP Raj Pantry	raj@acme.test	Service staff	Pantry — Day Shift ...	Operations
002	KI Kavya Iyer	kavya@acme.test	Employee	Sales Executive	Sales
003	GG Gita Guest	guest.viewer@acme.test	Viewer	-	-
004	NK Neel Kapoor	neel.it.b@acme.test	Service staff	IT Support — Bang...	Engineering
005	AS Aarav Sharma	boss@acme.test	Owner	Founder & CEO	Leadership
006	MY Mohan Yadav	mohan.pantry@acme.test	Service staff	Pantry — Evening S...	Operations
007	RY Ramesh Yadav	ramesh.facil@acme.test	Service staff	Facilities — Bangal...	Operations
008	SK Salim Khan	salim.security@acme.test	Security guard	Security — HQ	Operations
009	LK Leena Krishnan	leena.eng@acme.test	Employee	Senior Engineer	Engineering
010	KP Kala Pillai	kala.pantry.b@acme.test	Service staff	Pantry — Bangalore	Operations
011	AR Akash Reddy	akash.eng@acme.test	Employee	QA Engineer	Engineering

Records per page 25 Total Records 43 Page 1 of 2

People list

Sidebar → Org setup → People lists everyone in the workspace with role, title and department. Use the table search (3), **Filters** and **Export** as on any list.

Invite one person



Invite someone to this workspace

1. Click **Invite people** (1 in the People picture).
2. Enter **Full name** (1), **Work email** (2) and **Phone** (3, with country code), and pick a **Role** (4). Title and Department are optional.
3. For Service staff, Receptionist, Security guard and custom roles, tick their **Assigned Responsibilities** (the service categories they handle).
4. Click **Add to workspace**, check the summary, and click **Done**.

Result: the person receives an email with their sign-in details. If platform email is not set up, a temporary password is shown once on screen — copy it and give it to them. Someone who already has a ZapBuzzer account keeps their existing password.

Message	What it means
This workspace has reached its plan's seat limit. Upgrade to invite more people.	Your plan is full. See 5.11.
Only the workspace owner can invite another owner.	Admins and Managers cannot create Owners.
You can't grant a role more senior than your own. / A manager can only invite roles below Manager.	Pick a lower role or ask someone more senior.

Import many people at once: click **Import people** (2), choose a CSV or Excel file (up to 5 MB and 2,000 rows), click **Preview** to see what would change, then **Apply**. Each rejected row is listed as "Row N: ...".

Edit, reset a password, or remove someone

The screenshot displays the 'People' management page in ZapBuzzer. The page title is 'People' with a subtitle 'Everyone in Acme Corp who can use Buzzer.' The interface includes a search bar for 'Search by phone' and a 'Search by: Phone' dropdown. There are buttons for 'Filters', 'Density', 'Export', and 'Select Columns'. The table lists 11 users with their respective roles and departments. A row menu is open for the user 'Gita Guest' (row 003), showing options: 'View details', 'Open', 'Edit...', and 'Remove...'. The left sidebar contains navigation links for Dashboard, My inbox, All requests, Quick order, Buzz, voice & walkie, Meetings, Helpdesk, Visitors, Attendance, Access cards, and Scheduled. The bottom of the sidebar shows 'ORG SETUP' with links for People, Teams, Rooms & locations, Our Other Products, and Help & Info. The top right shows the user 'Aarav Sharma' as the Owner.

#	NAME	EMAIL	ROLE	TITLE	DEPARTMENT
001	Raj Pantry	raj@acme.test	Service staff	Pantry — Day Shift ...	Operations
002	Kavya Iyer	kavya@acme.test	Employee	Sales Executive	Sales
003	Gita Guest	guest.viewer@acme.test	Viewer	-	-
004	Neel Kapoor	neel.it.b@acme.test	Service staff	IT Support — Bang...	Engli
005	Aarav Sharma	boss@acme.test	Owner	Founder & CEO	Lead
006	Mohan Yadav	mohan.pantry@acme.test	Service staff	Pantry — Evening S...	Oper
007	Ramesh Yadav	ramesh.facil@acme.test	Service staff	Facilities — Bangal...	Operations
008	Salim Khan	salim.security@acme.test	Security guard	Security — HQ	Operations
009	Leena Krishnan	leena.eng@acme.test	Employee	Senior Engineer	Engineering
010	Kala Pillai	kala.pantry.b@acme.test	Service staff	Pantry — Bangalore	Operations
011	Akash Reddy	akash.eng@acme.test	Employee	QA Engineer	Engineering

Row menu on a person

Open the row menu (:) on a person:

- **View details / Open** shows their profile: orders placed or handled, average handling time, ratings and assets held.
- **Edit...** changes name, email, phone, role, title, department, employee code and card number. Untick **On shift (receives notifications)** to stop someone receiving orders; an off-shift person cannot sign in. **Reset password** generates a password (or lets you set one of at least 12 characters) and signs them out everywhere.
- **Remove...** takes away their access. Their past requests stay, and they are removed from every team.

You cannot edit or remove someone more senior than you, only an Owner can change another Owner, and nobody can remove themselves.

5.4 Departments and teams

A **team** is the group of staff who receive one kind of request (Pantry, IT, Print, Facilities and so on). When someone orders tea, every on-shift member of the Pantry team is notified, and the first to accept owns the task.

The screenshot shows the 'Teams' page in ZapBuzzer. The left sidebar contains navigation options: Dashboard, My inbox, All requests, Quick order, Buzz, voice & walkie, Meetings, Helpdesk, Visitors, Attendance, Access cards, Scheduled, People, Teams (selected), Rooms & locations, Our Other Products, and Help & Info. The main content area is titled 'Teams' and includes a subtitle 'Groups of staff that receive requests. First to accept owns the task.' Below this is a 'Departments' section with a search bar and an 'Add' button. A table lists departments with columns for selection, ID, name, and people count. The table data is as follows:

	#	DEPARTMENT	PEOPLE
☐	001	Admin	5
☐	002	Design	3
☐	003	Engineering	8
☐	004	Finance	2
☐	005	Leadership	4
☐	006	Marketing	3
☐	007	Operations	12
☐	008	Sales	5

At the bottom of the table, it shows 'Records per page 25', 'Total Records 8', and 'Page 1 of 1'. There is also a search bar at the bottom of the main content area.

Teams page with departments

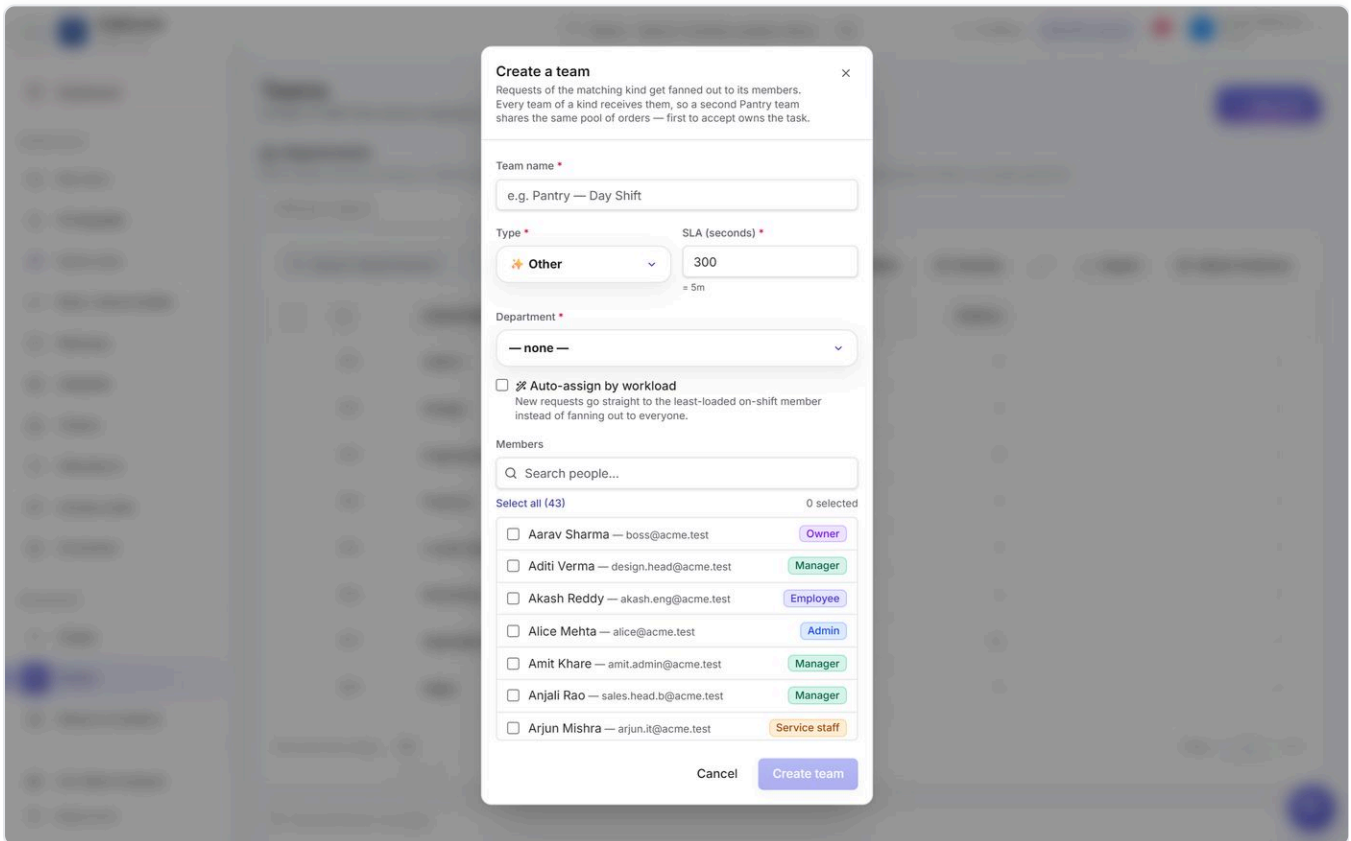
Departments: type a name in the box under **Departments** and click **Add**. Row menu: **Rename...** or **Delete** (only when nobody is in it).

The screenshot shows the 'Teams' page in ZapBuzzer, displaying a grid of team cards. Each card represents a team with its name, location, SLA, and members. The cards are as follows:

- Facilities — Bangalore** (Facilities · Operations · SLA 30m, 7 members): Alice Mehta, Amit Khare, Anjali Rao, Aditi Verma, Ramesh Yadav (Lead), +2 more members.
- Facilities — HQ** (Facilities · Operations · SLA 30m, 1 member): Deepak Facilities (Lead).
- IT Support — Bangalore** (IT · Engineering · SLA 15m, 1 member): Neel Kapoor (Lead).
- IT Support — HQ** (IT · Engineering · SLA 15m, 2 members): Priya IT (Lead), Arjun Mishra.
- Medical / First Aid — HQ** (Medical · Operations · SLA 2m, 0 members): No members yet.
- Pantry — Bangalore** (Pantry · Operations · SLA 5m, 2 members): Ravi Kumar (Lead), Kala Pillai.
- Pantry — Day Shift HQ** (Pantry · Operations · SLA 5m, 1 member): Sunita Pantry.
- Pantry — Evening Shift HQ** (Pantry · Operations · SLA 5m, 2 members): Mohan Yadav (Lead), +1 more member.

Team cards

Further down, each team card shows its type, department, SLA and members; the crown marks the team lead. The icons on a card are **Manage members**, **Edit team** and **Delete team**.

A screenshot of a 'Create a team' modal form. The form has a title 'Create a team' and a close button. Below the title is a descriptive text: 'Requests of the matching kind get fanned out to its members. Every team of a kind receives them, so a second Pantry team shares the same pool of orders — first to accept owns the task.' The form contains several fields: 'Team name' with a placeholder 'e.g. Pantry — Day Shift'; 'Type' with a dropdown menu showing 'Other'; 'SLA (seconds)' with a text input '300' and a note '= 5m'; 'Department' with a dropdown menu showing '— none —'; a checkbox for 'Auto-assign by workload' with a note 'New requests go straight to the least-loaded on-shift member instead of fanning out to everyone.'; and a 'Members' section with a search bar 'Search people...' and a list of members. The list shows 7 members with checkboxes and role labels: Aarav Sharma (Owner), Aditi Verma (Manager), Akash Reddy (Employee), Alice Mehta (Admin), Amit Khare (Manager), Anjali Rao (Manager), and Arjun Mishra (Service staff). At the bottom are 'Cancel' and 'Create team' buttons.

Create a team

1. Click **New team**.
2. Enter **Team name**, choose **Type** (Pantry, Print, IT, Facilities, Reception, Stationery, Medical, Security or Other), the **SLA** in seconds (30 to 86,400; the target time to accept) and the **Department**.
3. Tick **Auto-assign by workload** if new requests should go straight to the least-busy on-shift member instead of ringing everyone.
4. Tick the members and click **Create team**.

In **Manage members** you can also set each member's maximum number of tasks at once.

5.5 Rooms, locations and room QR codes

ZapBuzzer
Acme Corp

Rooms & locations · Search modules, people, items... 90K 12:49 pm Enable popups 3 Aarav Sharma Owner

Rooms & locations

Where requests get delivered. Each room has a QR code that says which room it is.

Locations

Search locations Search by: All Density Export Select Columns

#	LOCATION	ADDRESS	TIME ZONE	ROOMS
001	Bangalore Branch — Indira...	100 Ft Rd, Indiranagar, Bangalore 56...	Asia/Kolkata	8
002	HQ — Bandra Kurla Complex	BKC, Mumbai 400051	Asia/Kolkata	20

Records per page 25 Total Records 2 Page 1 of 1

Rooms

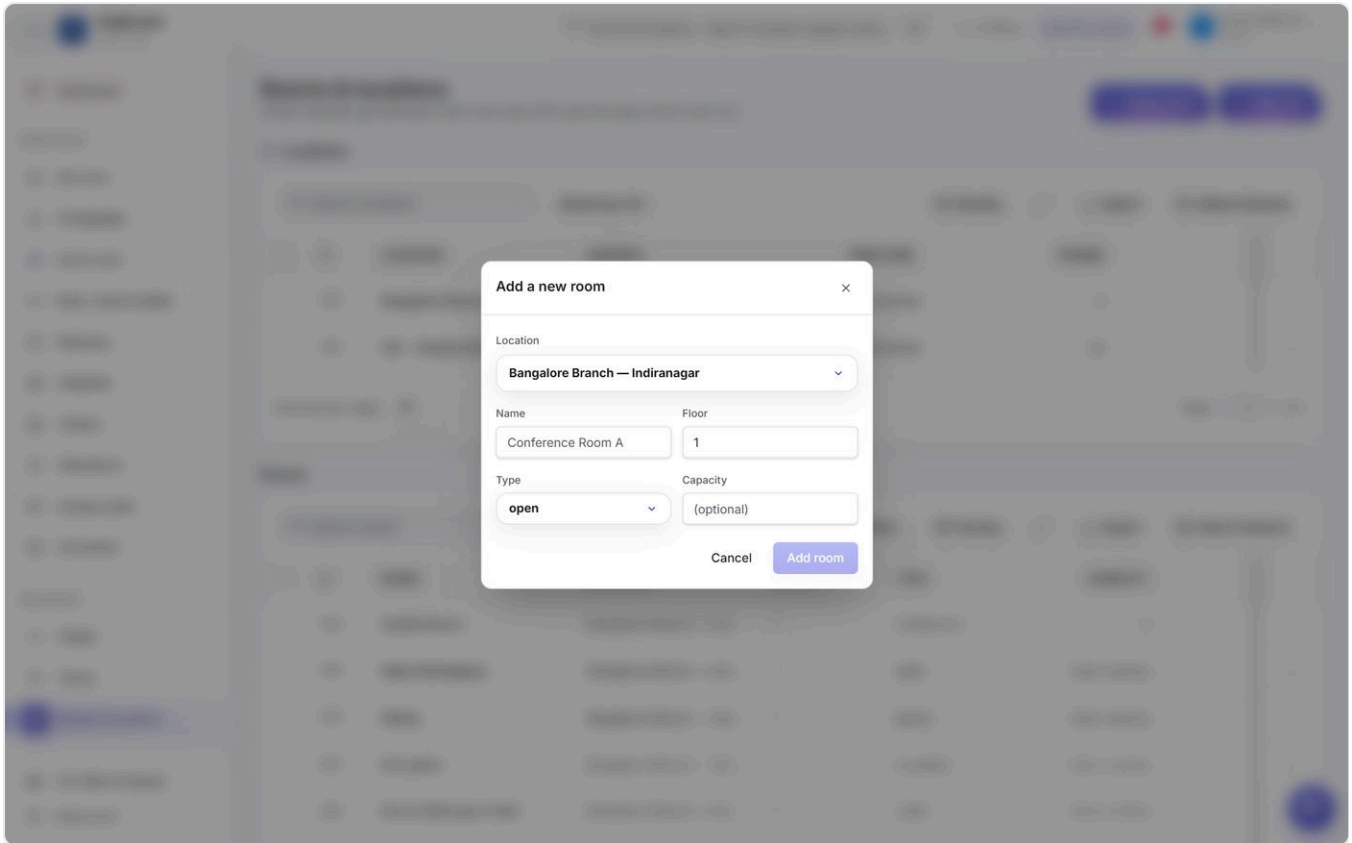
Search rooms Search by: All Filters Density Export Select Columns

#	ROOM	LOCATION	FLOOR	TYPE	CAPACITY
001	Huddle Room	Bangalore Branch — Ind...	1	conference	6
002	Open Workspace	Bangalore Branch — Ind...	1	open	Open seating
003	Pantry	Bangalore Branch — Ind...	1	pantry	Open seating
004	Reception	Bangalore Branch — Ind...	1	reception	Open seating
005	Branch Manager Cabin	Bangalore Branch — Ind...	2	cabin	Open seating

Rooms & locations

A **location** is a building or branch; **rooms** sit inside it and are where orders are delivered.

1. Click **Add location** (1), enter the name and address, and click **Add location**.
2. Click **Add room** (2).

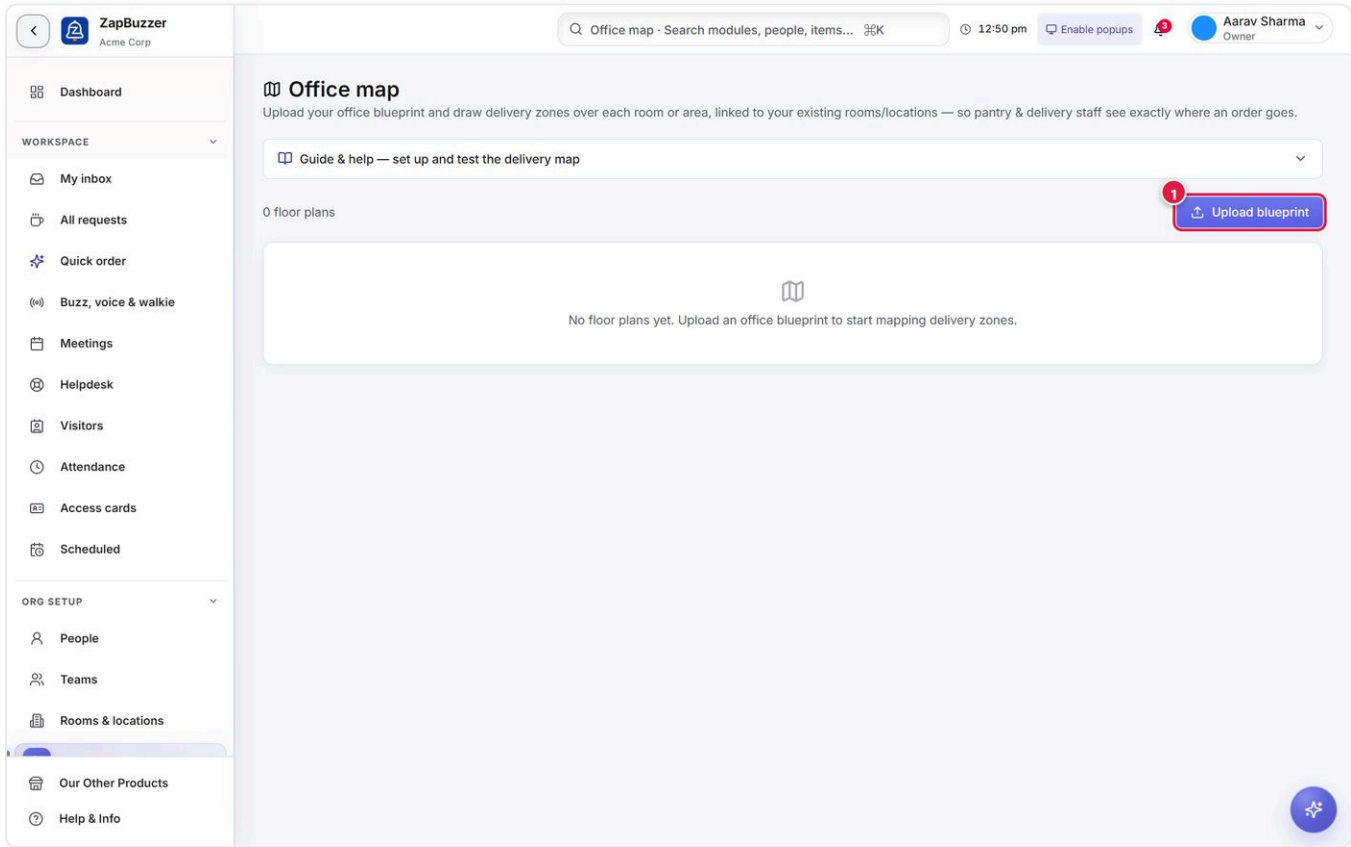


Add a new room

3. Pick the **Location**, enter the **Name**, **Floor**, **Type** (conference, cabin, pantry, reception, open and so on, or type your own) and optional **Capacity**, then click **Add room**.

Each room's row menu has **Edit...**, **Delete...** and **QR code...**. The QR code dialog lets you copy, download or print the room's QR code. Stick it in the room: a visitor who scans it can order to that room without an account (Chapter 12). A location with rooms in it cannot be deleted until its rooms are moved or deleted.

5.6 Office map



Office map

The office map lets staff see exactly where to deliver an order. Click **Upload blueprint** (1), give the floor plan a name, building and floor, and upload a PNG, JPEG or WebP image (up to 20 MB). Then draw an area for each room on the **Areas** tab, draw **Walking Routes**, calibrate the scale, test navigation, and click **Publish**. A published map is locked; click **Create editable copy** to change it. Destinations without a walking route block publishing.

5.7 Catalogue, packages, inventory and ordering hours

Catalogue
Everything anyone can order. Items route to teams by category automatically.

Categories
The types an order can be placed under. Shared with the mobile app. A category only appears on the order screens once it has at least one item.

Search categories: Search by: All Filters Density Export Select Columns

#	CATEGORY	ID	ITEMS ON	ALL ITEMS
001	Pantry	pantry	19	19
002	Print	print	5	5
003	IT Support	it	8	8
004	Facilities	facilities	7	7
005	Reception	reception	5	5
006	Stationery	stationery	5	5
007	Medical	medical	0	0
008	Security	security	0	0
009	Other	custom	0	0

Records per page: 25 Page 1 of 1 Total Records 9

Catalogue

The **Catalogue** is everything people can order, grouped in **categories** (Pantry, Print, IT Support, Facilities, Reception, Stationery, Medical, Security, Other). Each category routes to the team of the same type.

Add catalogue item
Set item details and ordering options. Stock is managed on the Inventory page.

Name: e.g. Filter Coffee Emoji: 🌟

Item type and ordering
Pick the type first, then choose whether people can order a single item, a box, or both.

Type: **Pantry** Unit: piece

How can this item be ordered?

☒ **1 Single** Order one item at a time ☐ **Box** Order a full box

1 Single item details Price for one item

Cost per piece: ₹ 0

Free

Expiry date *
dd-mm-yyyy

Reminder ~30 days before.

Note (optional)
supplier, batch no., shelf location...

Routing: requests for this item go to the team that matches its **type** automatically.

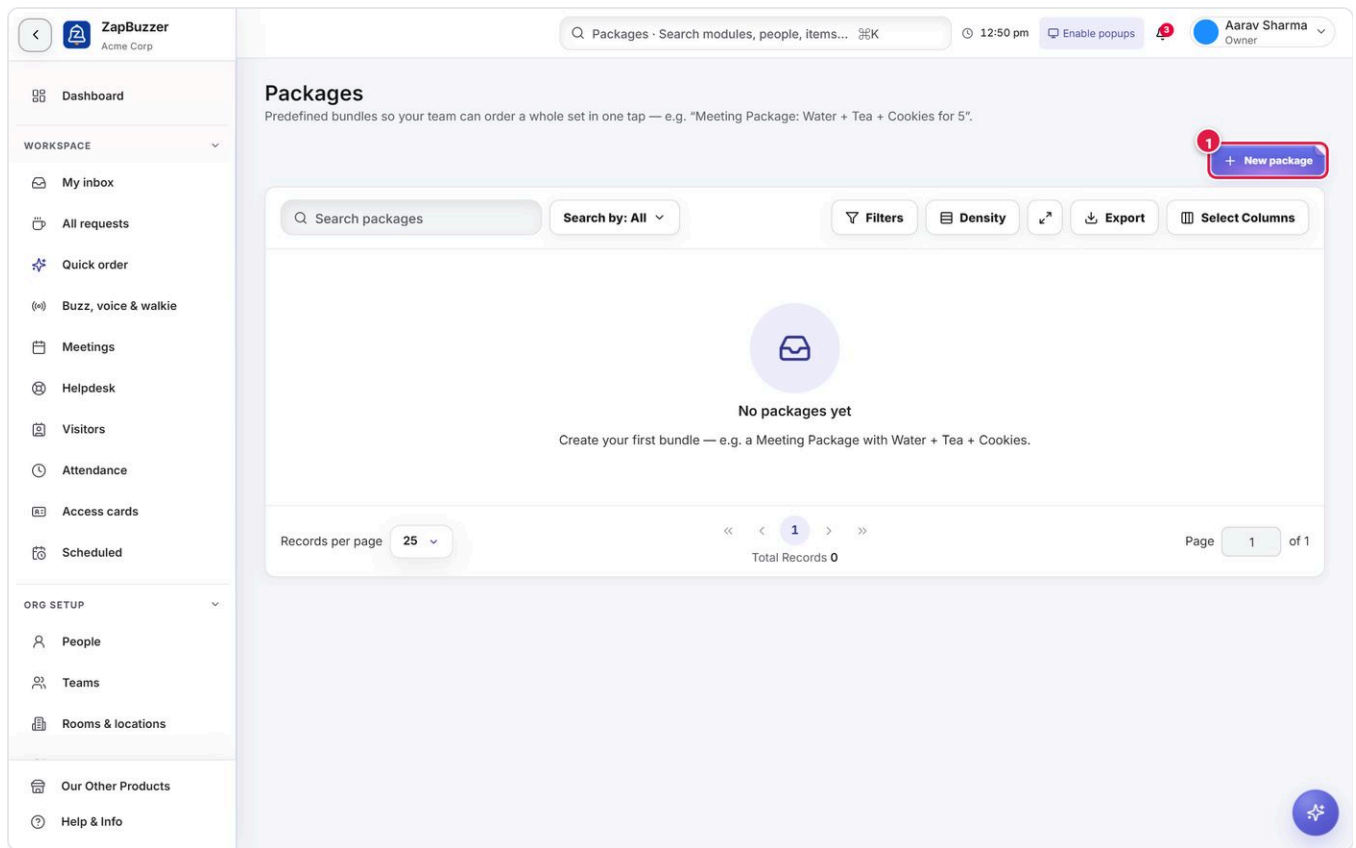
Who can order this

Cancel Add item

Add catalogue item

1. Click **Add item** (1).
2. Enter **Name** and an optional **Emoji**, choose the **Type** (category) and **Unit**.
3. Choose how it can be ordered: **Single**, **Box**, or both, with the cost per piece, pieces per box and box price.
4. Pantry and medical items need an **Expiry date**; IT and facilities items take a warranty date.
5. Under **Who can order this**, untick roles that should not see the item. Leave **Active** ticked to show it in Quick order.
6. Click **Add item**.

Add category (2) creates a new category with a permanent ID. **Bulk import** (3) takes a CSV or Excel file; download the template first. Built-in categories cannot be deleted, only switched off.



Packages

Packages are ready-made bundles, for example "Meeting package: water, tea and cookies for 5". Click **New package**, name it, add items with quantities, optionally the number of people and estimated cost, and click **Save package**. Active packages appear on Quick order under "Start from a package".

Inventory
Stock levels, unit cost and total stock value for every catalogue item. Set a low-stock threshold per item to get an alert before you run out.

Items tracked 49	Total units 0	Stock value ₹0.00	Low stock 0	Out of stock 0	Not counted 49
----------------------------	-------------------------	-----------------------------	-----------------------	--------------------------	--------------------------

Reorder list

Search alerts: Search by: All Filters 1 Density Export Select Columns

APPLIED States Open Clear all

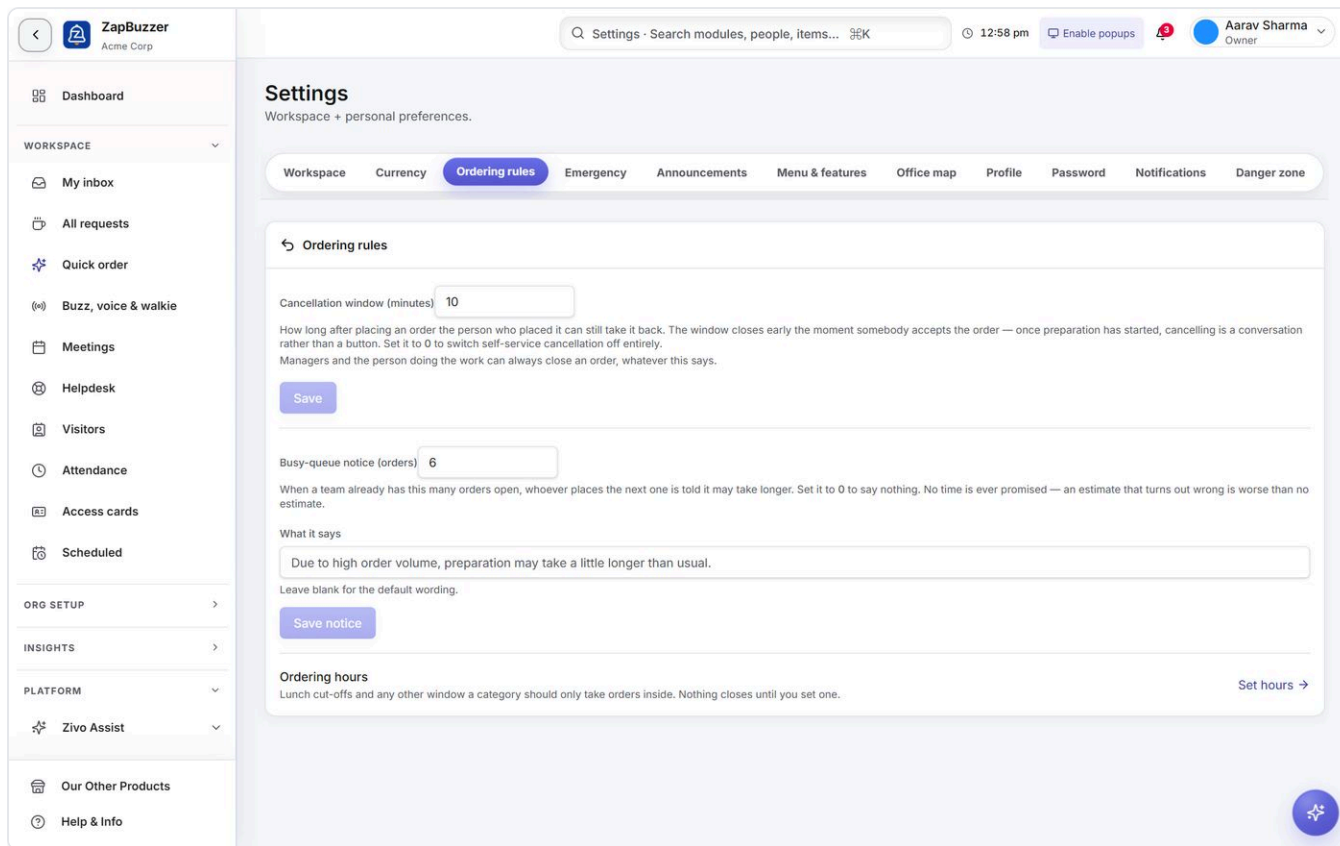
No records match these filters
There are 0 alerts in total.
Clear the filters

Records per page: 25 Page 1 of 1
Total Records 0

Stock 49 items · 0 units · ₹0.00 stock value

Inventory

Inventory shows stock for every catalogue item: items tracked, units, stock value, low stock, out of stock and "not counted" items. From an item's row menu, use **Stock in...** (purchase or adjustment), **Stock out...** (used, written off, adjustment) and **Low-stock threshold...**. Delivered orders take items out of stock automatically. Owners, Admins and Managers get a daily low-stock digest.



Ordering rules

Settings → Ordering rules:

- **Cancellation window (minutes):** how long after ordering a person can still cancel their own order (0 to 1,440; 0 turns self-cancellation off). It closes early once someone accepts.
- **Busy-queue notice:** when a team already has this many open orders, the next person ordering is told it may take longer. Edit the wording under **What it says**.
- **Ordering hours** → **Set hours** opens the page below.

Ordering hours

When each category is taking orders. A category with no hours is open all the time, which is how every workspace starts — nothing closes until you say so. Times are in the workspace's timezone (Asia/Kolkata), and the cut-off is enforced on the server, so a stale tab or a repeat-order button can't get around it.

Weekly hours

Nothing scheduled — every category is open all the time. Add hours below to close one outside them.

Applies to: **A whole category** | Category: **Pantry**

Days: **S M T W T F S** | **Mon-Fri** | **Every day** | **Weekends**

Opens: **12:00** | Closes: **15:00**

Orders stop at this time — a window that closes at 15:00 refuses an order placed at 15:00.

+ Add hours

Exceptions

A one-off change for a single date — extend today's lunch, or close for a holiday. It replaces the weekly hours for that day only, and leaves the schedule itself alone.

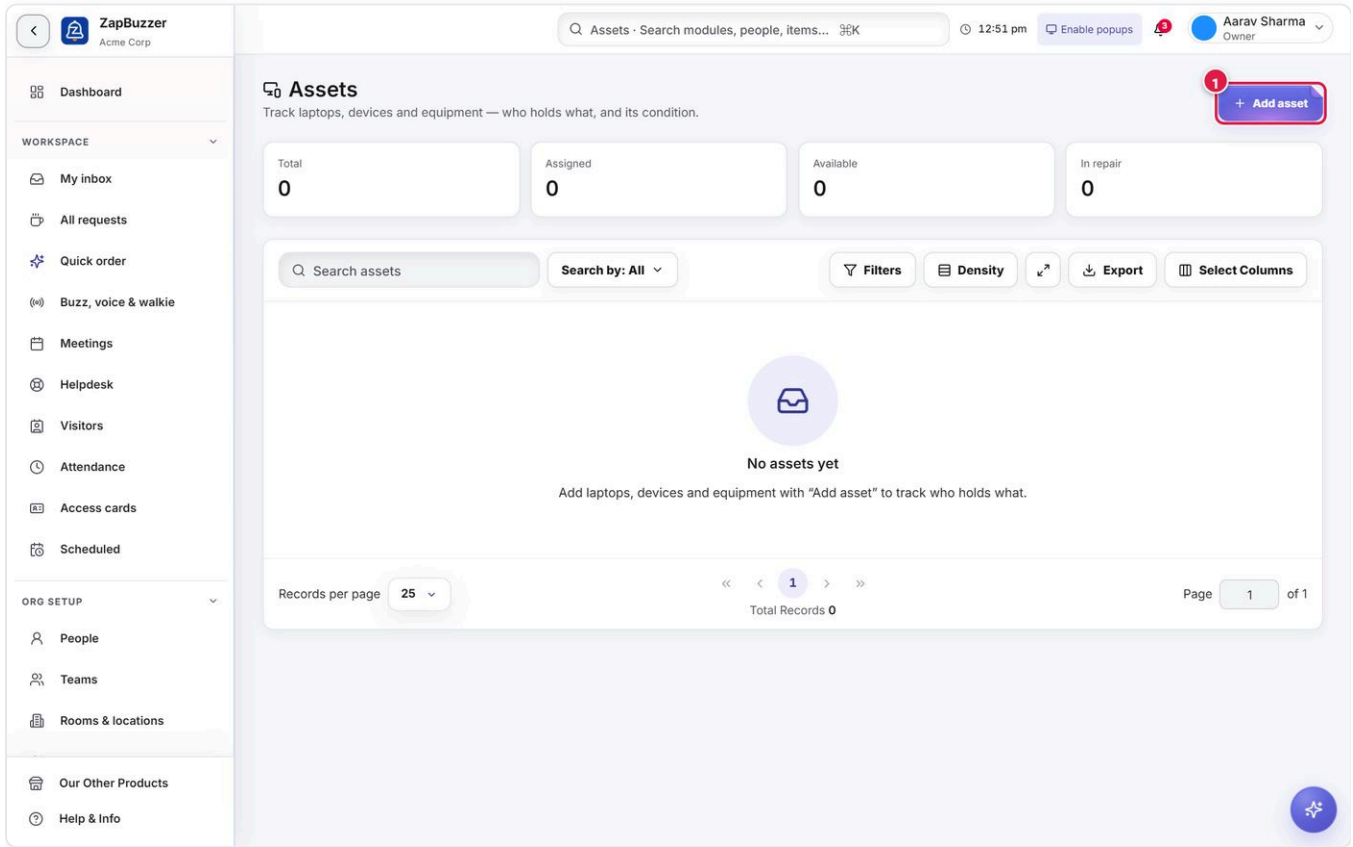
Search exceptions | Search by: **All**

Filters | **Density** | **Export** | **Select Columns**

Ordering hours

On **Ordering hours**, choose a whole category or one item, the days (or the Mon–Fri, Every day, Weekends shortcuts), the opening and closing times, and click **Add hours**. Use **Exceptions** for one-off dates, such as a holiday ("Closed all day") or an extended lunch. Outside these hours, Quick order shows "Pantry opens at 12:00" and the **Buzz staff** button is disabled. A category with no hours set is open all the time.

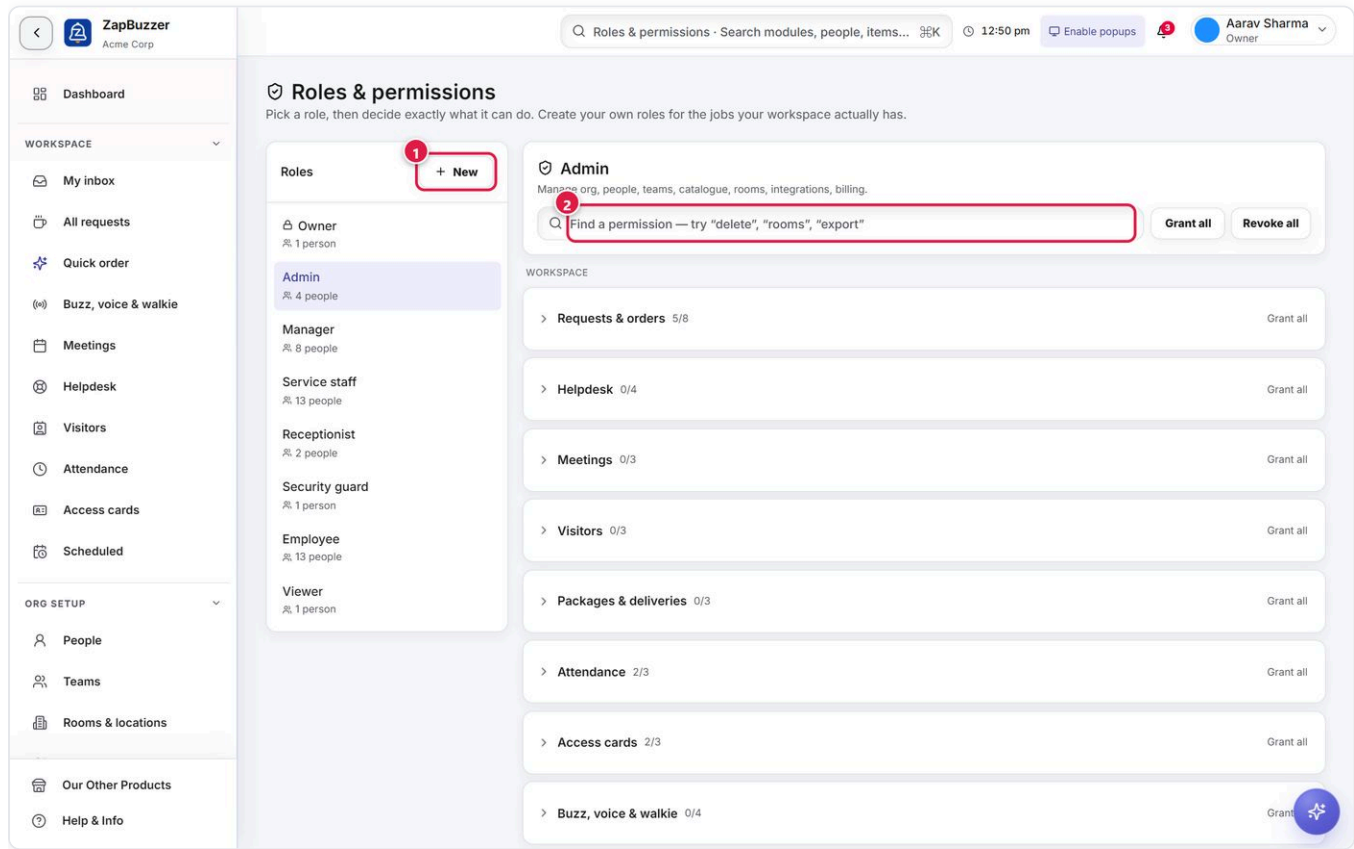
5.8 Assets



Assets

Assets tracks laptops, monitors, phones and other equipment. Click **Add asset** (1), enter name, category, serial number, location and a note, and click **Add asset**. Open an asset to **Assign to...** a person, **Mark returned**, change its status (Available, In repair, Lost, Retired) or **Log maintenance** with a cost. The person's profile then shows "Assets held". The picture shows the page before any assets have been added.

5.9 Roles & permissions (Owner and Admin)



Roles & permissions

Open **Roles & permissions** from the sidebar (Owner) or by going to </roles-and-permissions> (Admins do not see it in their sidebar, but can open it).

1. Pick a role on the left. Each shows how many people hold it.
2. Use **Find a permission** (2) to filter, then switch individual permissions on or off, or use **Grant all / Revoke all** per group.
3. A bar shows "N changes to Role". Click **Review & save**, check the list, and click **Save**. Changes apply the next time those people load a page. **Reset to defaults** restores the role's defaults.

The Owner role is locked and always holds every permission.

New role [X]

Name *
Water Boy
Anything your workspace needs. The name is what people see; the key it is stored under never changes, so renaming is always safe.

Start from *
Employee
Fills in Employee's permissions below as a starting point, and decides whether the role works in the console or on the phone.

Permissions
Choose what this role can do. Picking a different role above starts these over from its set.

> Requests & orders 2/8	Grant all
> Catalogue 0/8	Grant all
> Inventory 0/3	Grant all
> Assets 0/3	Grant all
> People 0/7	Grant all
> Roles & permissions 0/3	Grant all
> Teams 0/4	Grant all
> Rooms & locations 0/3	Grant all
> Office map 0/3	Grant all
> Helpdesk 0/4	Grant all

What is it for?
Keeps the water coolers filled on the pantry round

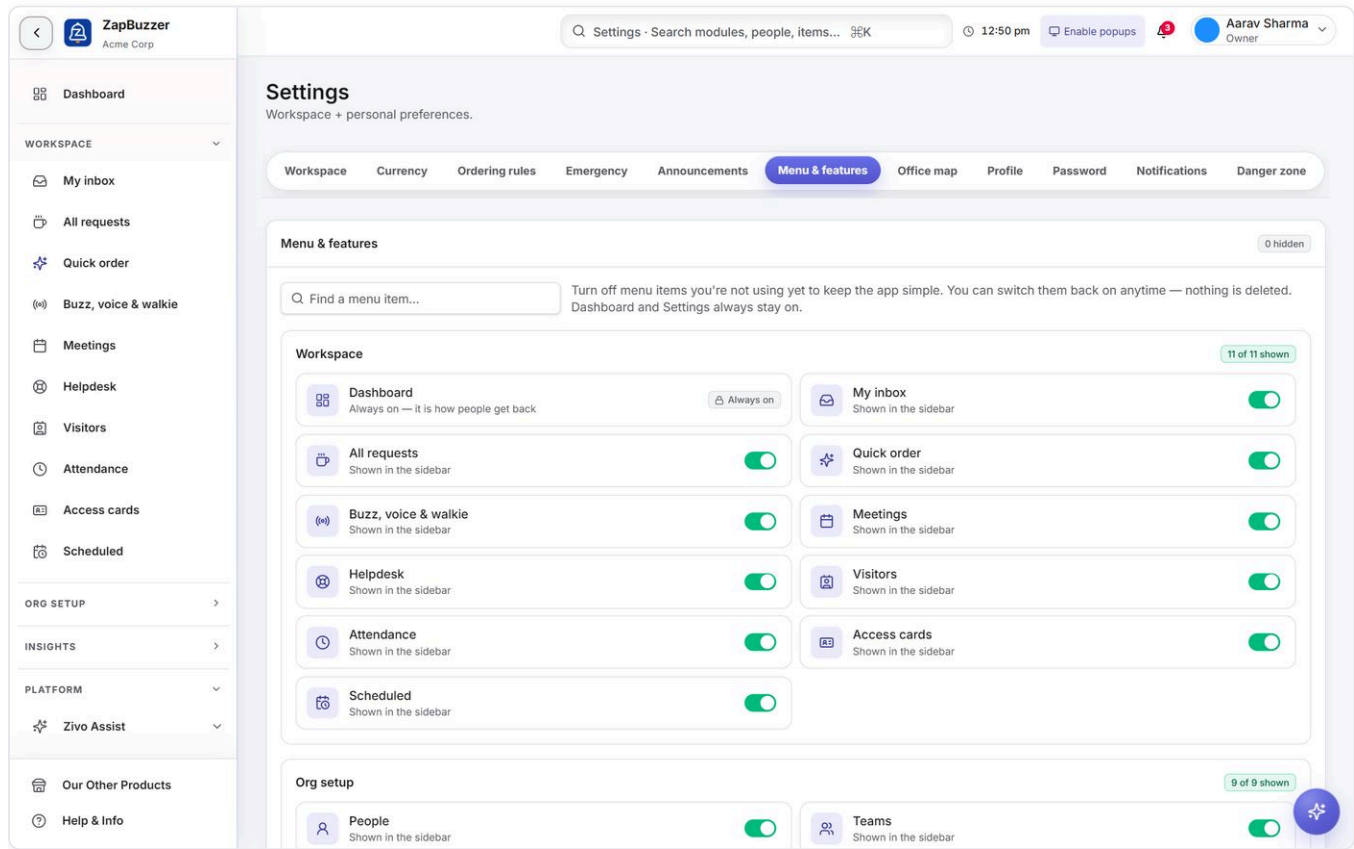
Cancel Create role

New role

Create a custom role: click **New** (1), enter a **Name** (for example "Water Boy"), choose **Start from** (the built-in role it behaves like), adjust permissions, describe what it is for, and click **Create role**. Custom roles can be renamed and deleted (only when nobody holds them).

Tip: after changing what a role can do, sign in with an account that holds that role (or ask a colleague who holds it) and check the result before relying on it.

5.10 Menu & features, announcements and emergency settings



Settings, Menu & features

Settings → **Menu & features** hides menu entries your workspace does not use, for everyone in it. Switch an entry off and click **Save menu**. Dashboard and Settings are **Always on**; entries marked **Off by platform** were switched off by ZapBuzzer and cannot be turned on here. Hiding only removes the menu entry; it is not a permission.

Announcements

A banner on the dashboard and in the mobile app, for everyone or for the people you name. Dates are in the workspace's timezone (Asia/Kolkata). This does not take anything offline — it is a notice, not maintenance mode.

New announcement

Title *
Lift out of service

Message *
The goods lift is out until Thursday. Please use the stairs at the north end.

Who sees it: Everyone in the workspace
Colour: Violet

Show from: dd-mm-yyyy
Show until: dd-mm-yyyy
Through the end of that day, in Asia/Kolkata. Leave both blank to show it until you switch it off.

☒ Switched on

Cancel Post it

Posted

Search announcements Search by: All

Filters Density Export Select Columns

New announcement

Announcements (Settings → Announcements → Manage, or </settings/announcements> ; Owner, Admin and Manager):

1. Click **New announcement**.
2. Enter a **Title** (for example "Lift out of service") and a **Message**.
3. Under **Who sees it**, pick Everyone in the workspace, Selected roles or Selected people; choose a **Colour**; optionally set **Show from** and **Show until** dates. Leave **Switched on** ticked.
4. Click **Post it**.

Result: a banner appears on everyone's dashboard and in the mobile app. The **Posted** table shows each announcement as Showing now, Scheduled, Finished or Switched off; use its row menu to **Edit...** or **Delete...**

Settings → Emergency (Owner and Admin) sets how many times the fire alarm repeats (0 to 10) and the gap between repeats (5 to 300 seconds). **Owner only:** the **Fire Brigade** emergency contact number used by the "call fire brigade" button.

5.11 Billing & plans (Owner and Admin)

Billing & plans
Manage your plan, seats, and credits for SMS/WhatsApp.

Online payment isn't enabled yet. Set RAZORPAY_KEY_ID / RAZORPAY_KEY_SECRET (and the webhook secret) to accept payments — until then your workspace stays on its current plan.

Current plan
Pro

Seats: **43**
Unlimited members

Credits: **5,000**
For SMS / WhatsApp messages, which aren't switched on for this platform yet — so none are being used.

Free
Up to 10 staff
1 location
Mobile + web app
Email notifications
[Switch to Free](#)

Enterprise Custom
SSO + SAML
White-label
Custom domain
API + webhooks
Dedicated CSM
[Contact sales](#)

Pro
₹99/mo
Unlimited staff
Multi-location
Telegram + WhatsApp
SLA + escalation
Analytics + scorecard
[Current plan](#)

Buy credits
Credits pay for SMS and WhatsApp messages, which aren't switched on for this platform yet.

500 credits 2,000 credits 5,000 credits

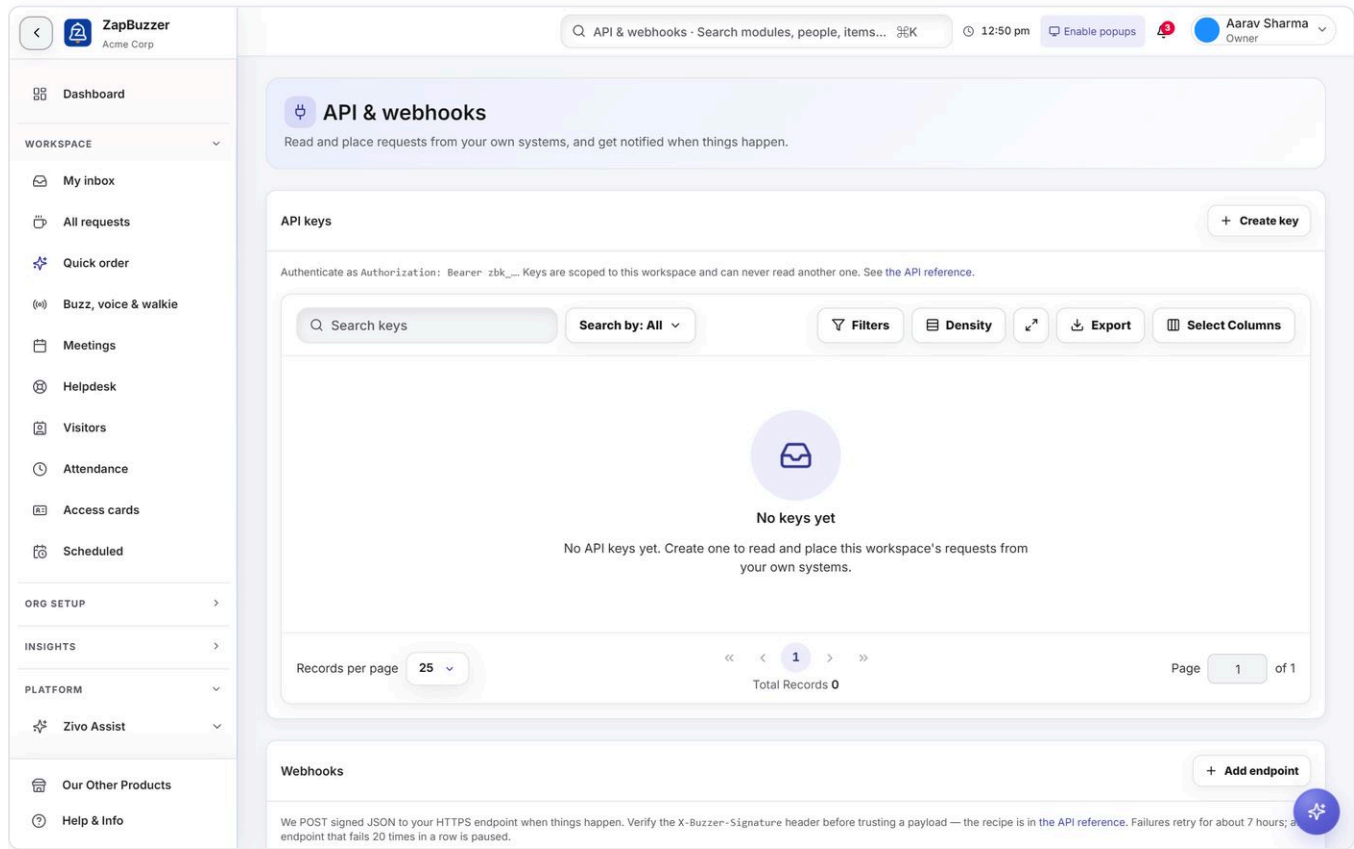
Billing & plans

Billing & plans shows the current plan, the date it runs until, seats used against the limit, and SMS/WhatsApp credits. Below are the available plans:

- **Switch to [plan]** (or **Renew for another month** on your current paid plan) opens the online payment window. A coupon field sits under the button.
- When online payment is not enabled, a notice says so and paid plans show **Contact sales** plus **Have a coupon for this plan?**. A 100% coupon activates the plan without payment.
- **Enterprise** is always **Contact sales**.
- **Buy credits** offers 500, 2,000 or 5,000 credits for SMS and WhatsApp messages; it stays disabled until those channels are switched on for the platform.
- The **Payments** table lists past payments.

Your plan's seat limit decides how many people the workspace can have: when it is full, inviting another person is refused until you upgrade.

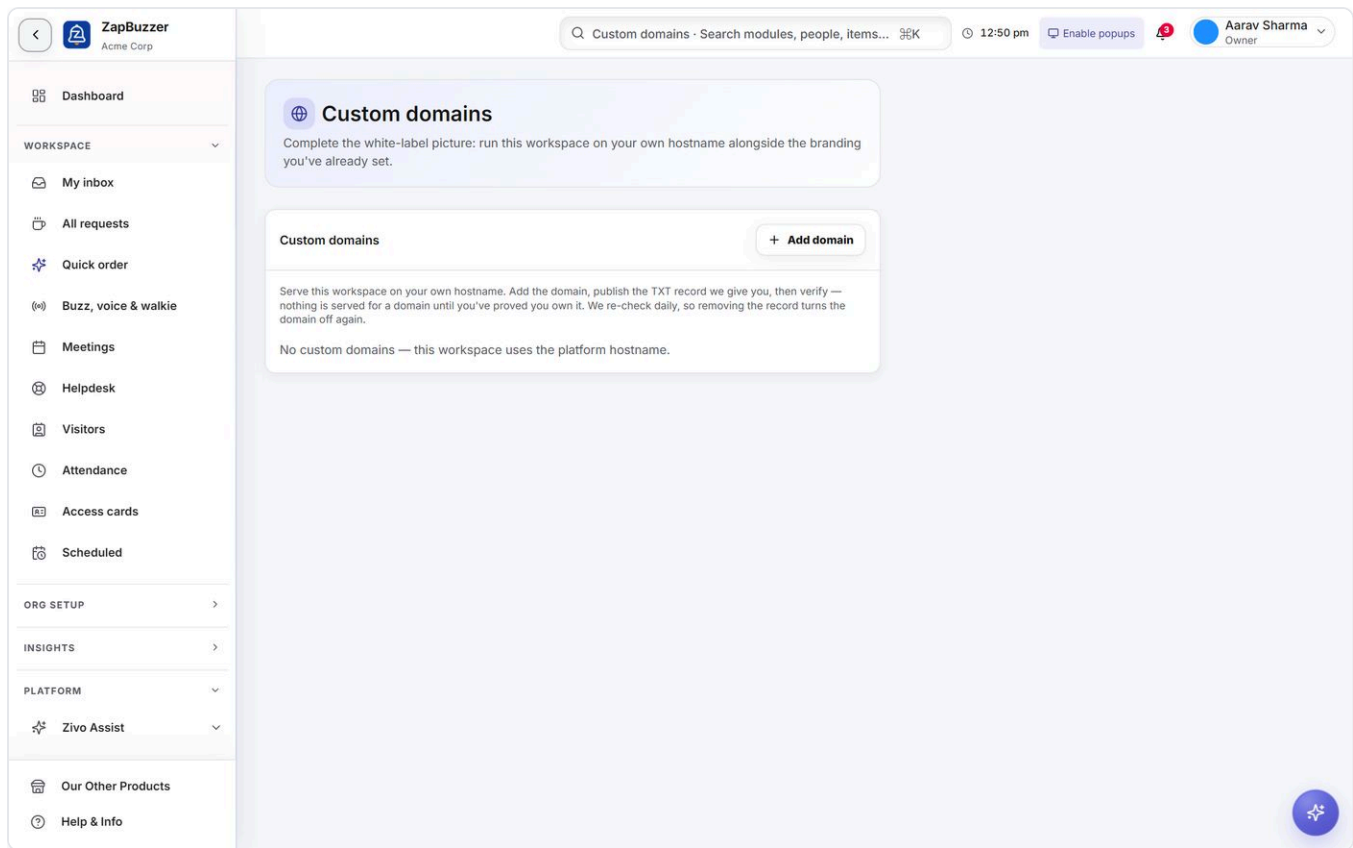
5.12 Integrations: API, webhooks, custom domains and AI



API & webhooks

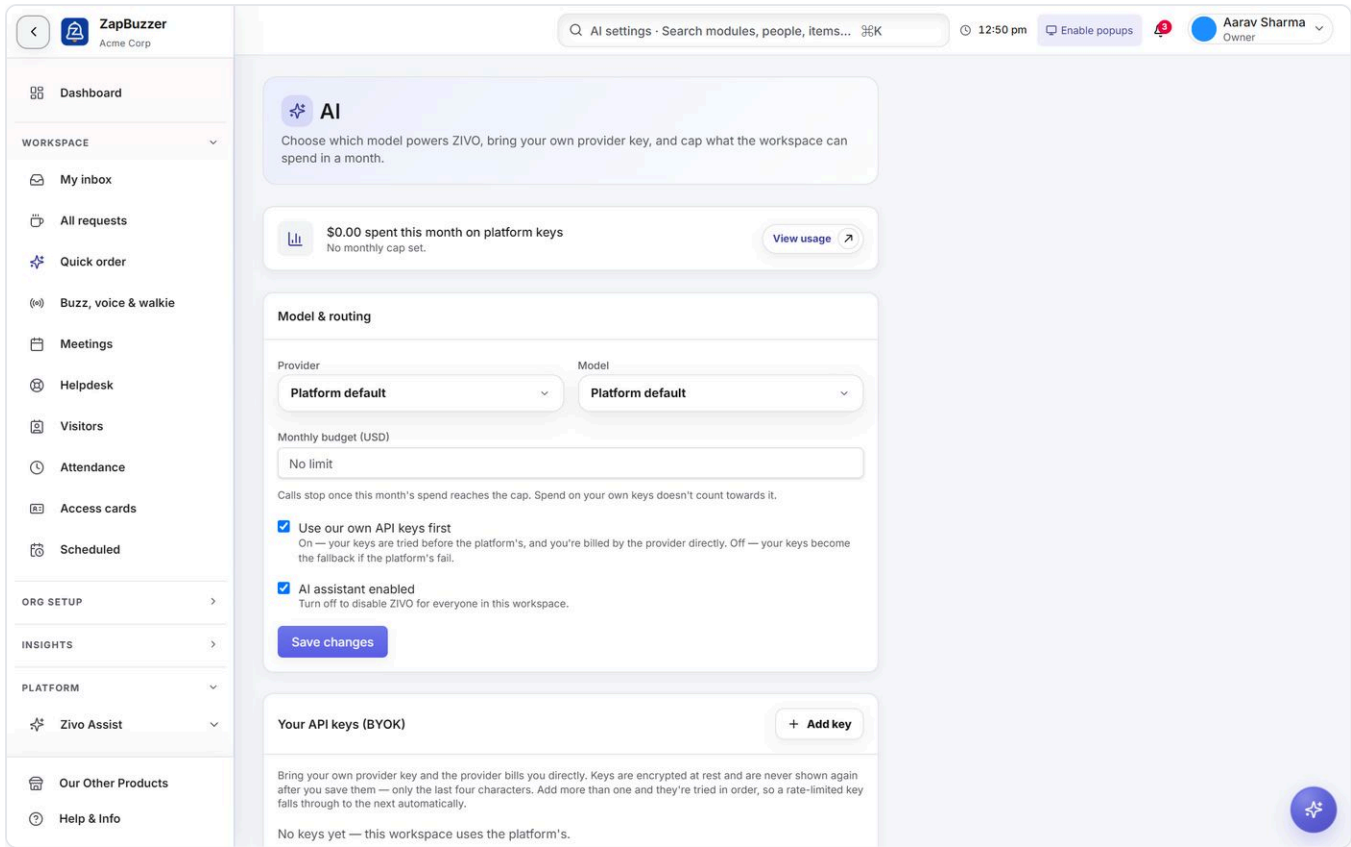
Settings → API & webhooks (Owner and Admin):

- **Create key:** name it (for example "Zapier integration"), tick the scopes it needs (requests:read, requests:write, catalog:read, rooms:read, people:read, webhooks:read, hr:read, hr:write, assets:read) and click **Create key**. Copy the key immediately: it is shown once. **Revoke** removes it (no confirmation).
- **Add endpoint:** enter an https URL and the events to send (none ticked = all), then click **Add endpoint**. Copy the signing secret shown once. Use **Test** to send a test ping; the **Deliveries** table shows results. An endpoint that fails repeatedly is paused; click **Resume** after fixing it.



Custom domains

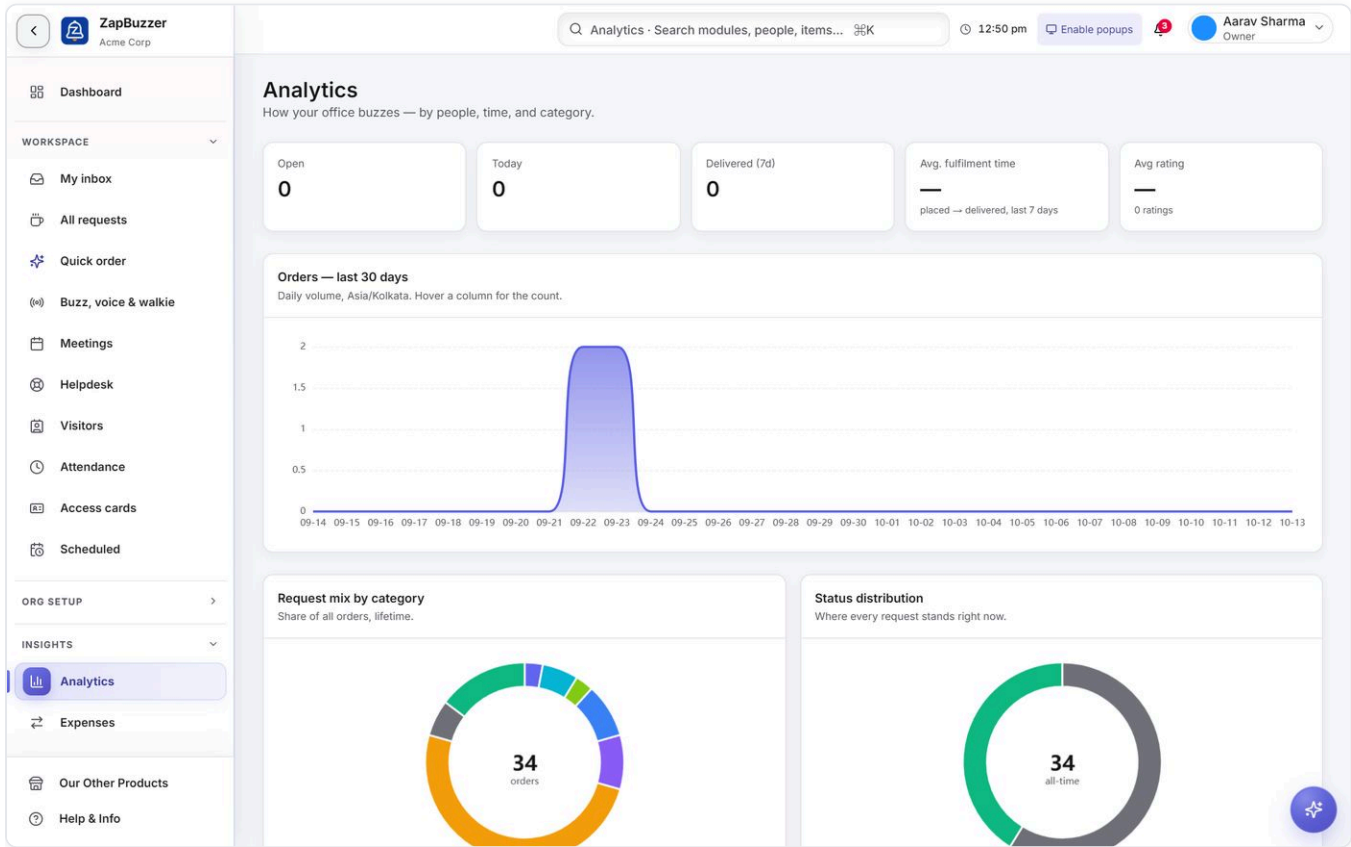
Settings → **Custom domains (Owner only)** serves the workspace on your own hostname. Click **Add domain**, enter it (for example `buzz.acme.com`), add the DNS TXT record shown at your DNS provider, then click **Verify**. Once verified, **Primary** makes it the main address.



AI settings

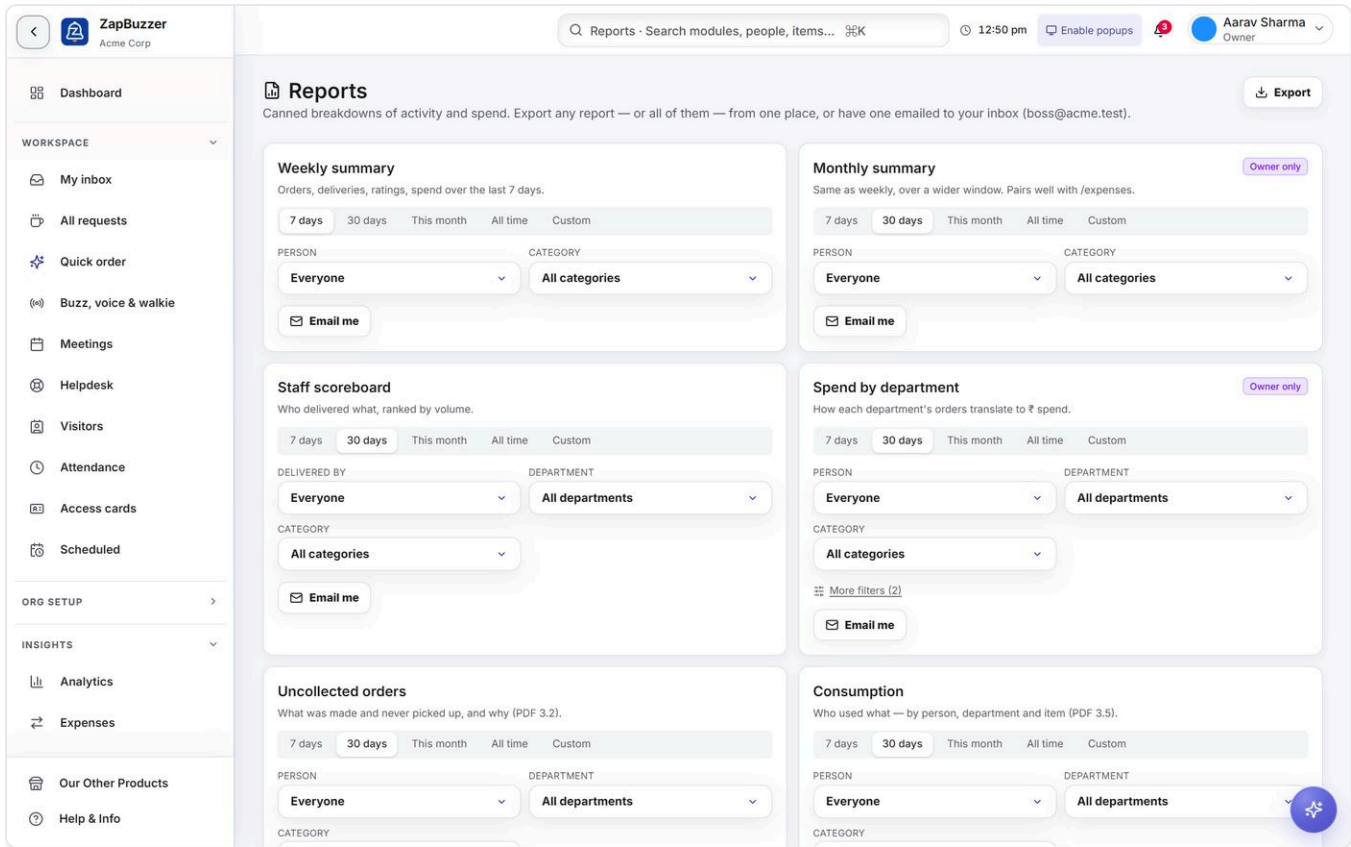
Settings → AI controls Zivo, the AI assistant. Owners and Admins choose the provider and model (or **Platform default**), a monthly budget in USD, whether to use the workspace's own API keys first, and whether the assistant is enabled; then click **Save changes**. **Add key** stores your own provider key. Other roles can open the page but only read it.

5.13 Insights



Analytics

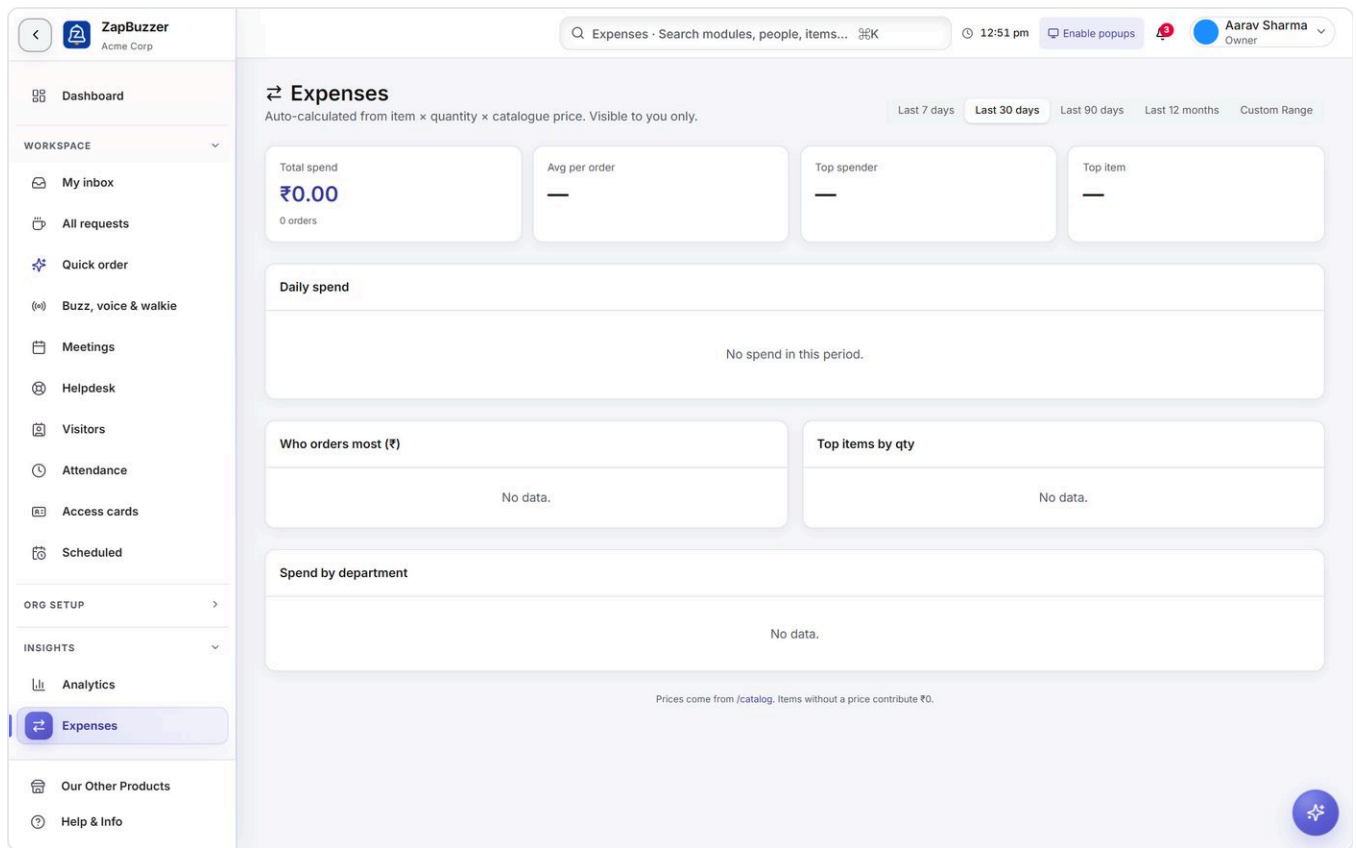
Analytics (Owner, Admin, Manager) shows open requests, today's volume, deliveries in the last 7 days, average fulfilment time and rating; charts for orders over 30 days, request mix by category, status distribution, top requesters and items, an activity heat map, inventory charts, and the **Staff scoreboard**.



Reports

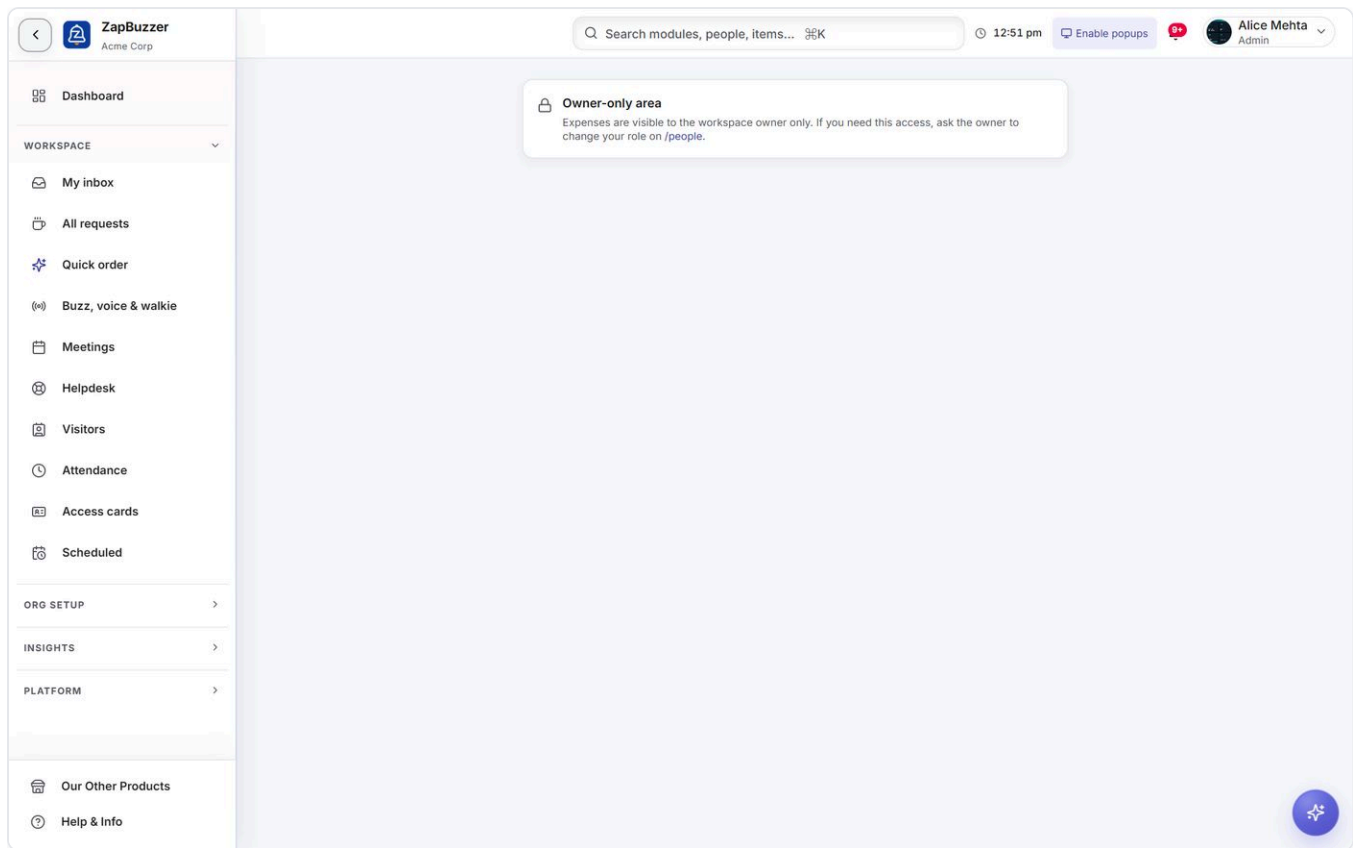
Reports has six cards: Weekly summary, Monthly summary (Owner only), Staff scoreboard, Spend by department (Owner only), Uncollected orders and Consumption.

1. On a card, choose the period (7 days, 30 days, This month, All time or Custom with DD-MM-YYYY dates) and any filters (person, department, category; **More filters** adds item and status).
2. Click **Email me** to receive it as a CSV at your own address (needs platform email).
3. **Export** (top right) downloads one report or all of them in CSV, Excel, PDF and many other formats.
4. **Scheduled email digests**: pick a report and cadence (Daily, Weekly on Monday, Monthly on the 1st) and click **Schedule**. Digests go to the Owner, Admins and Managers. Only Weekly summary, Monthly summary, Staff scoreboard and Spend by department can be scheduled.

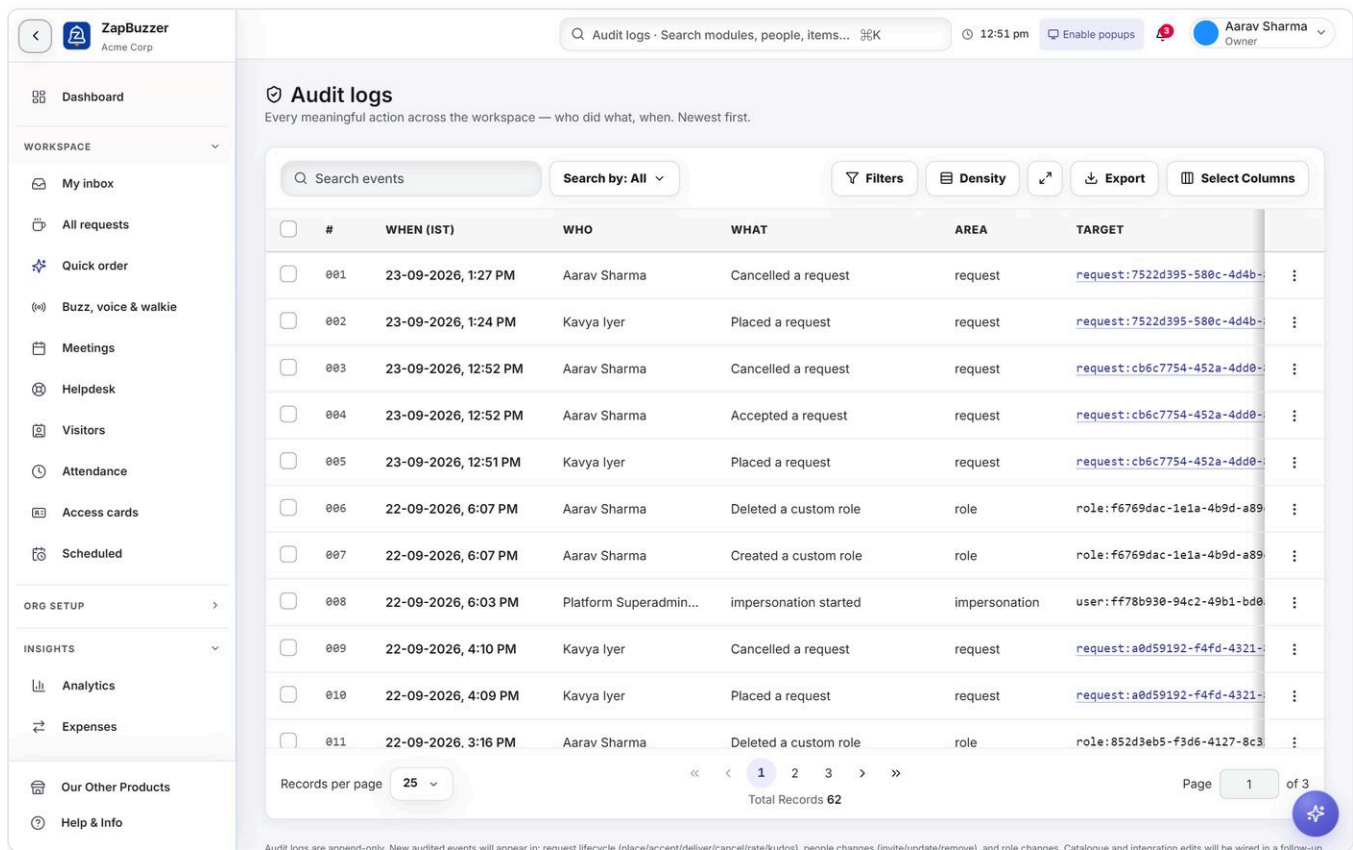


Expenses (Owner)

Expenses (Owner only) is calculated automatically from item x quantity x catalogue price: total spend, average per order, top spender, top item, daily spend, who orders most, top items and spend by department, for a chosen period. There is no expense-claim or approval workflow. Anyone else who opens it sees the notice below.



Expenses as seen by an Admin



Audit logs

Audit logs records who did what: placing and cancelling requests, role changes, impersonation, settings changes. Filter by area, person, date or target; the row menu's **Open target** jumps to the request or person.

ZapBuzzer

Acme Corp

Dashboard

WORKSPACE

My inbox

All requests

Quick order

Buzz, voice & walkie

Meetings

Helpdesk

Visitors

Attendance

Access cards

Scheduled

ORG SETUP

INSIGHTS

Analytics

Expenses

Our Other Products

Help & Info

Login logs

Search modules, people, items... K

12:51 pm

Enable popups

Aarav Sharma
Owner

Login logs

Every authentication attempt for your workspace — successful sign-ins and failed ones (wrong password, validation). Newest first.

Last 7 days
17
sign-in attempts

Failed (7d)
1
wrong password / unknown

Active members
43
in this workspace

Search sign-in attempts

Search by: All

Filters

Density

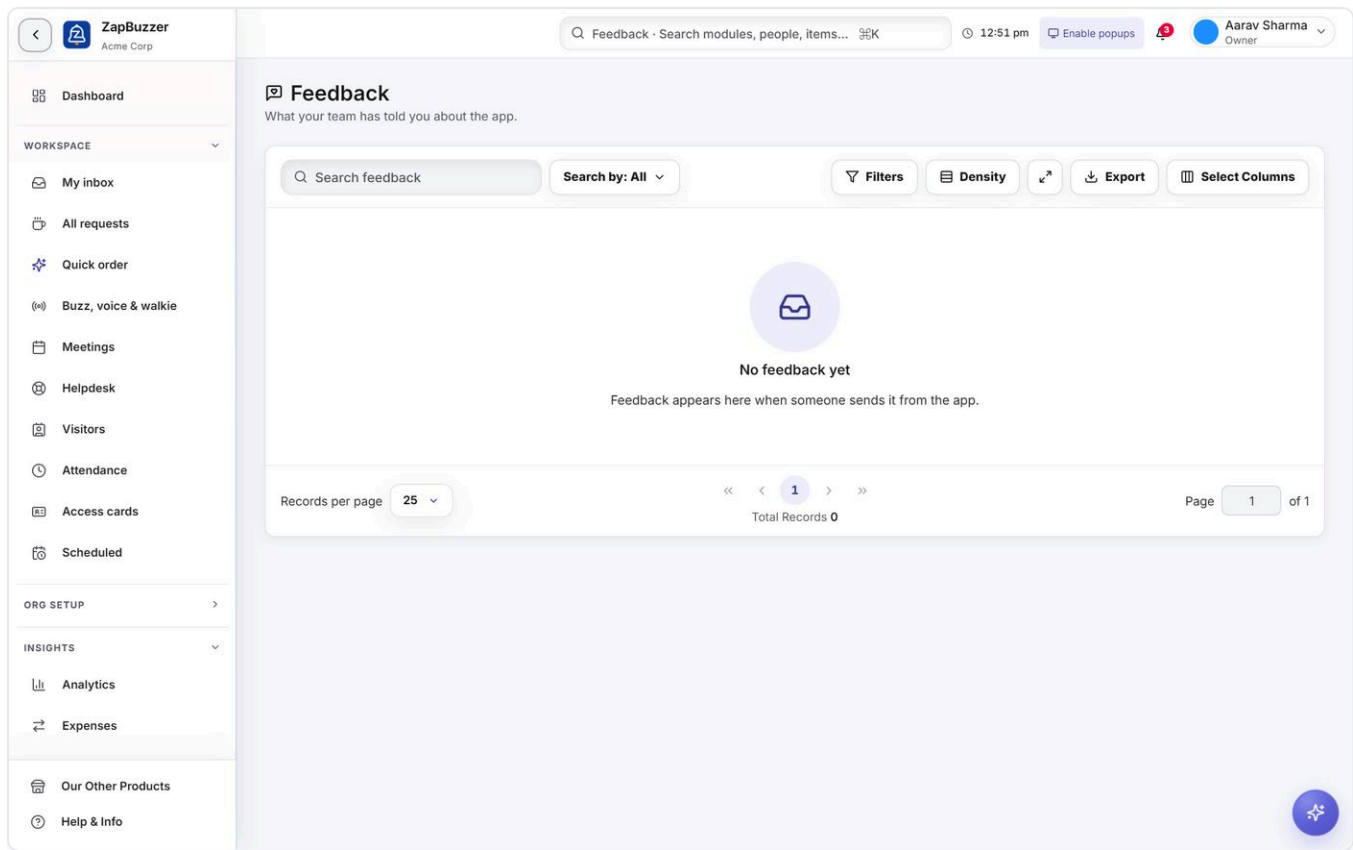
Export

Select Columns

#	WHEN (IST)	PERSON	EMAIL USED	RESULT	IP ADDRESS	D
001	13-10-2026, 12:48 PM	Aarav Sharma	boss@acme.test	Signed in	::1	C
002	13-10-2026, 12:48 PM	Gita Guest	guest.viewer@acme.test	Signed in	::1	C
003	13-10-2026, 12:47 PM	Salim Khan	salim.security@acme.test	Signed in	::1	C
004	13-10-2026, 12:47 PM	Raj Pantry	raj@acme.test	Signed in	::1	C
005	13-10-2026, 12:47 PM	Neha Reception	neha@acme.test	Signed in	::1	C
006	13-10-2026, 12:46 PM	Kavya Iyer	kavya@acme.test	Signed in	::1	C
007	13-10-2026, 12:46 PM	Bob D'Souza	bob@acme.test	Wrong password	::1	C
008	13-10-2026, 12:45 PM	Alice Mehta	alice@acme.test	Signed in	::1	C
009	13-10-2026, 12:45 PM	Kavya Iyer	kavya@acme.test	Signed in	::1	C
010	13-10-2026, 12:45 PM	Aarav Sharma	boss@acme.test	Signed in	::1	C

Login logs

Login logs lists every sign-in attempt with the result (Signed in, Wrong password, Unknown email, Too many attempts and so on), IP address and device. The tile **Failed (7d)** turns red above 5 failures.



Feedback

Feedback shows ratings and comments people send from the mobile app (bug, idea, praise, other). It is read-only.

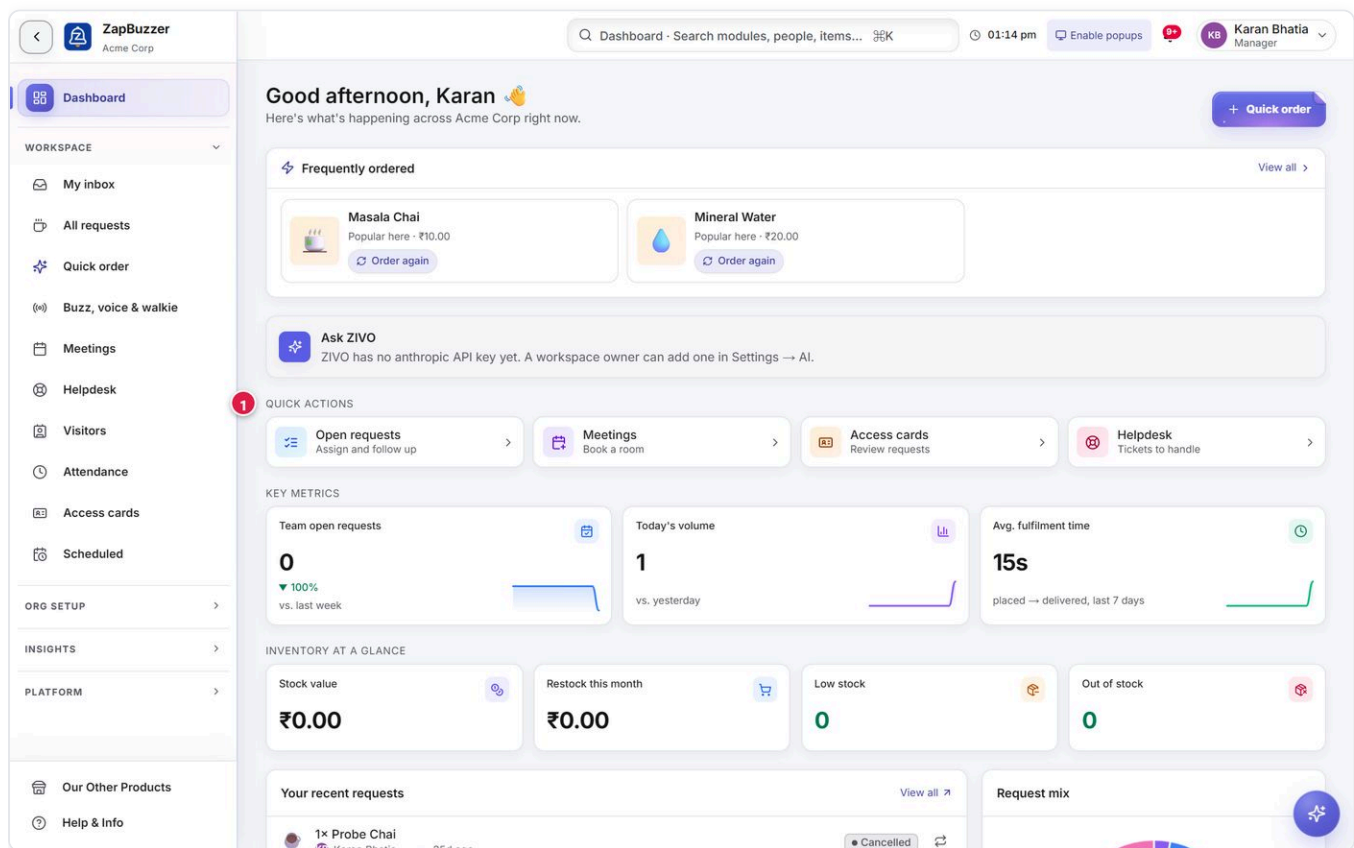
5.14 Danger zone (Owner only)

Settings → **Danger zone** → **Clear sample data** deletes the selected data permanently: catalogue items, medical-kit items, orders/requests, and teams and rooms. Tick what to clear, type **CLEAR** and click **Clear selected data**. This cannot be undone. The Owner's own **Delete account** also lives here; an Owner who is the only owner of a workspace must transfer ownership first.

6. Manager

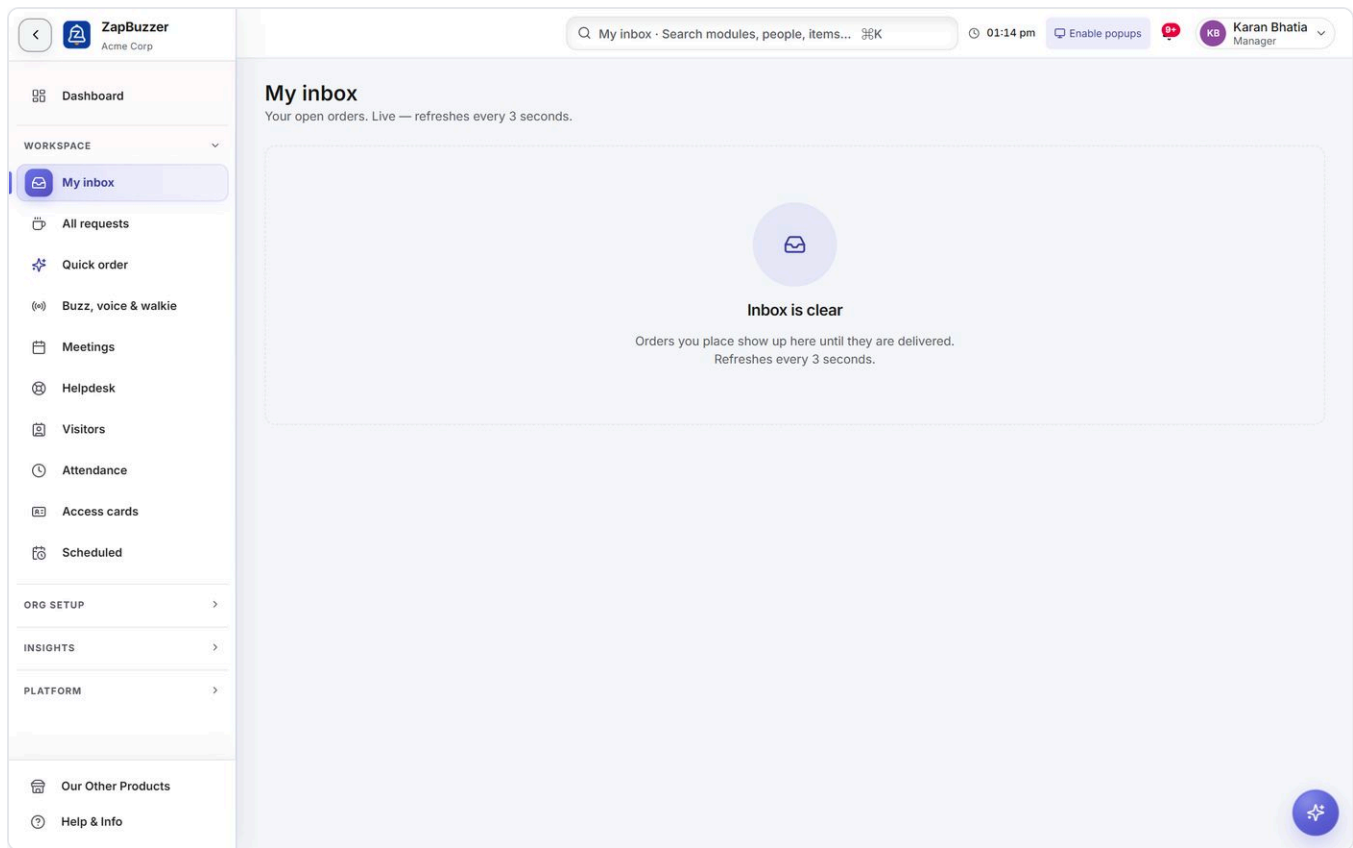
A Manager runs a floor or a team: they approve access cards, work helpdesk tickets, keep an eye on their people's orders, and share most of the Org setup work with the Owner and Admins. Everything an Employee can do (Chapter 7) a Manager can do too, plus what follows.

5.1 Your dashboard and inbox



Manager dashboard

The Manager dashboard shows **Frequently ordered** items with **Order again**, the Ask ZIVO card, and **Quick actions** (1) for your daily jobs: **Open requests**, **Meetings**, **Access cards** and **Helpdesk**. Key metrics show your team's open requests, today's volume and average fulfilment time; **Inventory at a glance** shows stock value and low-stock counts.



Manager My inbox

My inbox shows your own open orders and refreshes live. To see your team's orders, use **All requests**: a Manager sees their own requests plus everything placed by people in lower roles (Employees, Receptionists, Service staff, Security, Viewers). Open any request to see its timeline; from there a Manager can **Cancel** it and, on an open request, **Reassign to...** another member of the same team.

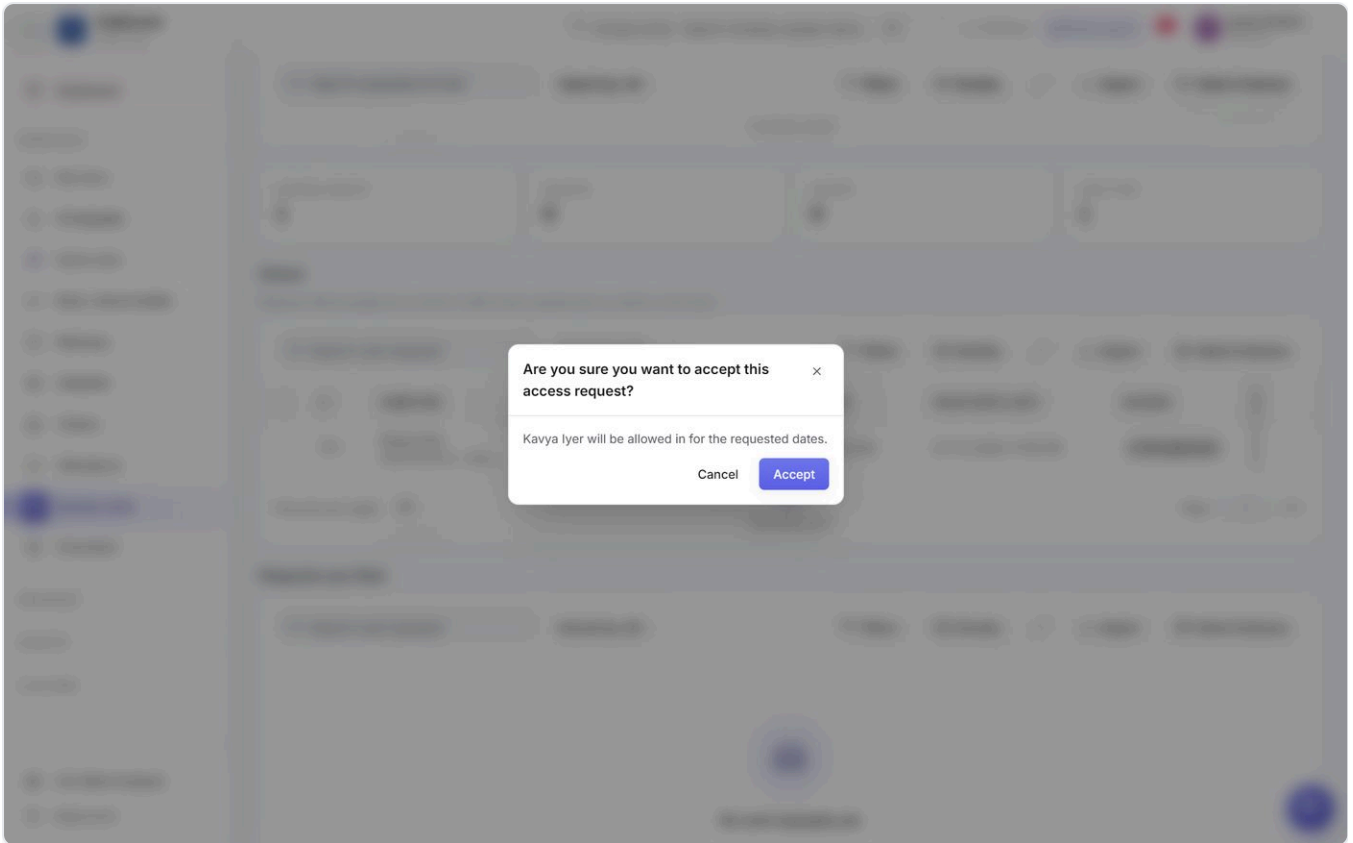
5.2 Approve or decline access-card requests

When an Employee or a service-role colleague files an access-card request, every Manager senior to them is notified ("Access card request — name").

The screenshot displays the 'Access cards' module in ZapBuzzer. The interface includes a sidebar with various navigation options. The main content area shows a 'Queue' section with four status tiles: 'Awaiting a decision' (1), 'Approved' (0), 'Declined' (0), and 'Filed in total' (1). Below the queue is a table of card requests. The first row shows a request for Kavya Iyer, Sales Executive, with the purpose 'Lost or damaged card', valid from 13-10-2026, 12:00 AM to 20-10-2026, 11:59 PM, and status 'Not approved'. A row menu is open on this row, showing options: 'View details', 'Approve', and 'Decline...'. Below the table is a section 'Requests you filed' which is currently empty, showing 'No card requests yet'.

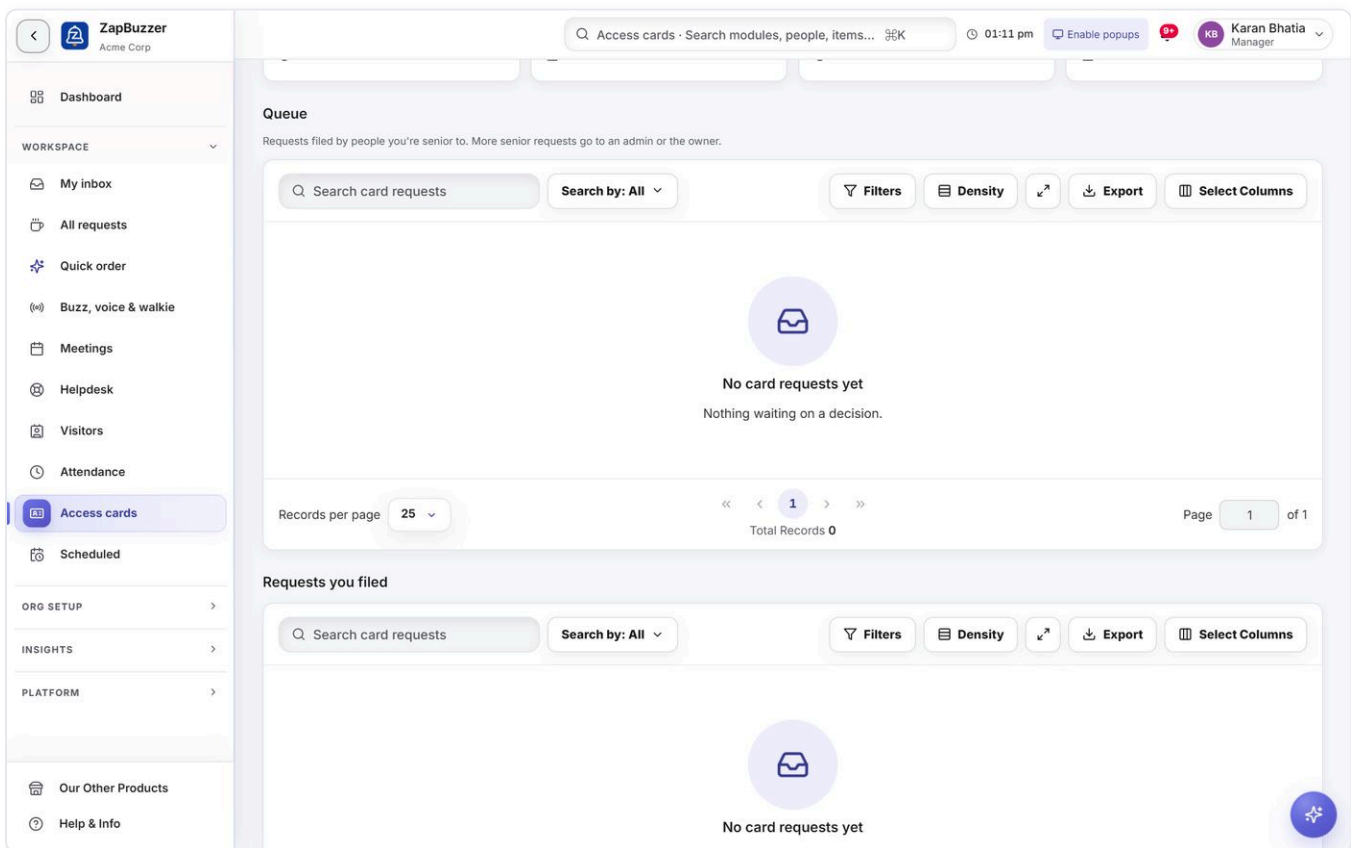
Access cards queue with the row menu

1. Open **Access cards**. The **Queue** lists requests waiting for you, with tiles for Awaiting a decision, Approved, Declined and Filed in total.
2. Open the row menu (:) on the request and choose **Approve**, or **Decline...** to refuse it with a reason the filer will see.



Confirm approval

3. Confirm with **Accept**.



Queue after approval

Result: the request leaves your queue ("Nothing waiting on a decision"), the filer is notified "Access card approved", and Security and Reception are told to expect the person. A Manager's own request goes to an Admin or the Owner, never to another Manager. A request whose access period has already ended can no longer be decided.

5.3 Work helpdesk tickets

Tickets raised by Employees and service staff go to Managers, Admins and the Owner ("New helpdesk ticket HD-00001 from ...").

The screenshot shows the ZapBuzzer Helpdesk interface for a Manager. The sidebar on the left contains navigation options: Dashboard, My inbox, All requests, Quick order, Buzz, voice & walkie, Meetings, Helpdesk (selected), Visitors, Attendance, Access cards, and Scheduled. The main area displays a 'Helpdesk' header with a search bar and a '+ New ticket' button. Below this are four summary tiles: Open (1), Resolved (0), Closed (0), and Total (1). A table lists tickets with columns: #, CODE, SUBJECT, CATEGORY, PRIORITY, RAISED BY, and ASSIGNED. One ticket is listed: #001, CODE HD-00001, SUBJECT Laptop won't connect to office Wi-Fi, CATEGORY IT, PRIORITY High, RAISED BY Kavya Iyer. The table has a red border around the first row. Below the table are pagination controls showing 'Records per page 25', 'Page 1 of 1', and 'Total Records 1'.

Helpdesk list for a Manager

1. Open **Helpdesk**. Managers see every ticket, with Open, Resolved, Closed and Total tiles.
2. Click the ticket.

The screenshot displays the ZapBuzzer Helpdesk interface. On the left is a sidebar with navigation options: Dashboard, My inbox, All requests, Quick order, Buzz, voice & walkie, Meetings, Helpdesk (selected), Visitors, Attendance, Access cards, and Scheduled. Below these are sections for Org Setup, Insights, and Platform. The main area shows a ticket titled 'Laptop won't connect to office Wi-Fi' (ID: HD-00001) raised by Kavya Iyer 19s ago. The ticket details include a description, a conversation section with a 'Send' button, and an 'Agent actions' section with 'Assign to...', 'Start', 'Resolve', and 'Close' buttons. A timeline at the bottom shows the ticket was 'Created' by Kavya Iyer 19s ago. On the right, a summary box shows the priority as 'High', category as 'IT', requester as 'Kavya Iyer', and assignee as 'Unassigned'. The top header includes a search bar, time (01:12 pm), and user profile (Karan Bhatia, Manager).

Ticket detail with agent actions

3. Under **Agent actions: Assign to...** a person and click **Assign** (they are notified), or click **Start** to mark it in progress yourself.
4. Reply in **Conversation** with **Send**; the person who raised it is notified of each reply.

Helpdesk Acme Corp

HD-00001 **Laptop won't connect to office Wi-Fi** In progress

IT - raised by Kavya Iyer · 32s ago

Description

Since this morning my laptop drops the AcmeCorp network every few minutes. Other Wi-Fi works.

Conversation

Karan Bhatia · 0s ago
Please forget the AcmeCorp network and reconnect; I have reset your device on the controller.

Write a reply...

Agent actions

Assign to... Assign

Resolve Close

Device reset on the Wi-Fi controller; connection stable.

1 Confirm resolve

Timeline

Resolve with a note

5. Click **Resolve**, add a resolution note, and click **Confirm resolve (1)**.

Helpdesk Acme Corp

HD-00001 **Laptop won't connect to office Wi-Fi** Resolved

IT - raised by Kavya Iyer · 43s ago

Description

Since this morning my laptop drops the AcmeCorp network every few minutes. Other Wi-Fi works.

Conversation

Karan Bhatia · 11s ago
Please forget the AcmeCorp network and reconnect; I have reset your device on the controller.

Write a reply...

Agent actions

Assign to... Assign

Close

Timeline

- Status → resolved · Karan Bhatia · 0s ago
- Comment · Karan Bhatia · 11s ago
- Status → in_progress · Karan Bhatia · 13s ago

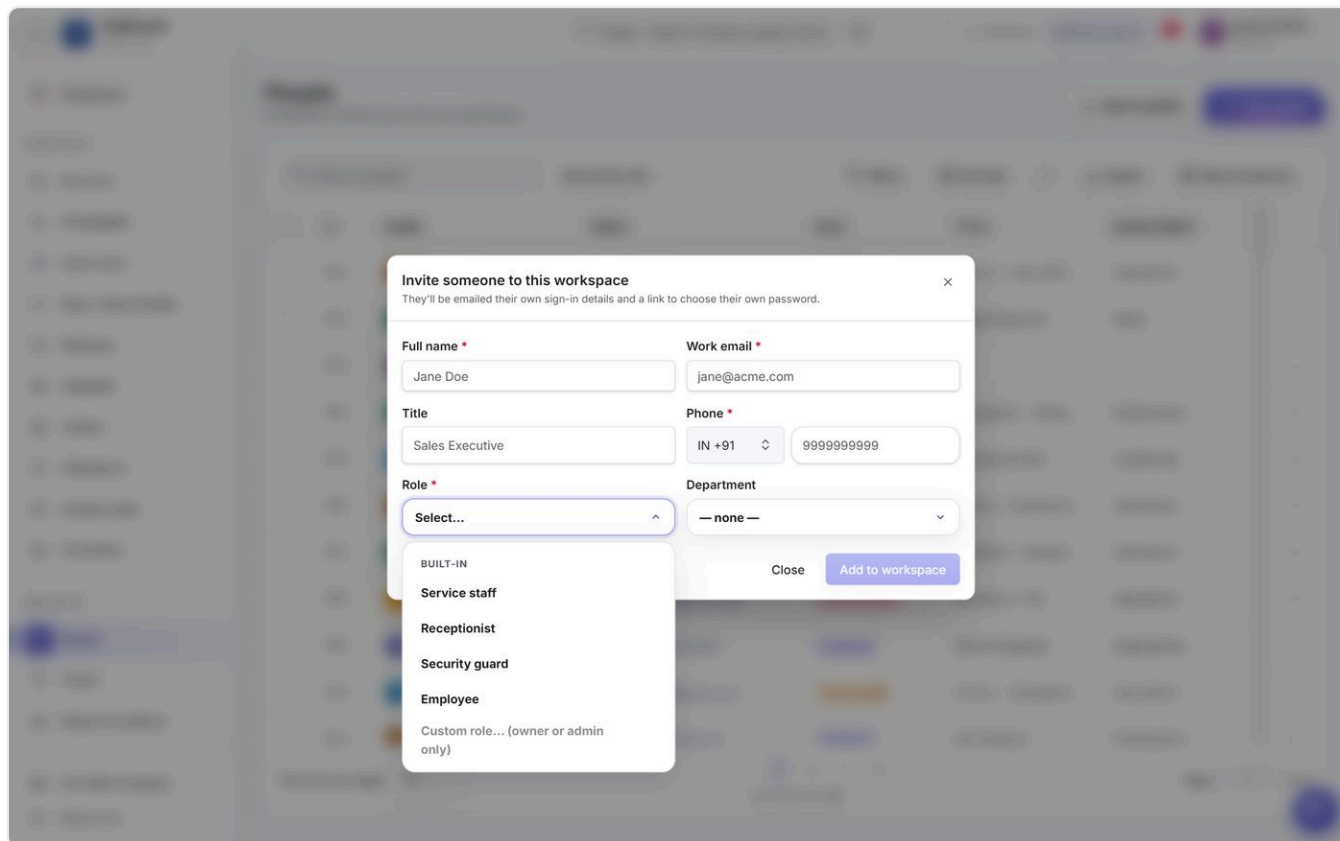
Resolution

Device reset on the Wi-Fi controller; connection stable.

Resolved ticket

Result: the ticket shows **Resolved** with the note and a full timeline, and the requester is notified. **Close** finishes it; a closed ticket takes no more replies. You cannot change a ticket raised by someone senior to you.

5.4 Invite and manage your people



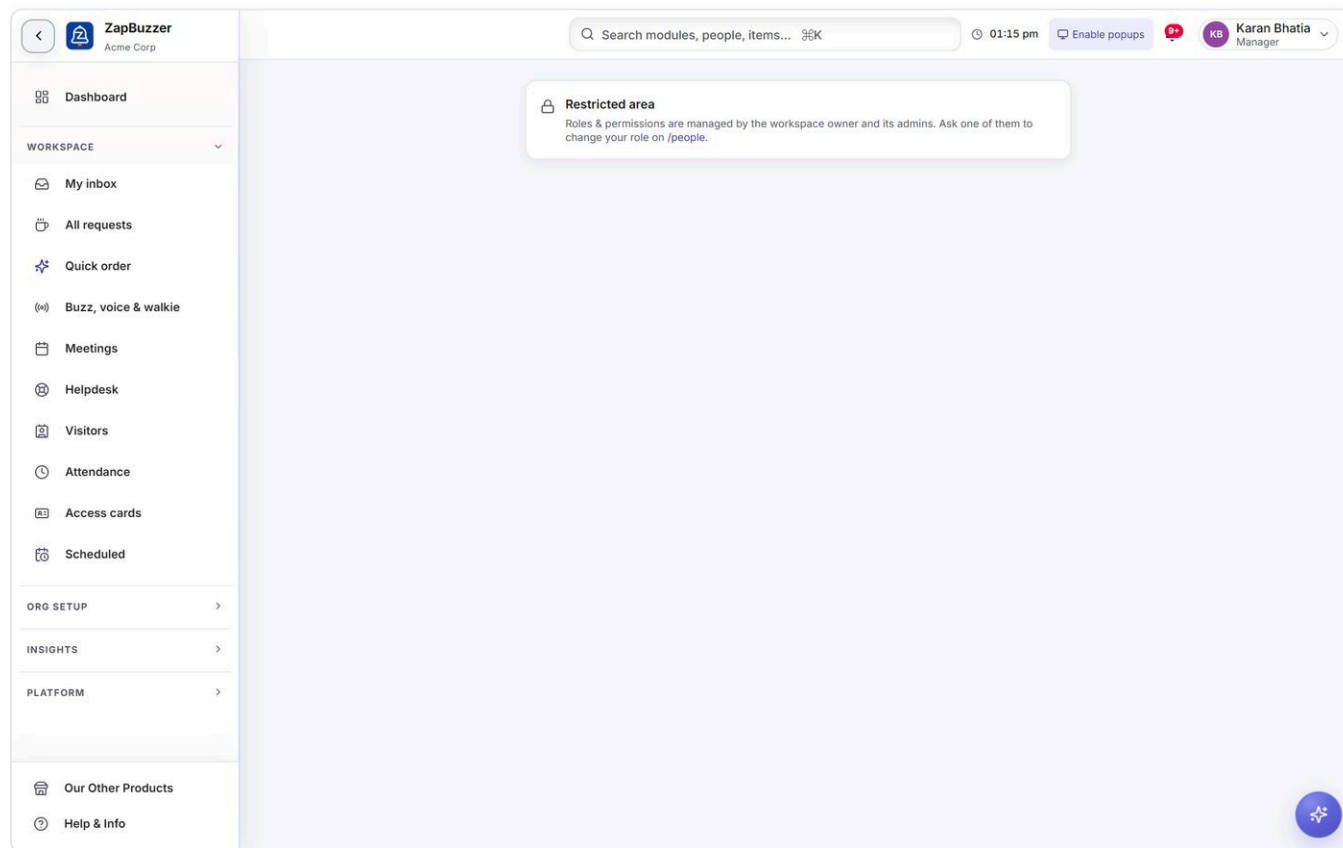
Manager invite: roles offered

Managers use **People** exactly as in 5.3, with two limits: the **Role** list only offers roles below Manager (Service staff, Receptionist, Security guard, Employee), and creating a custom role needs an Owner or Admin. Managers can edit and remove people below them, and set people on or off shift.

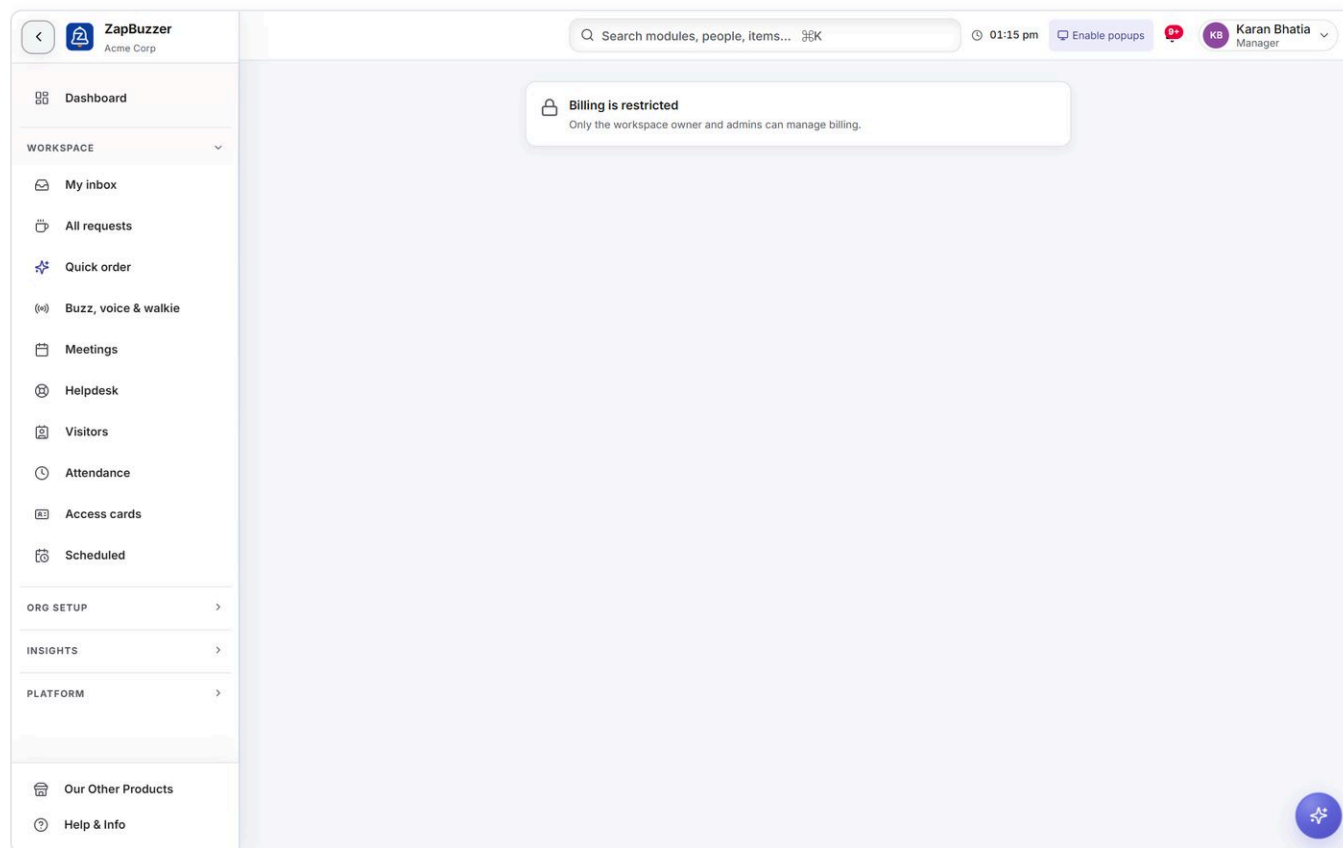
5.5 Org setup, insights and settings you share with Admins

Managers can use, as described in Chapter 5: Teams (5.4), Rooms & locations (5.5), Office map (5.6), Catalogue, Packages, Inventory and Ordering hours (5.7), Assets (5.8), Analytics, Reports (four of the six), Audit logs, Login logs and Feedback (5.13), Announcements and Menu & features (5.10), and the Workspace, Currency and Ordering rules sections of Settings.

5.6 What Managers cannot open



Roles & permissions as seen by a Manager



Billing as seen by a Manager

Roles & permissions, Billing & plans, Expenses, API & webhooks, Custom domains, Branding and the Emergency alarm belong to Admins and the Owner. Opening them shows a short notice such as "Restricted area" or "Billing is restricted", as above. Ask an Admin or the Owner when you need one of these changed.

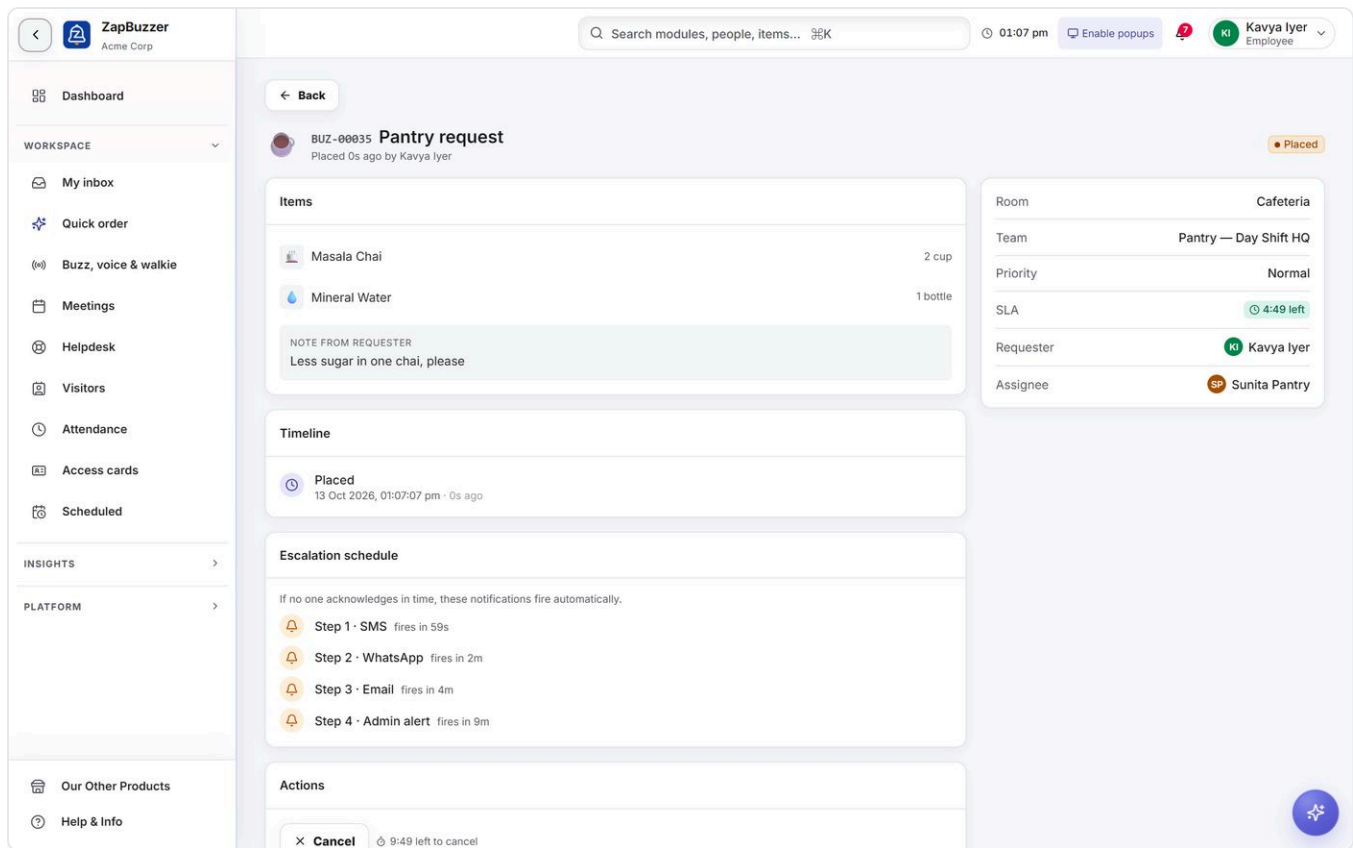
7. Employee

An Employee orders what they need, books meetings, raises helpdesk tickets, requests access cards, hosts visitors and clocks in. Owners, Admins, Managers and Receptionists use the same screens for their own requests, so this chapter applies to them too.

6.1 Order something with Quick order

Quick order, filled in

1. Click **Quick order** in the sidebar or on the dashboard.
2. Under **What do you need?** (1) pick a category: Pantry, Print, IT Support, Facilities, Reception, Stationery, Medical, Security, Other or Fire Emergency.
3. Click the items you want (2). Click again to remove one; use + and – in the order summary to change quantities.
4. Check **Deliver to room** (3). It starts on your usual room; click it to search for another.
5. Optionally choose a person under **Assign by category** (leave **Auto** so the whole team can race to accept), set **Priority** (Low, Normal, High, Urgent), record a voice note or attach a file, and add a **Note** of up to 200 characters.
6. Click **Buzz staff** (4).



The request after it was placed

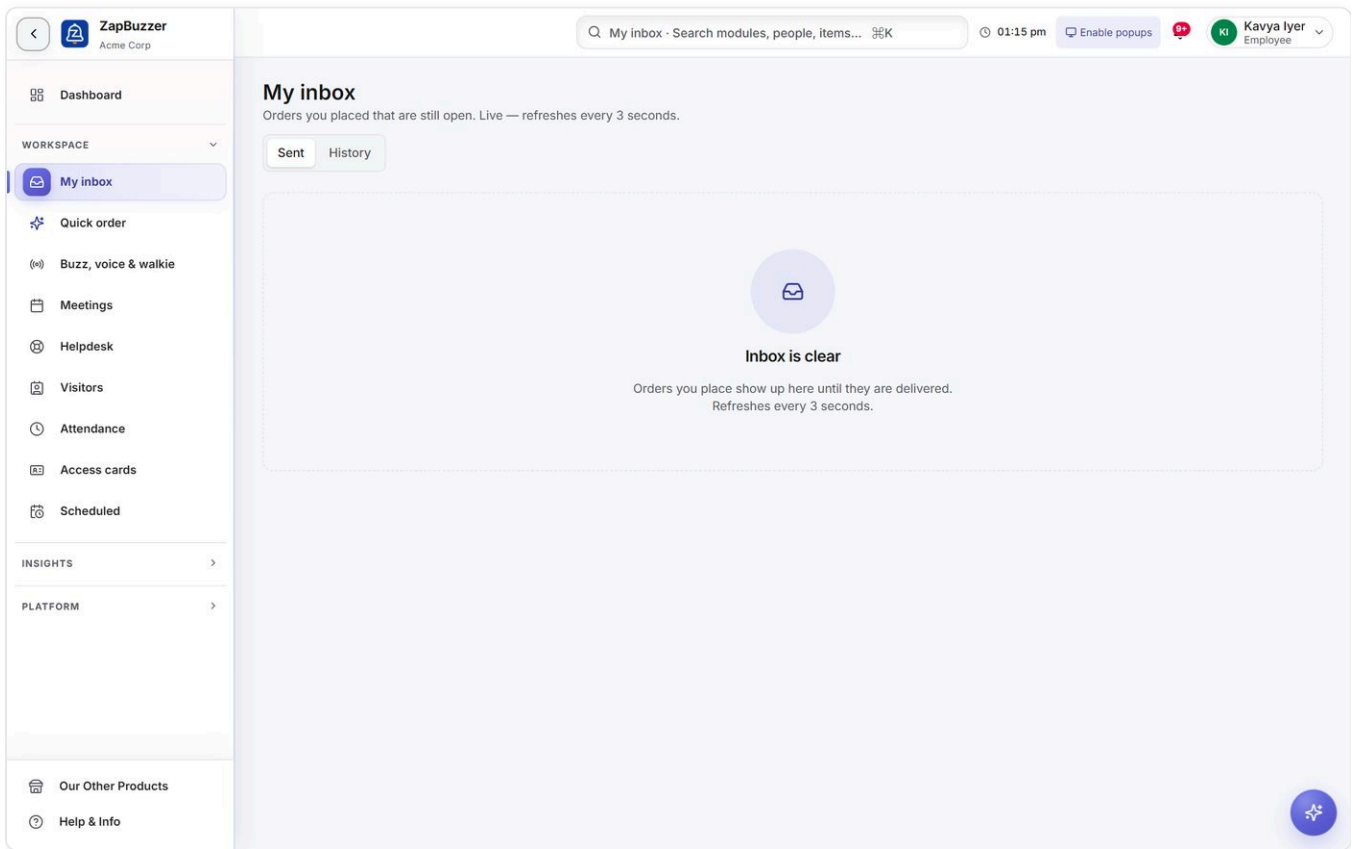
Result: the request page opens with its code (for example BUZ-00035) and status **Placed**. The right-hand panel shows the room, the team it went to, the SLA countdown and, once someone accepts, the assignee. If nobody accepts in time, the **Escalation schedule** fires automatically (SMS, WhatsApp, email, then an alert to admins, where those channels are set up). You can **Cancel** your own order only while it is still Placed and within the workspace's cancellation window (the countdown next to the button shows the time left; 10 minutes in this example).

Message	What it means
No one is available right now.	Nobody on that team is checked in. Try later, or ask a manager.
Pantry opens at 12:00. / Pantry is closed for today.	The category is outside its ordering hours (5.7). Buzz staff stays disabled.
Please complete your profile first — add your phone in Settings.	Add your name and phone in Settings → Profile (2.6).
Items not available: ... out of stock	Pick something else; the item has run out.

Emergencies. The **Medical** category offers an emergency type and a **Buzz Staff** button; **Security** has a **Call Security** button with an optional note; **Fire Emergency** has **Start Alert**, which alerts everyone in the workspace. Medical and Fire work for every role, whatever their permissions. Only use Fire for a real fire.

Packages. If your workspace has packages, **Start from a package** at the top adds a whole bundle (for example a meeting set-up) in one click.

6.2 Track, rate and reorder



My inbox, Sent tab

My inbox → **Sent** lists your open orders, live; filter by Pending, Accepted or In progress. **History** lists finished ones.



When staff deliver, you are notified and the request shows **Delivered** with the full timeline (Placed, Accepted, In progress, Delivered) and **SLA: Met** or missed.

ZapBuzzer
Acme Corp

Search modules, people, items... 96K

01:07 pm Enable popups 9 Kavya Iyer Employee

Delivered
13 Oct 2026, 01:07:23 pm · 2s ago

Progressed
13 Oct 2026, 01:07:22 pm · 3s ago

Accepted
13 Oct 2026, 01:07:19 pm · 5s ago

Placed
13 Oct 2026, 01:07:07 pm · 17s ago

Actions

Reopen

Recognise Sunita Pantry **Give kudos**

How was it?
★★★★★
Fast delivery Good service Late delivery Wrong item Staff behaviour Issue not resolved

Optional note

1 **Submit rating**

Order again

Reorder **Reorder & edit** Save as template

Rate the order

1. Under **How was it?** pick 1 to 5 stars and any tags (Fast delivery, Good service, Late delivery, Wrong item, Staff behaviour, Issue not resolved).
2. Add an optional note and click **Submit rating** (1).

The screenshot displays the ZapBuzzer interface for a request titled "Less sugar in one chai, please". The interface is divided into a sidebar, a main content area, and a right-hand panel.

- Sidebar:** Contains navigation links for Dashboard, My inbox, Quick order, Buzz, voice & walkie, Meetings, Helpdesk, Visitors, Attendance, Access cards, and Scheduled. It also has sections for INSIGHTS and PLATFORM.
- Main Content Area:**
 - NOTE FROM REQUESTER:** Less sugar in one chai, please.
 - Timeline:** Shows the request's progress: Rated (13 Oct 2026, 01:07:28 pm, 0s ago, 5 stars, Positive, Fast delivery), Delivered (13 Oct 2026, 01:07:23 pm, 4s ago), Progressed (13 Oct 2026, 01:07:22 pm, 6s ago), Accepted (13 Oct 2026, 01:07:19 pm, 8s ago), and Placed (13 Oct 2026, 01:07:07 pm, 20s ago).
 - Actions:** Includes a "Reopen" button and a "Give kudos" button (labeled "Recognise Sunita Pantry").
 - Order again:** Includes buttons for "Reorder", "Reorder & edit", and "Save as template".
- Right-hand Panel:** Shows the Requester (Kavya Iyer), Assignee (Sunita Pantry), and Rating (5 stars). It also has a "Fast delivery" label.
- Notification:** A green bubble at the bottom right says "Thanks — 5★ submitted".

Rating saved

Result: "Thanks — 5★ submitted"; the rating appears in the timeline and on the staff member's scoreboard. Also on this page:

- **Give kudos** thanks the person who delivered (once per request).
- **Reopen** if something was wrong, with a reason, within 24 hours.
- **Reorder** places the same order again; **Reorder & edit** opens Quick order pre-filled; **Save as template** saves it as a paused recurring order in Scheduled.

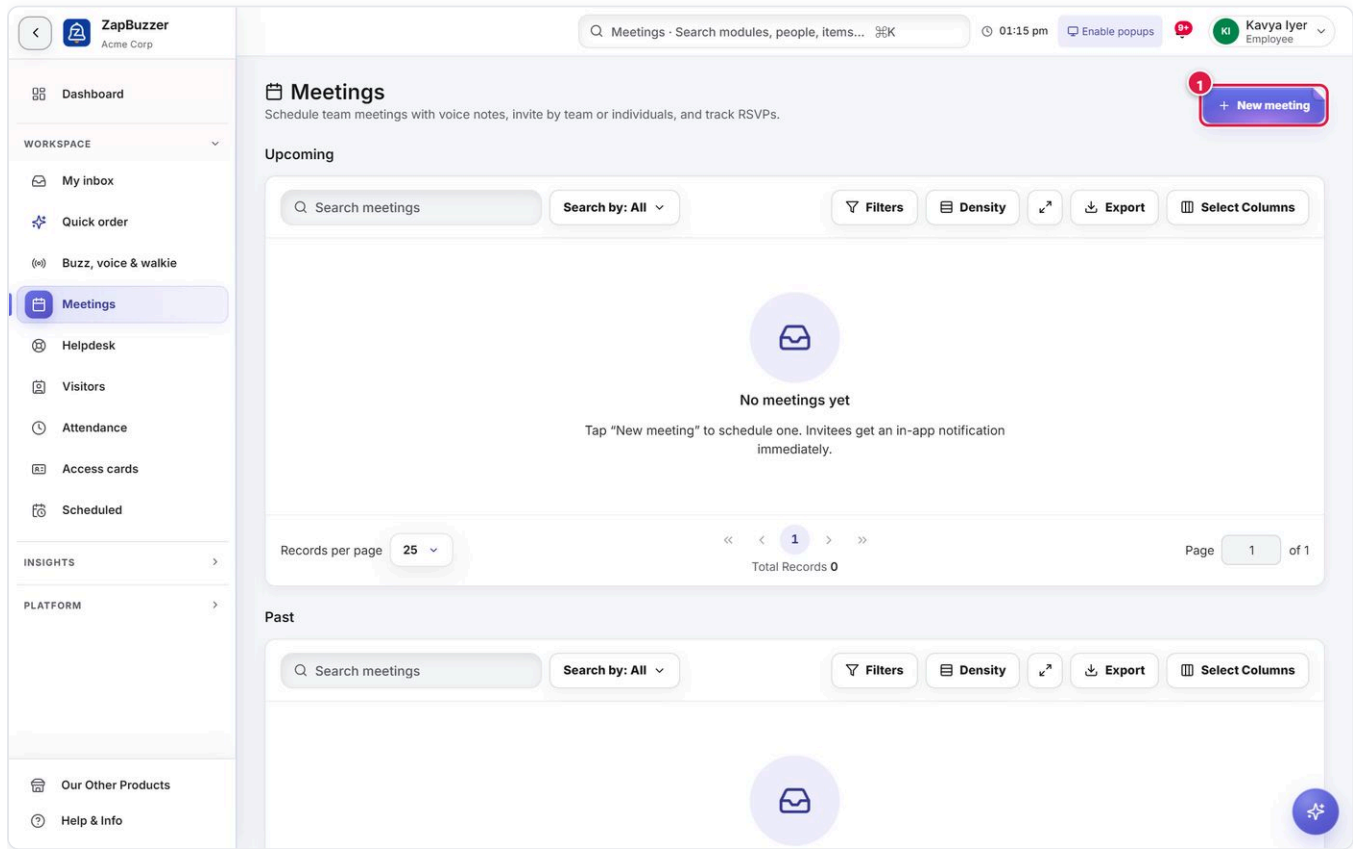
6.3 Recurring orders (Scheduled)

Schedule a recurring order

1. Open **Scheduled** and click **New schedule**.
2. Give it a **Label** (for example "Daily morning coffee"), choose the **Type**, **Repeats** (Weekly or Monthly), the days or day of the month, the time, the room, and the items.
3. Click **Save schedule**.

The order is then placed automatically at that time. From the row menu: **Run now** (places it immediately), **Edit...**, **Pause / Resume**, **Delete...** (orders already placed are kept). You only ever see your own schedules.

6.4 Meetings



Meetings

Meetings lists upcoming and past meetings you organise or are invited to.

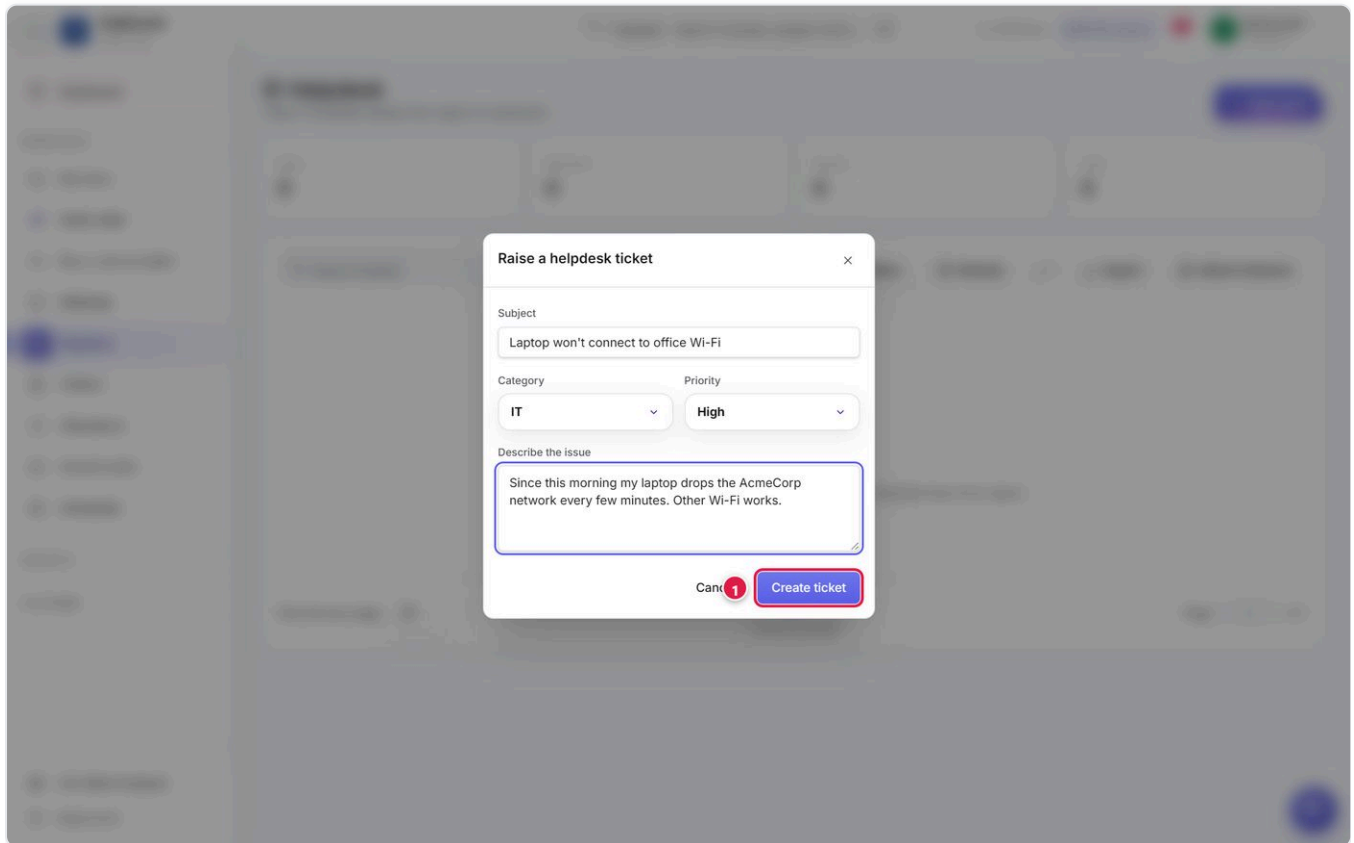
Schedule a meeting

Book a meeting: click **New meeting**, enter a **Title**, optional agenda, the date and start time (in the workspace's time zone), **Duration** (at least 5 minutes), the **Room**, and invite whole teams or individual people; optionally attach a voice note or files. Click **Schedule + notify**. Invitees get an in-app notification, a phone push and an email. A room cannot be double-booked, and the start time must be in the future.

Answer an invitation: open the meeting (or its row menu) and choose **Accept** or **Decline**. Your answer is final, and answers close 30 minutes before the start. The organiser is notified of each answer.

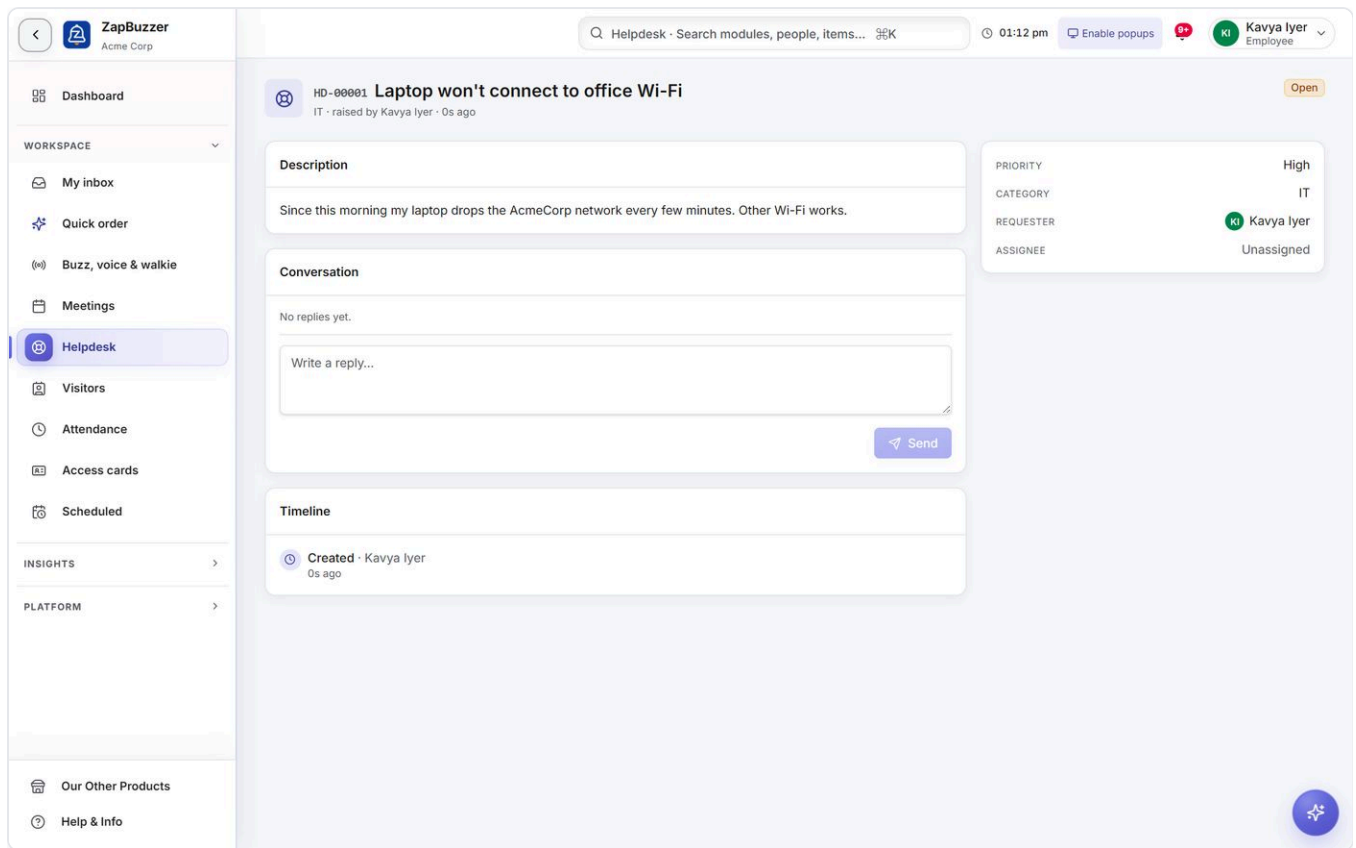
As organiser you can **Edit** the meeting before it ends, **Add invitees**, **Cancel meeting** (everyone is notified), use **Order for this meeting** to buzz the pantry with the meeting attached, **Mark attended** for accepted invitees, and **Mark done** once at least one person has checked in.

6.5 Raise a helpdesk ticket

A screenshot of a web application showing a modal window titled "Raise a helpdesk ticket". The modal has a close button (X) in the top right corner. It contains a "Subject" text input field with the text "Laptop won't connect to office Wi-Fi". Below this are two dropdown menus: "Category" with "IT" selected and "Priority" with "High" selected. Underneath these is a "Describe the issue" text area containing the text "Since this morning my laptop drops the AcmeCorp network every few minutes. Other Wi-Fi works." At the bottom of the modal, there are two buttons: "Cancel" and "Create ticket". The "Create ticket" button is highlighted with a red border and a red circle containing the number "1" next to it.

Raise a helpdesk ticket

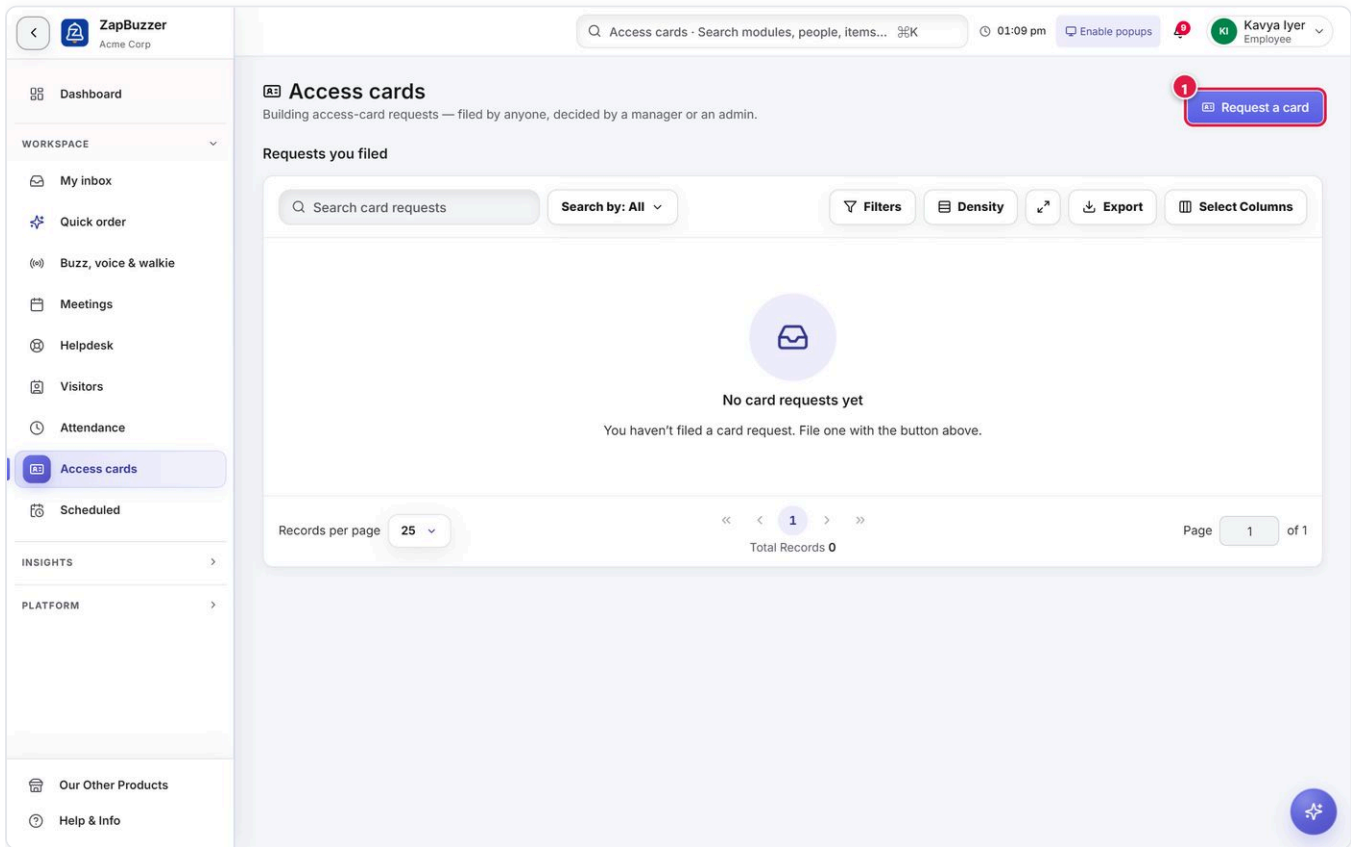
1. Open **Helpdesk** and click **New ticket**.
2. Enter a **Subject**, pick a **Category** (IT, Facilities, HR, Access, Other) and **Priority** (Low, Normal, High, Urgent), and **Describe the issue**.
3. Click **Create ticket** (1).



Your new ticket

Result: the ticket opens with its code (HD-00001) and status **Open**; Managers, Admins and the Owner are notified. You are notified of each reply and when it is resolved, and you can reply in the conversation until it is closed. You cannot change the status of your own ticket.

6.6 Request a building access card



Access cards, before filing

The screenshot shows the 'Request a building access card' form. It is divided into two main sections: '1. Employee details' and '2. Access card details'. In the 'Employee details' section, there are fields for 'Employee name' (Kavya Iyer - Sales Executive), 'Employee code' (Enter employee code), 'Existing card no.' (Enter card number), 'Designation' (Sales Executive), and 'Department' (Sales). In the 'Access card details' section, there are fields for 'Phone' (IN +91 9000000200), 'Email' (kavya@acme.test), 'Access from' (13-10-2026), 'Access until' (20-10-2026), 'Purpose' (Lost or damaged card), and 'Approver' (— whoever opens the queue —). A 'Reason' text area contains the text 'Lost my card on the way to the office; need a replacement.' At the bottom right, there is a 'File request' button and a 'Cancel' button. Red circles with numbers 1, 2, and 3 highlight the 'Access from' date, the 'Purpose' dropdown, and the 'File request' button respectively.

Request a building access card

1. Open **Access cards** and click **Request a card**.
2. **Employee details** are filled in from your profile; you can file for a colleague by picking another name.
3. Under **Access card details**, check **Phone**, set **Access from** and **Access until** (1), pick the **Purpose** (2: Lost or damaged card, New joiner, Temporary access), optionally name an **Approver** and add a **Reason**.
4. Click **File request** (3).

The screenshot shows the ZapBuzzer 'Access cards' interface. On the left is a sidebar with navigation options: Dashboard, My inbox, Quick order, Buzz, voice & walkie, Meetings, Helpdesk, Visitors, Attendance, Access cards (highlighted), and Scheduled. The main area is titled 'Access cards' with a subtitle 'Building access-card requests — filed by anyone, decided by a manager or an admin.' and a 'Request a card' button. Below this is a table titled 'Requests you filed' with columns: #, CARD FOR, PURPOSE, VALID FROM (IST), VALID UNTIL (IST), and ACCESS. A single request is listed for Kavya Iyer with the purpose 'Lost or damaged card' and status 'Not approved'. The interface includes search bars, filters, and pagination controls.

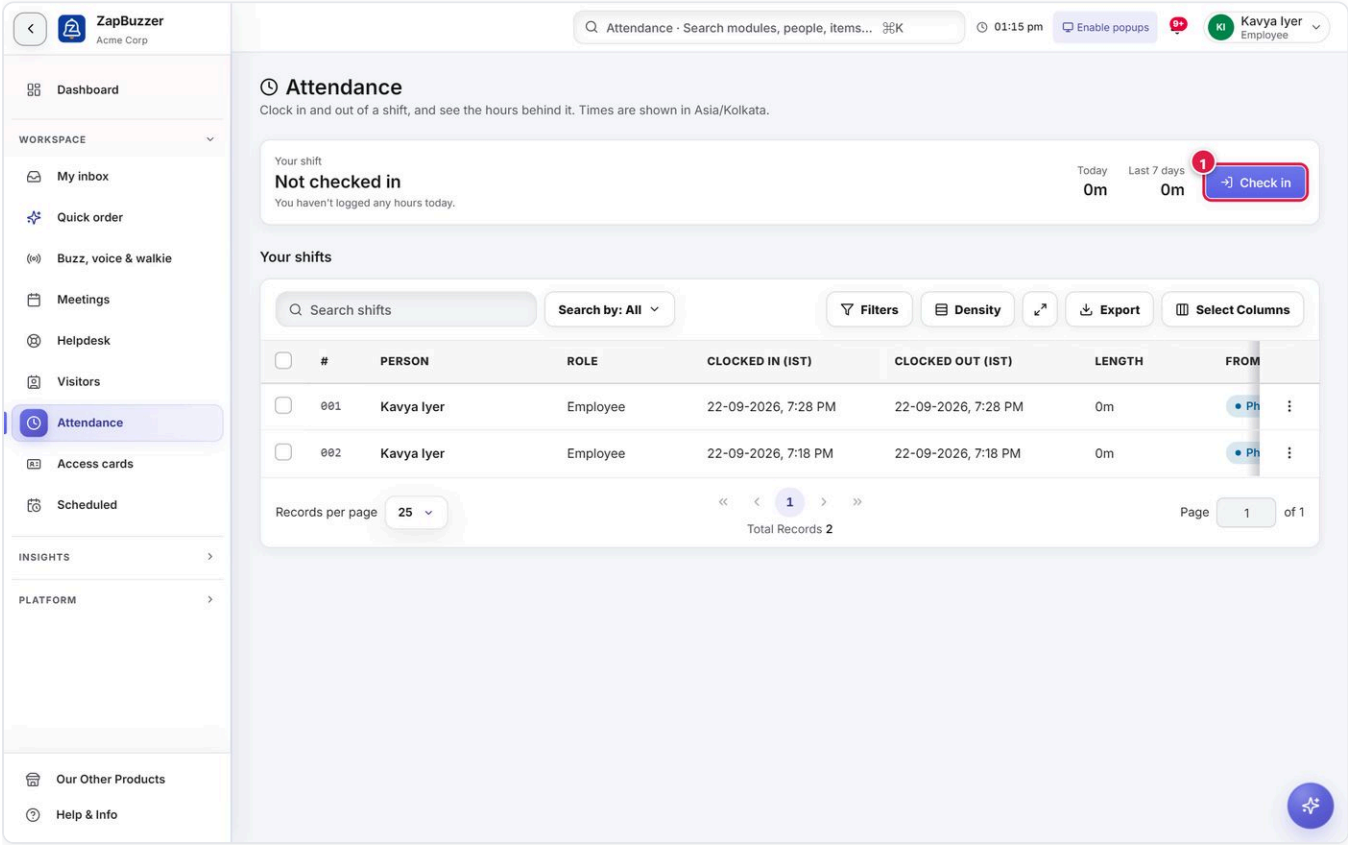
#	CARD FOR	PURPOSE	VALID FROM (IST)	VALID UNTIL (IST)	ACCESS
001	Kavya Iyer Sales Executive - Sales	Lost or damaged card	13-10-2026, 12:00 AM	20-10-2026, 11:59 PM	Not approved

Filed, not yet approved

Result: the request appears under **Requests you filed** as **Not approved** until a Manager decides. You can edit or delete it while it is pending. After approval it shows **Valid now** and you get a notification.

When Reception registers a visitor for you, you are notified ("Visitor at reception") and the visit appears under **Your visitors**. You can cancel a visit you host before the visitor arrives. Registering visitors is Reception's job (Chapter 8).

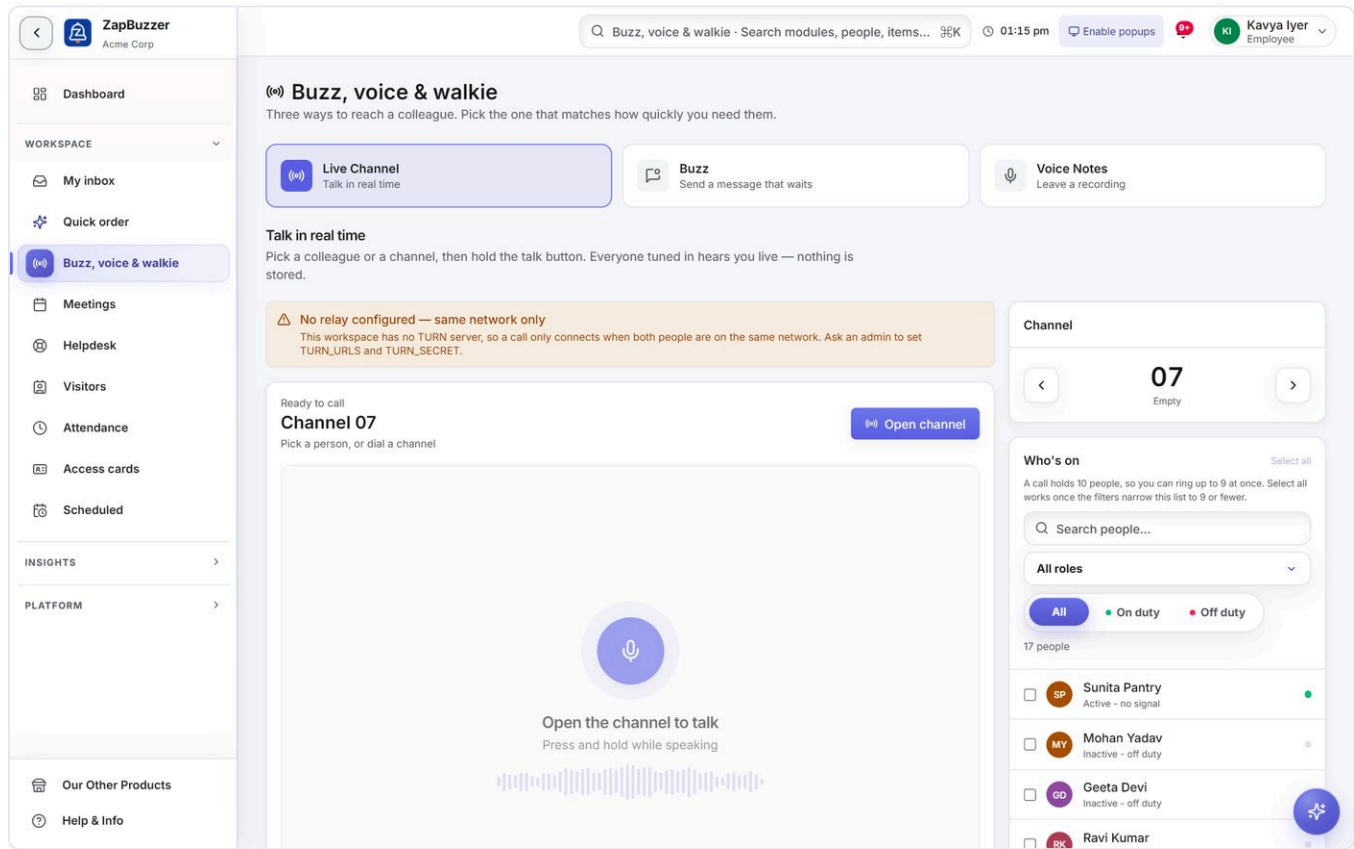
6.8 Clock in and out (Attendance)



Attendance for an Employee

Open **Attendance** and click **Check in** (1) at the start of your shift and **Check out** at the end. The card shows today's and the last 7 days' totals; **Your shifts** lists each shift. A shift you forget to close is closed automatically overnight.

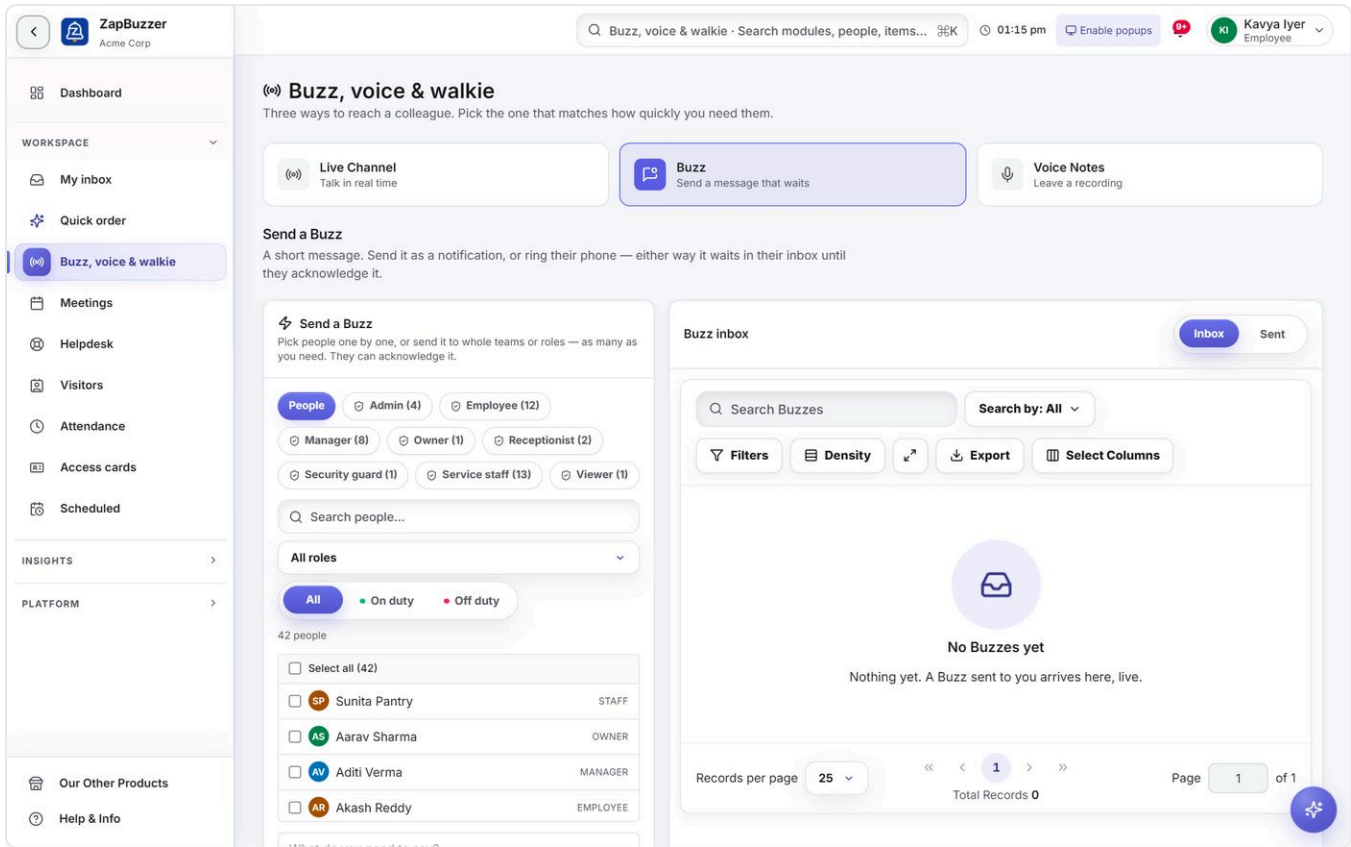
6.9 Buzz, voice notes and walkie-talkie



Buzz, voice & walkie

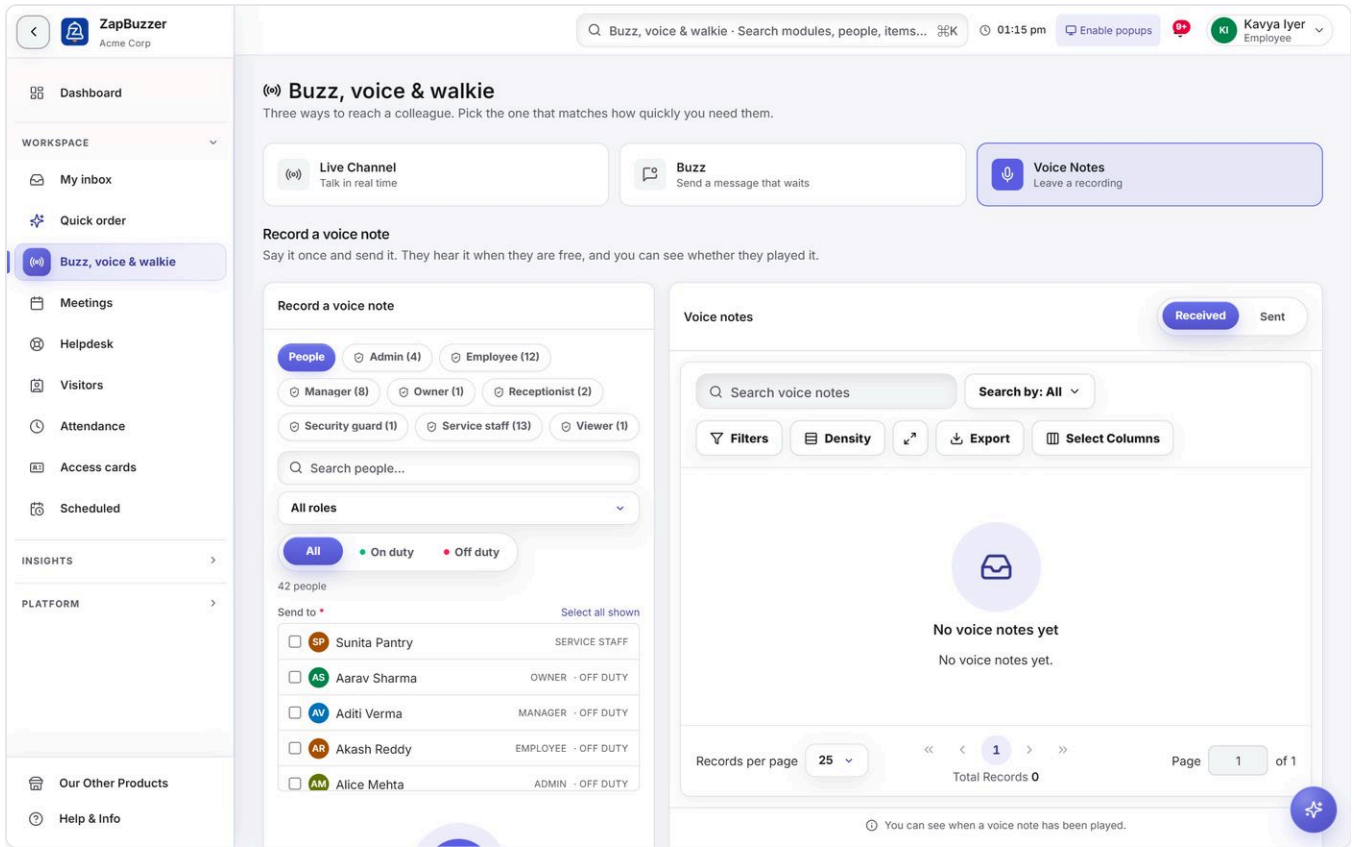
Buzz, voice & walkie has three tabs:

- **Live Channel:** open a channel or call colleagues and **hold to talk**. Calls only go downward (see 3.4): an Employee can call Service staff, Reception, Security and Viewers.
- **Buzz:** a written message that waits for the recipient.



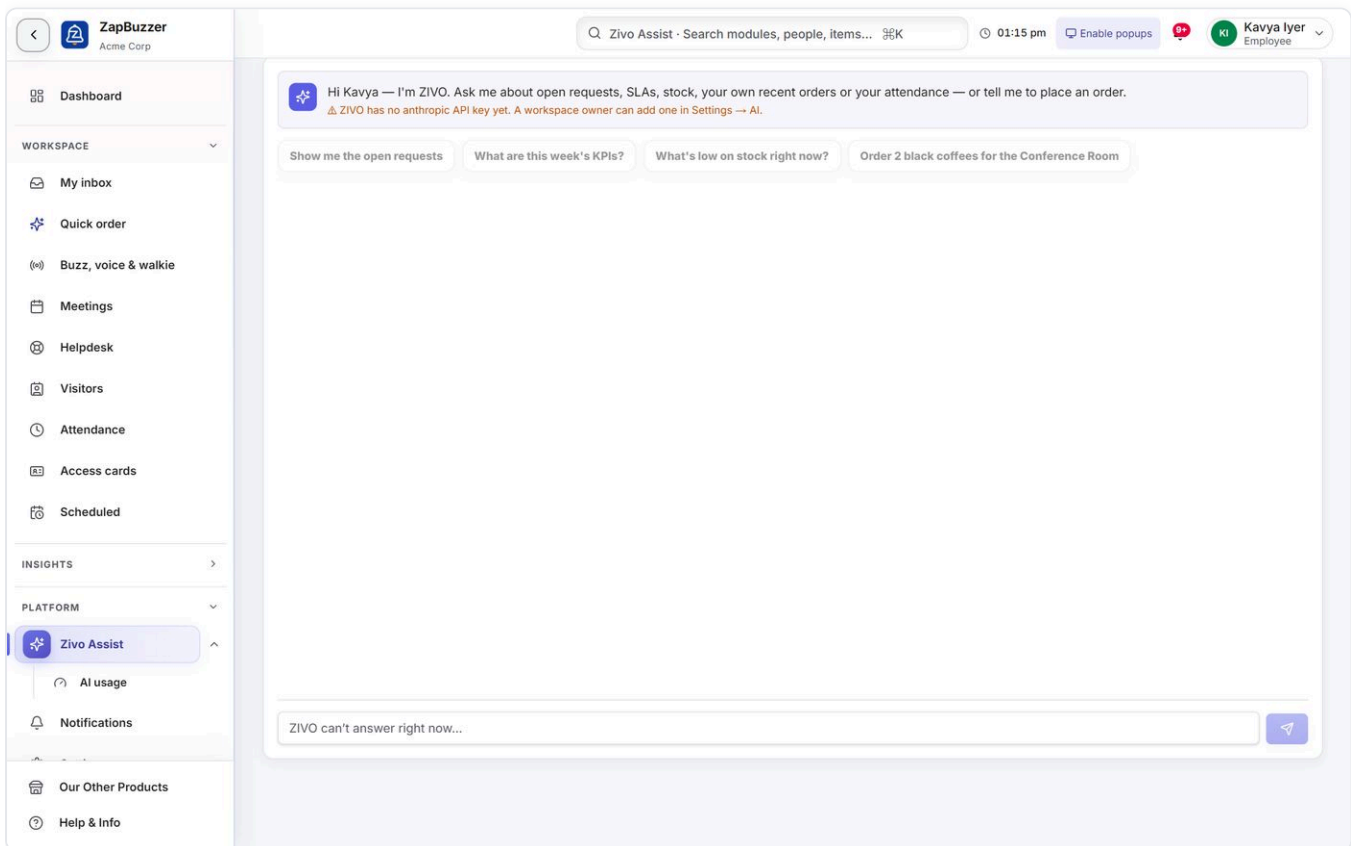
Send a Buzz

1. Pick recipients by person, your team, a team or a role. 2. Type what you need (and optionally where you are, plus up to 5 files). 3. Click **Send Buzz Notification**, or **Ring Buzz** to make up to 10 named people's phones ring. Recipients tap **Got it** to acknowledge; the Sent tab shows Sent, Delivered, Read and Acknowledged.
- **Voice Notes:** pick a colleague, **Start recording** (up to 60 seconds), and send.



Voice notes

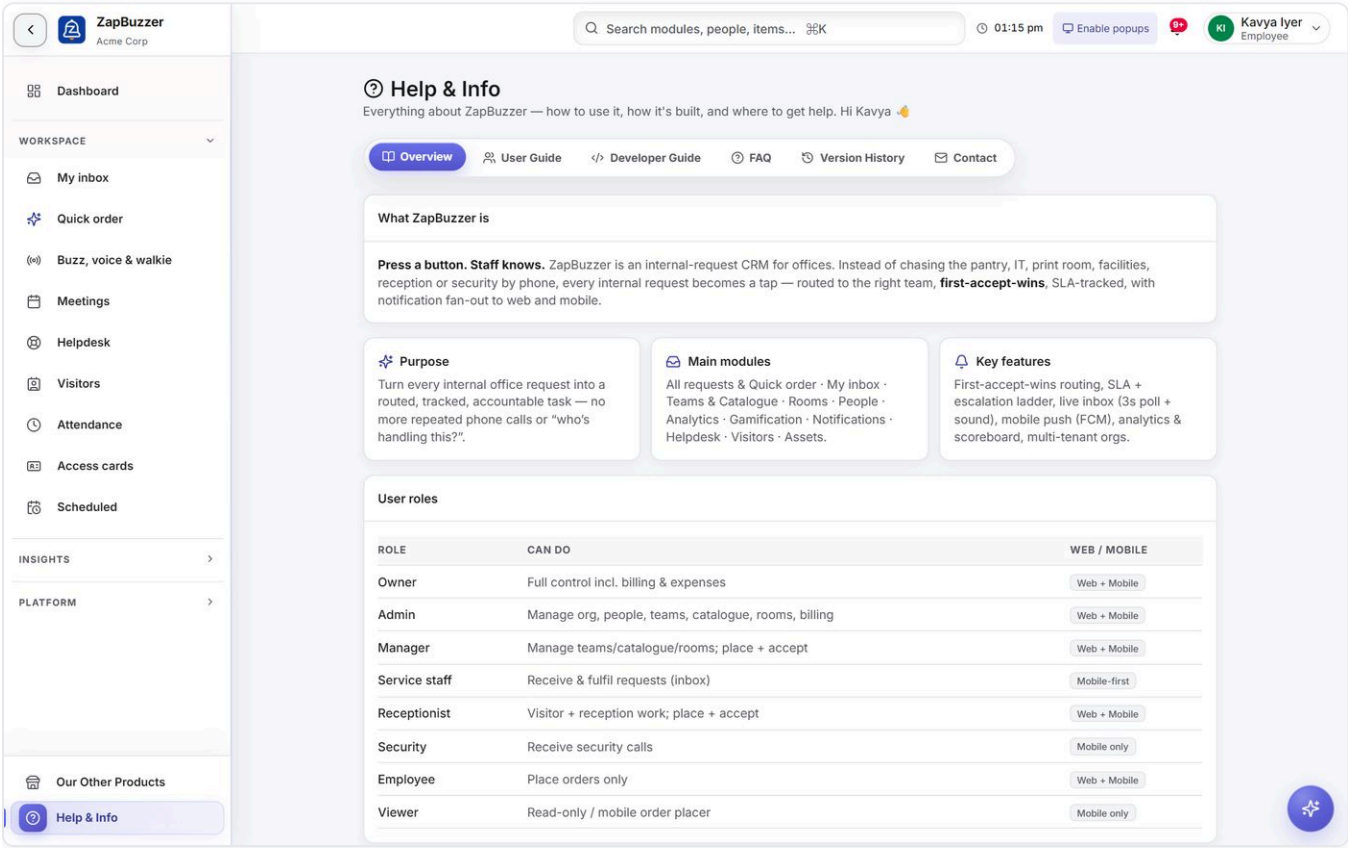
6.10 Zivo Assist, Gamification and Help



Zivo Assist

Zivo Assist is the AI assistant: ask about open requests, this week's KPIs or low stock, or ask it to place an order ("Order 2 black coffees for the Conference Room"). It only works once an Owner or Admin has set up AI (5.12); until then it says it cannot answer.

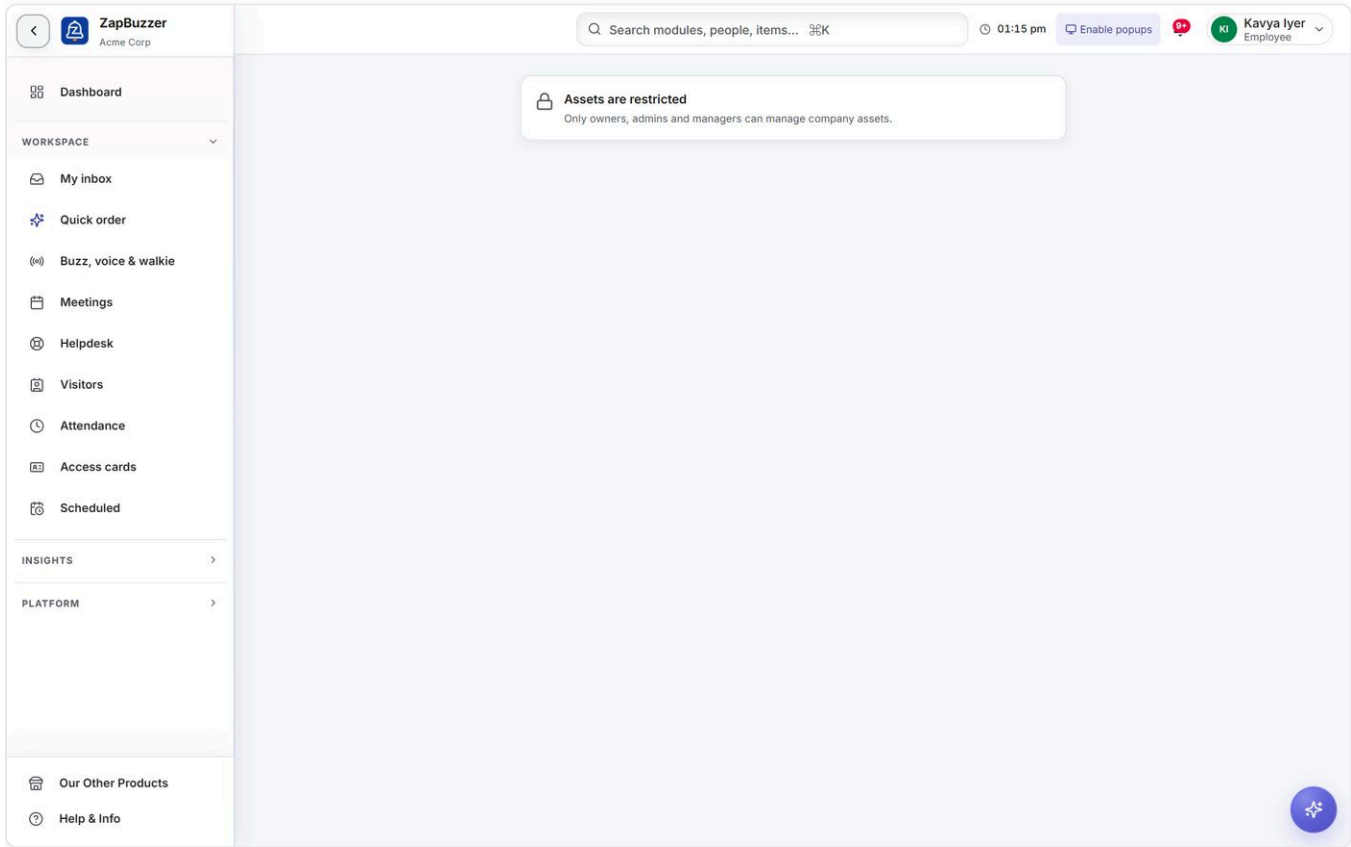
Gamification shows the Star of the week, a leaderboard of deliveries and ratings, and badges (First Delivery, Lightning Hands, Century, Perfect 5, Top of the Week).



Help & Info

Help & Info (bottom of the sidebar) has an overview, a user guide, a FAQ, the version history and contact details.

6.11 Pages an Employee cannot open



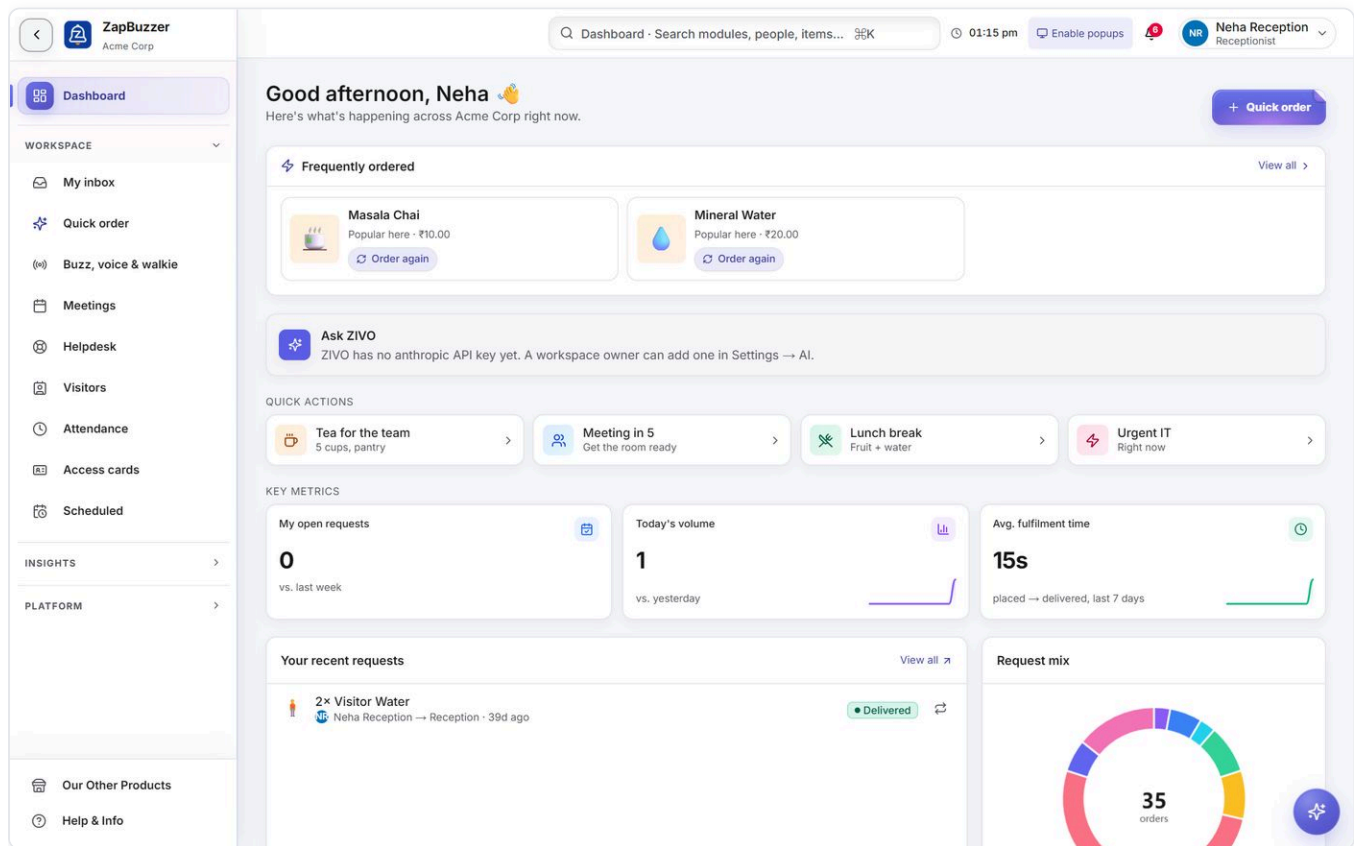
Assets as seen by an Employee

All requests, People, Teams, Rooms, Catalogue, Packages, Office map, Analytics, Announcements and Ordering hours send an Employee back to the dashboard. Assets, Inventory, Reports, Audit logs, Login logs, Feedback, Billing, Expenses, Roles & permissions and Custom domains show a restriction notice like the one above.

8. Receptionist

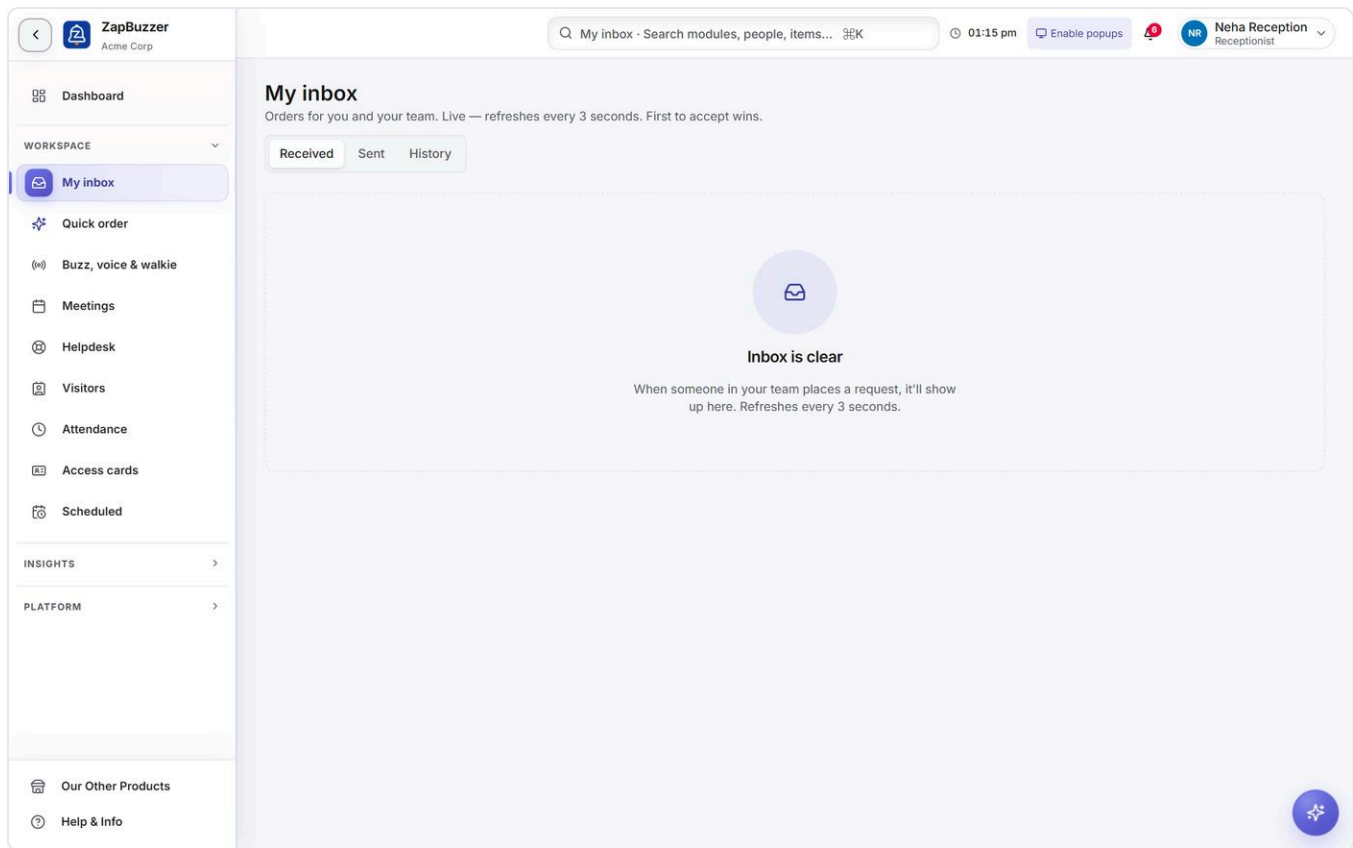
The Receptionist runs the front desk: registering visitors, receiving reception requests (for example "escort a visitor"), and checking people at the gate. Receptionists use the web console and can also use the mobile app. They place their own orders exactly like an Employee (Chapter 7).

7.1 Your dashboard and inbox



Receptionist dashboard

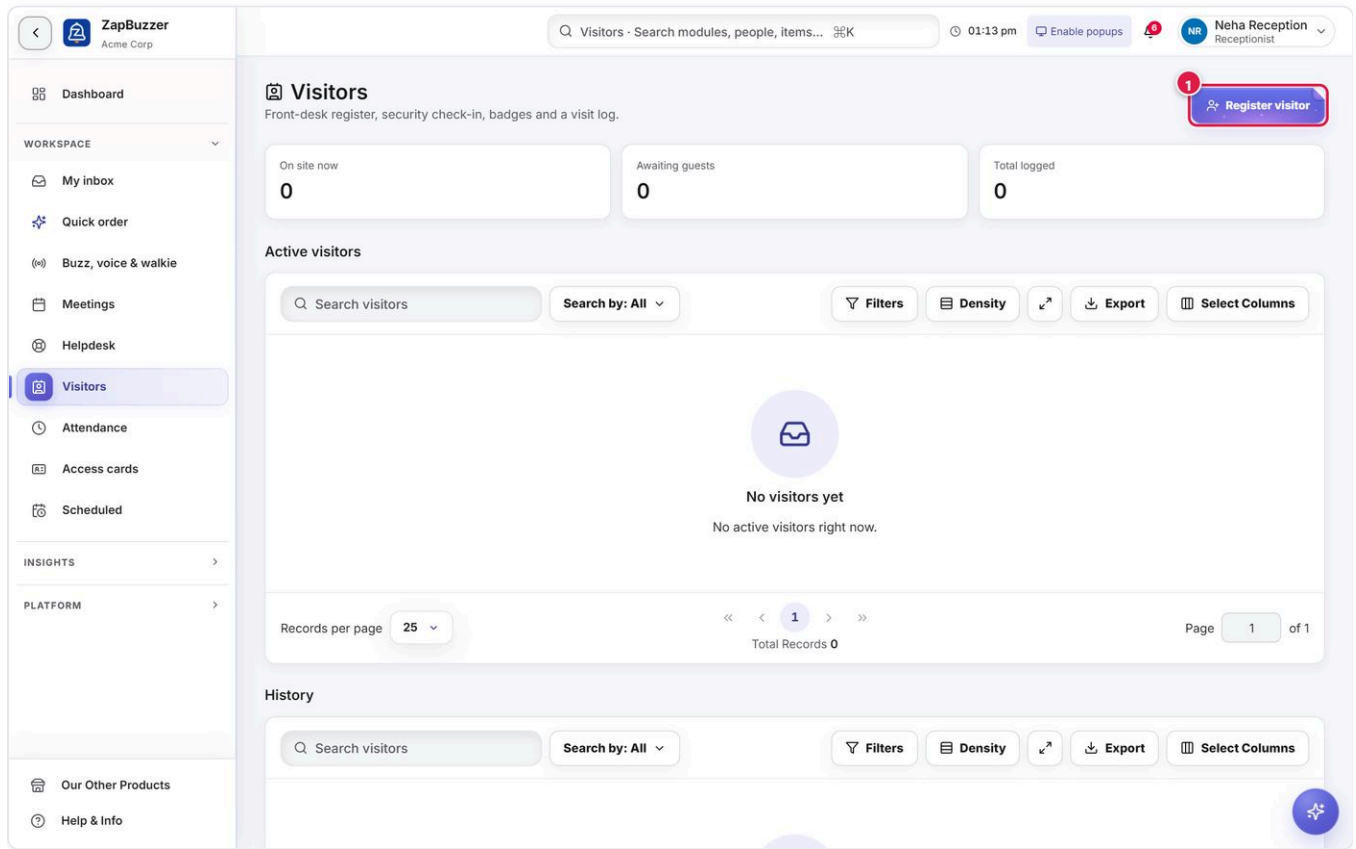
The dashboard is the Employee one, with your own open requests and recent requests.



My inbox with Received, Sent and History

My inbox has three tabs. **Received** shows reception requests waiting for you or your team: click **Accept** to take one (first to accept owns it), then open it to **Start**, **Mark delivered** or mark **Not collected** with a reason. **Sent** and **History** are your own orders. The inbox refreshes live and the tab title flashes when a new request arrives.

7.2 Register a visitor



Visitors, before registering

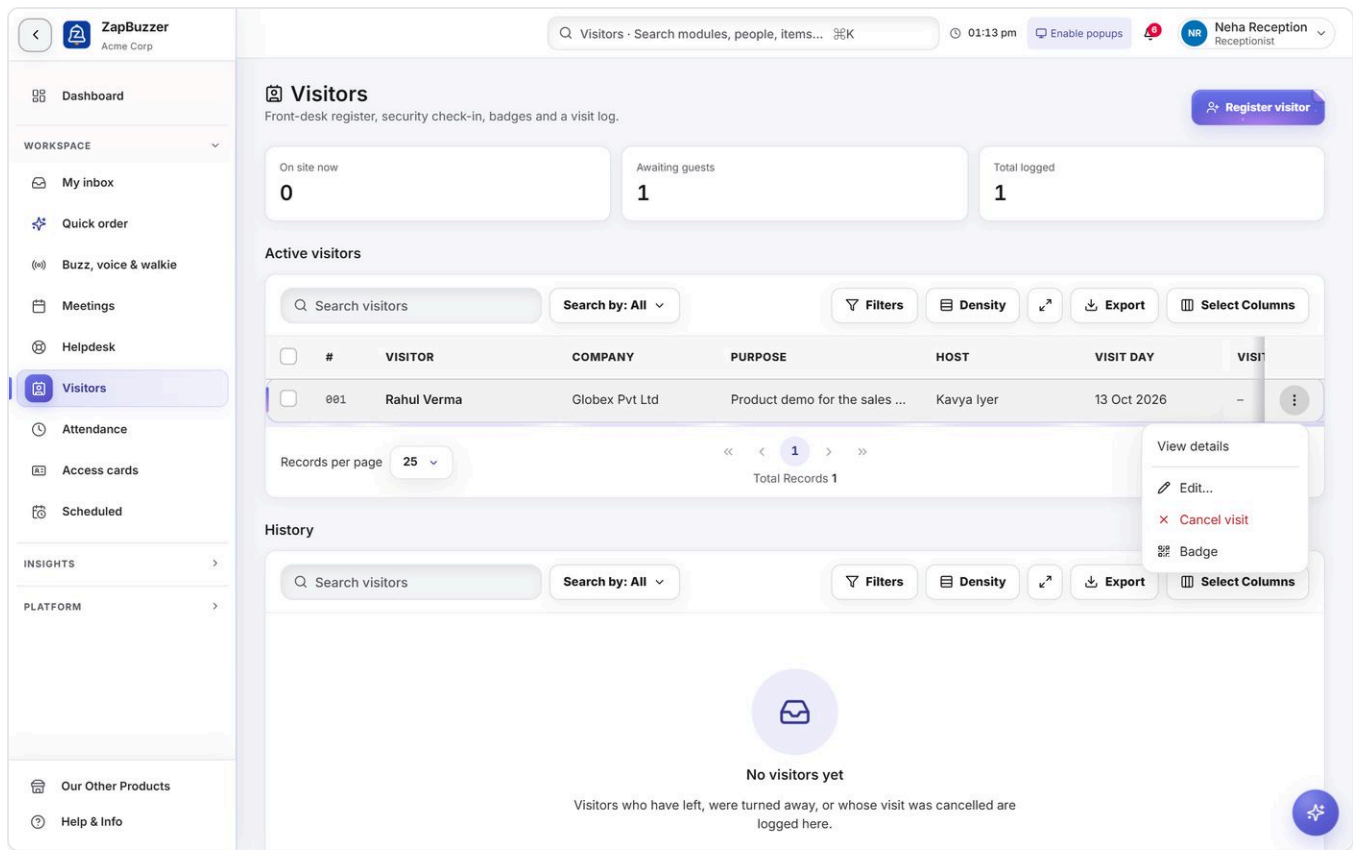
1. Open **Visitors** and click **Register visitor** (1).

The image shows a 'Register a visitor' modal form. It contains the following fields and options:

- Visitor name ***: Text input with 'Rahul Verma' (callout 1).
- Phone ***: Country dropdown (India +91) and text input (9812345678).
- Company**: Text input (Globex Pvt Ltd).
- Email ***: Text input (rahul.verma@globex.test).
- Visit day ***: Date picker (13-10-2026).
- Visit time**: Dropdown (Pick a time).
- Host**: Dropdown (Kavya Iyer - Employee) (callout 2).
- Location**: Dropdown (none).
- Items to order**: Dropdown (Medical).
- Medical is always included. Security can't be ordered for a visitor.
- Purpose of visit ***: Text input (Product demo for the sales team) (callout 3).
- Buttons**: Cancel (callout 4) and Register.

Register a visitor

2. Enter **Visitor name** (1), **Phone**, **Company**, **Email** and the **Visit day**; optionally a **Visit time** (not in the past) and **Location**.
3. Pick the **Host** (2), the colleague they are visiting. Reception cannot make an Owner, Admin or Viewer a visitor's host.
4. **Items to order**: Medical is always included; tick anything else to prepare (security cannot be ordered for a visitor).
5. Enter the **Purpose of visit** (3) and click **Register** (4).



Visitor row menu

From the row menu: **View details**, **Edit...** (until the visit ends), **Cancel visit** (before check-in; it moves to History as Cancelled) and **Badge** (opens a printable visitor badge). Only an Owner or Admin can delete a visitor record.

Message	What to do
[Name] is already registered with this phone number/email and their visit is still open.	Edit the existing visit instead of registering again.
Reception can't make an owner, admin or viewer a visitor's host.	Choose another host.
A finished visit can't be edited.	Register a new visit.

Checking visitors in and out is done by the Security guard in the mobile app (Chapter 10). The web Visitors page has no check-in button; when the guard checks someone in, the host is notified "Your visitor has arrived" and the visit moves to **On site now**.

7.3 Verify someone at the gate

Access cards
Building access-card requests — filed by anyone, decided by a manager or an admin.

Verify someone at the gate

Name, employee code, card number or email Look up

Expected today

Search expected arrivals Search by: All Filters Density Export Select Columns

#	CARD FOR	PURPOSE	VALID FROM (IST)	VALID UNTIL (IST)	REASON
001	Kavya Iyer	Lost or damaged card	13-10-2026, 12:00 AM	20-10-2026, 11:59 PM	Lost my card on the wa

Records per page 25 Page 1 of 1 Total Records 1

Requests you filed

Search card requests Search by: All Filters Density Export Select Columns

No card requests yet
You haven't filed a card request. File one with the button above.

Access cards for a Receptionist

On **Access cards**, **Verify someone at the gate** looks up a person by name, employee code, card number or email (type at least two characters and click **Look up**) to confirm they have valid access. **Expected today** lists people with approved access starting today. Receptionists can also file their own card requests (7.6) but cannot approve them.

7.4 Calls

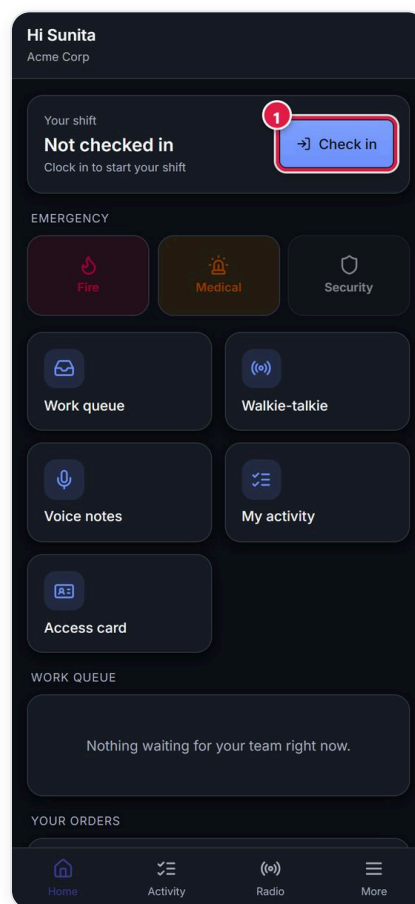
Receptionists receive walkie-talkie calls and can talk once in a call, but cannot start one (3.4). They can send Buzz messages and voice notes as in 7.9.

9. Service staff

Service staff (pantry, IT, facilities, print, stationery) receive requests for their team, accept them, and deliver. They work from a phone: the ZapBuzzer Android app or the mobile web at [/m](#), which is what you sign in to on any browser. The web console is not available to this role; opening it sends you to [/m](#).

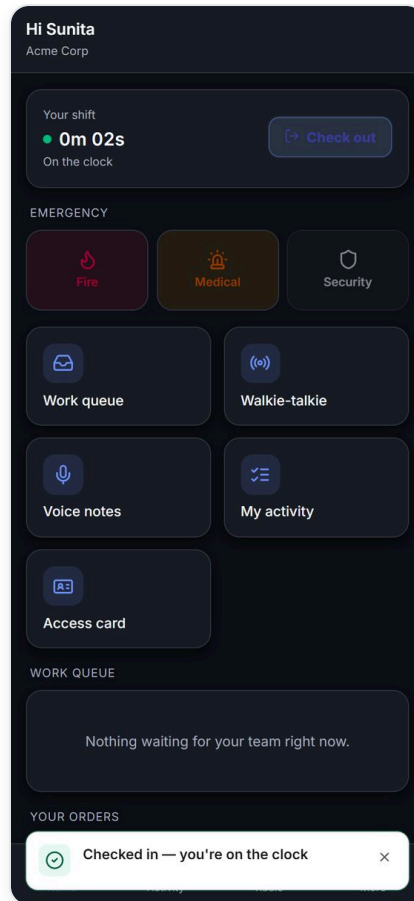
The one rule to remember: check in when your shift starts. Orders only reach staff who are on the clock. If nobody on your team is checked in, people trying to order see "No one is available right now" and cannot place the order.

8.1 Start your shift



Not checked in

1. Sign in (2.2). You land on **Home**.
2. Tap **Check in** (1) on the **Your shift** card.



On the clock

Result: "Checked in — you're on the clock"; the card shows the time on shift and **Check out**. Tap **Check out** when you finish. Home also has the **Emergency** buttons (Fire needs a second tap to confirm; Medical), shortcuts to Work queue, Walkie-talkie, Voice notes, My activity and Access card, and previews of your work queue and orders. The bar at the bottom has **Home**, **Activity**, **Radio** and **More**.

If an admin has set you **off shift**, you cannot sign in at all until they put you back on shift.

8.2 Accept and deliver a request

Example: an Employee has ordered two masala chai and a mineral water for the Cafeteria.



Work queue with a new order

1. Open **Work queue** (from Home or **More**). Each order shows the items, code, whether it is **Yours**, **With a teammate** or **Unclaimed**, the room and floor.
2. Tap **Accept** (1). The first person on the team to accept owns the order; everyone else sees it taken.



Accepted

3. When you start preparing it, tap **Start** (1).
4. When you hand it over, tap **Delivered**.

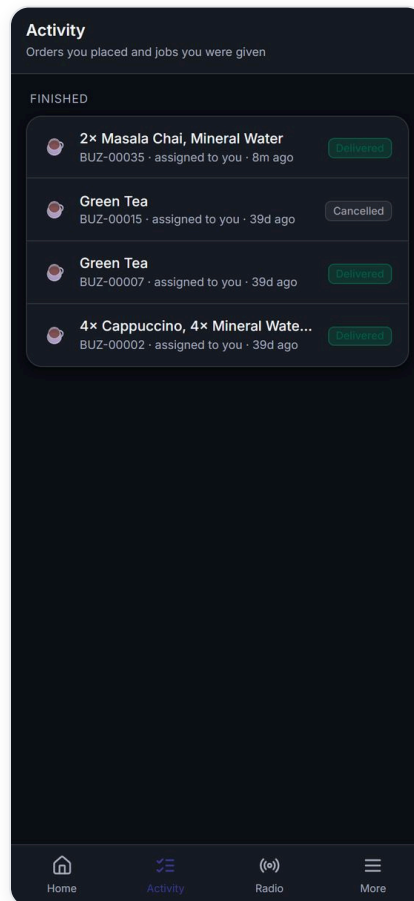


Queue empty after delivery

Result: "Marked delivered"; the order leaves your queue, items are taken out of stock, and the person who ordered is notified and asked to rate it. You can also tap **Delivered** straight after **Accept**.

To see an order's full details first (items, note from the requester, attachments, delivery room and history), tap it to open it. If the person does not collect the order, it can be closed as **Not collected** with a reason from the request page.

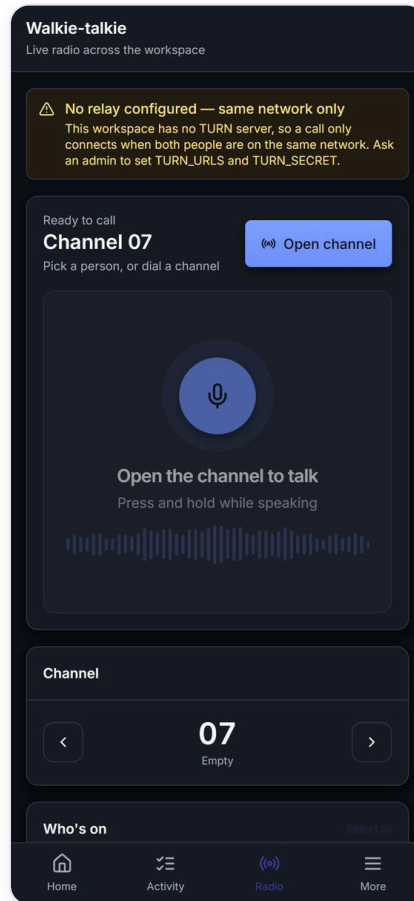
8.3 Your activity



Activity

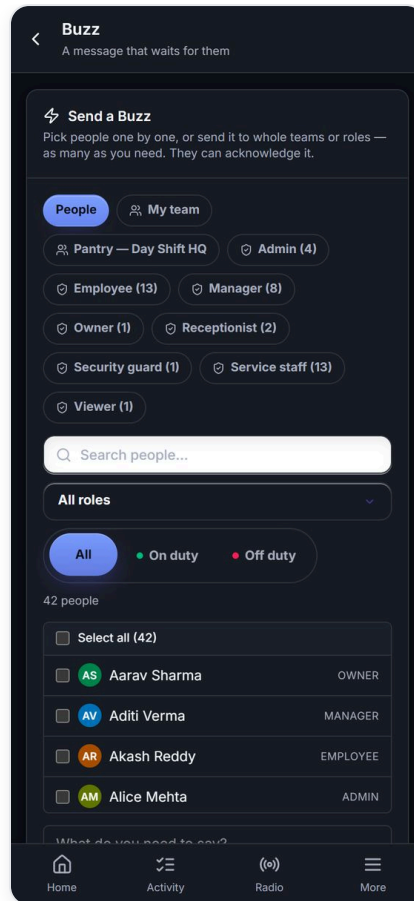
Activity lists orders assigned to you and orders you placed, split into **In flight** and **Finished**.

8.4 Buzz, voice notes and the radio



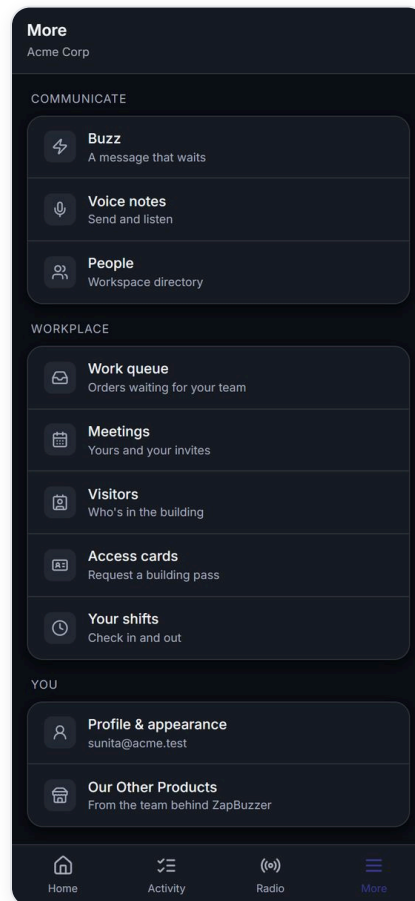
Walkie-talkie

Radio opens the walkie-talkie. Service staff can join and talk in a call someone else opens (hold the button to talk) but cannot start one. **Buzz** and **Voice notes** (under **More**) let you message colleagues; a Buzz you receive waits until you tap **Got it**. If you see the yellow "No relay configured — same network only" notice, calls only work between phones on the same Wi-Fi; tell your administrator.



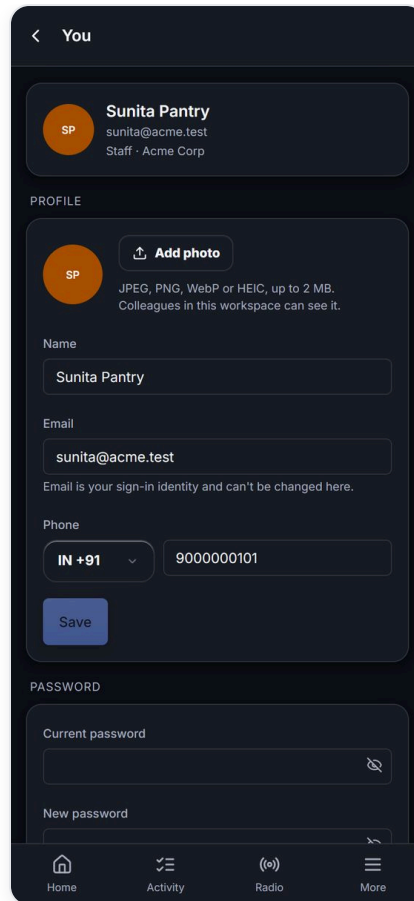
Buzz on the phone

8.5 More and your profile



More

More lists Buzz, Voice notes, People (directory with on-duty dots), Work queue, Meetings, Visitors, Access cards, Your shifts, Profile & appearance and Our Other Products.



Profile

Profile ("You") lets you add a photo, change your name and phone, change your password, choose an appearance (Light, Dark or Premium Glass) and **Sign out**.

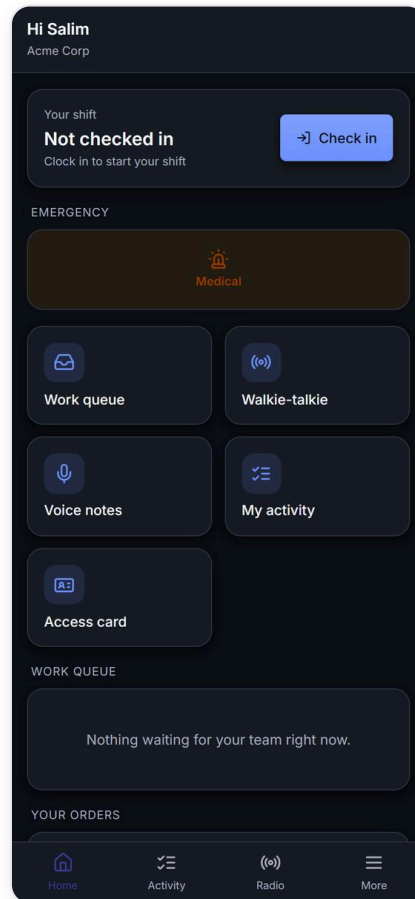
8.6 On the Android app

The Android app gives Service staff the same work plus things a browser cannot do: a full-screen ringing alert over the lock screen when a request arrives (with a 30-second countdown and **ACKNOWLEDGE**), an **Office Presence / Ring-through** switch that keeps the phone ringing through Do Not Disturb, and automatic answering of walkie-talkie calls. See Chapter 14.

10. Security guard

The Security guard answers "Call Security" requests, sees who is expected in the building, and checks visitors in and out. Like Service staff, guards use the Android app or the mobile web [/m](#) ; the web console sends them to [/m](#) . Check in at the start of each shift (9.1) so security calls reach you.

9.1 Home



Security guard home

The guard's Home has the **Your shift** card with **Check in**, a **Medical** emergency button (Fire and Security are deliberately not shown to guards), and shortcuts to Work queue, Walkie-talkie, Voice notes, My activity and Access card.

9.2 Answer a security call



Work queue for Security

When anyone taps **Call Security** (7.1), every checked-in guard is notified and the request appears in **Work queue**. Accept, start and complete it exactly as Service staff do (9.2): **Accept**, then **Start**, then **Delivered** when the situation is handled. When no security calls are open, the queue says "Nothing waiting".

9.3 Visitors

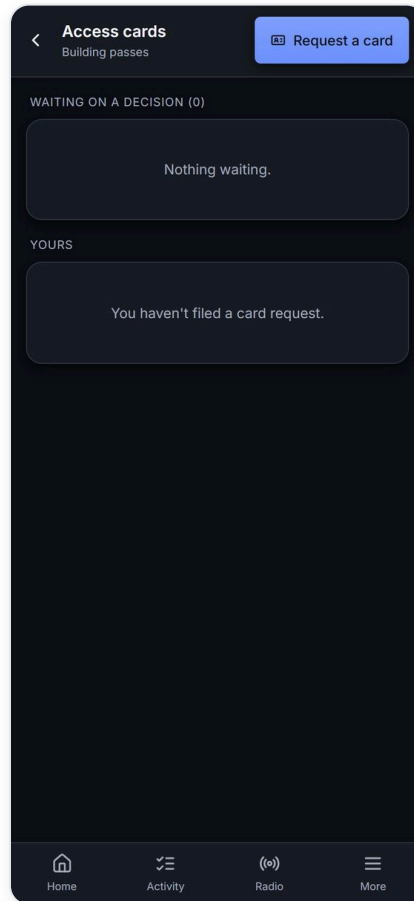


Visitors on the guard's phone

More → Visitors shows everyone registered for the building ("Everyone in the building"). In this example, Rahul Verma from Globex, registered by Reception for Kavya Iyer, shows as **Awaiting guest**.

Check-in and check-out are Security-only actions. Do them from the Android app's Visitors screen; the mobile web page above is for viewing only. When a guard checks a visitor in, the host gets "Your visitor has arrived" and the visit counts as **On site now**; checking out moves it to History.

9.4 Access cards



Access cards on the guard's phone

Guards can see the access-card queue ("Waiting on a decision") for the whole workspace but cannot approve or decline; that is a Manager's, Admin's or Owner's job. When a card is approved, Security is notified to expect the person. Guards can file their own card request with **Request a card**.

9.5 Radio and messages

Guards receive walkie-talkie calls and can talk in them but cannot start a call. Buzz and voice notes work as for Service staff (9.4).

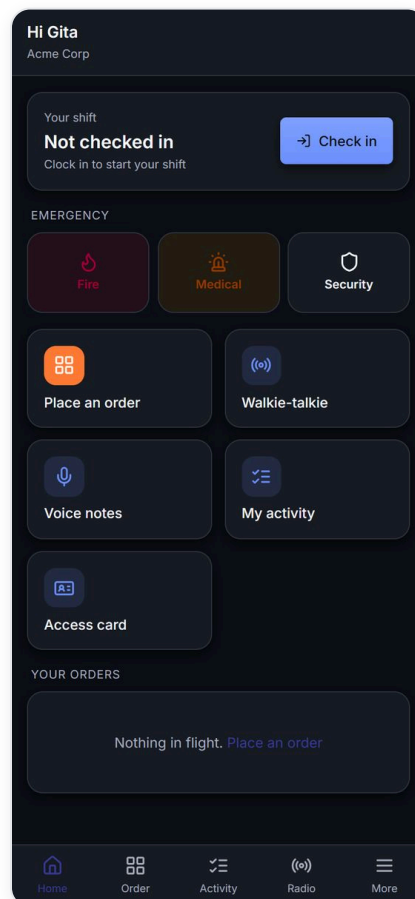
9.6 On the Android app

The app's Security home adds **Active Security Requests** with ACCEPT / DECLINE, **Employee Access** with pending cards, **Lost Access Card**, **Visitors** and **Temporary Access Requests**, plus the full-screen ringing alert over the lock screen. See Chapter 14.

11. Viewer

A Viewer is an order-only account, for example a shared guest desk or a trainee. Viewers place orders from the Android app or the mobile web [/m](#) ; they cannot accept or fulfil anything, cannot be assigned work, and cannot open the web console.

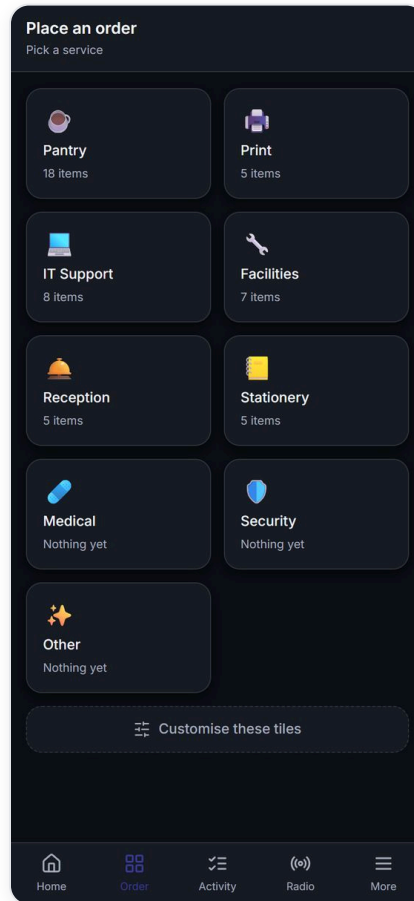
10.1 Home



Viewer home

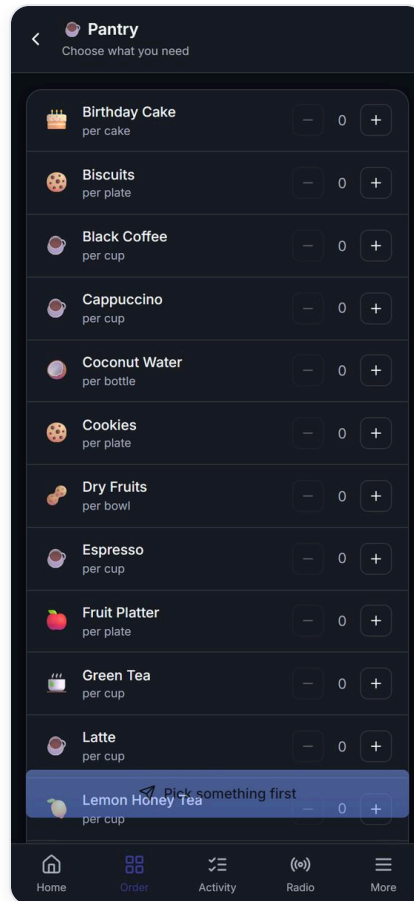
The Viewer's Home has the **Your shift** card, the **Emergency** buttons (Fire, Medical, Security), and shortcuts to **Place an order**, Walkie-talkie, Voice notes, My activity and Access card. The bottom bar adds an **Order** tab.

10.2 Place an order



Place an order: categories

1. Tap **Order** (or **Place an order**). Pick a category; each tile shows how many items it has. **Customise these tiles** hides categories you never use.



Pantry items

2. Use **+** and **-** to choose quantities.
3. Choose **Deliver to** (a room, or no specific room), the **Priority** (Normal, High, Urgent) and an optional note.
4. Tap **Place order · N**. Until you pick something the button reads **Pick something first**.

The order then appears under **Activity**, where you can follow it and **Cancel** it while it is still placed or accepted. The same "No one is available right now" rule applies (7.1).



Packages

More → **Packages** orders a whole bundle in one tap once an admin has set packages up (the picture shows the page before any are set up).

10.3 What a Viewer cannot do

Viewers never receive orders, never ring anyone with a Ring Buzz, and cannot start radio calls (they can answer them). Items an admin has restricted by role ("Who can order this" in 5.7) are hidden from them.

12. Guests and room QR codes

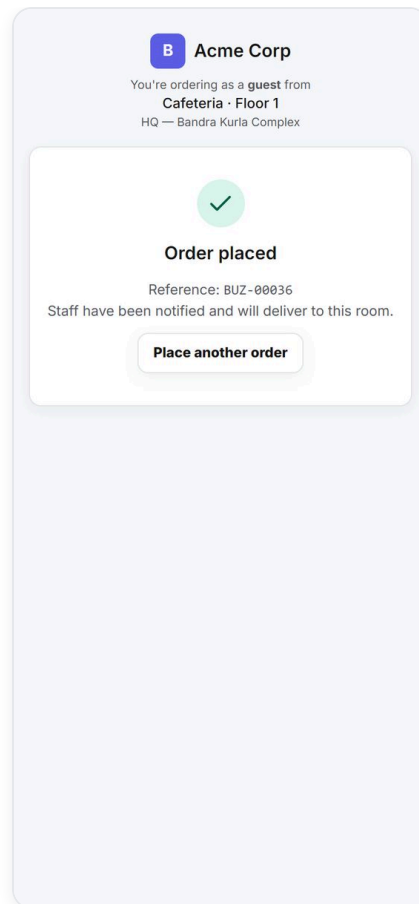
Every room has two QR codes, printed from **Rooms & locations** → **QR code...** (5.5). Neither needs an account.

QR code	Opens	What the person can do
Order code	<code>/g/<room></code>	Order from the room's menu as a guest
Room-info code	<code>/r/<room></code>	See which room they are in; nothing else

11.1 Order as a guest

Guest order page for the Cafeteria

1. Scan the room's order QR code. The page says "You're ordering as a guest from Cafeteria · Floor 1" with the location.
2. Under **Your details**, enter your **Name** and **Phone** (both required, so staff can find you).
3. Under **What do you need?**, pick a category and tap items to add them; adjust with + and –.
4. Add an optional **Note** and tap **Place order**.

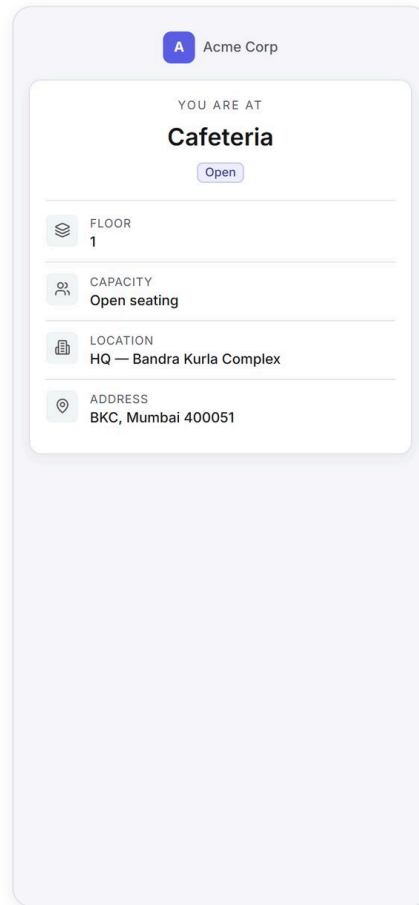


Guest order placed (reference BUZ-00036)

Result: "Order placed", a reference code, and "Staff have been notified and will deliver to this room"; **Place another order** starts again. Staff see the order like any other, marked as a guest order with the guest's name and phone. Guests cannot see order history afterwards.

Limits: the same staff-availability rule as everyone else; at most 20 orders from one network per 5 minutes; no ordering while the workspace is suspended or in maintenance.

11.2 Room information



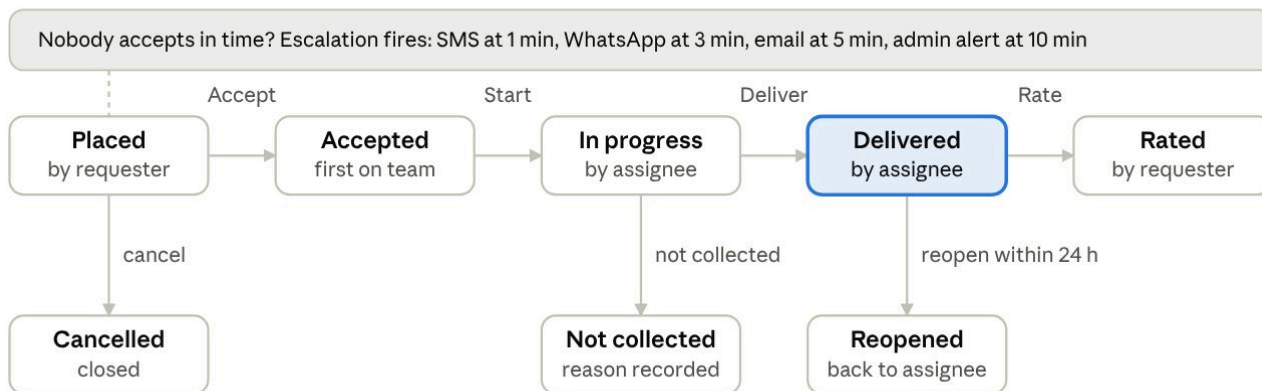
Room information page

The room-info code shows the workspace, "You are at" the room name and type, the floor, capacity, location and address. It is read-only: no ordering, no meetings and no map position are shown.

13. End-to-end workflows across roles

These are the most common journeys through ZapBuzzer, showing who does each step and who is notified. The screenshots in Chapters 6 to 12 follow the same examples. The order flow is the heart of ZapBuzzer:

An order passes to the first team member who accepts, then back to the requester



Order lifecycle: who moves each state

A requester cancels only while the order is still Placed and inside the cancellation window; a Manager, Admin or the Owner can cancel at any time. Escalation channels only fire where SMS, WhatsApp and email are set up.

12.1 Order: tea for the Cafeteria (example BUZ-00035)

Step	Who	Where	What happens
1	Sunita (Service staff, Pantry team)	/m → Check in	She is on the clock, so the Pantry team can receive orders. Without this step the next step fails with "No one is available right now".
2	Kavya (Employee)	Quick order → Buzz staff	Order BUZ-00035 is Placed; every checked-in Pantry team member is notified; Kavya gets "Order placed". The SLA countdown and escalation schedule start.
3	Sunita	Work queue → Accept	The order is hers; teammates see it taken; Kavya is notified "BUZ-00035 accepted — Sunita Pantry is on it".
4	Sunita	Start , then Delivered	Status moves to In progress, then Delivered; stock is reduced; Kavya is notified "BUZ-00035 delivered — Tap to rate".
5	Kavya	Request page → 5 stars → Submit rating	The rating joins the timeline and Sunita's scoreboard.
6	Owner, Admin, Manager	All requests	The order is visible with its requester, room and assignee.

Step	Who	Where	What happens
2	Karan (Manager)	Ticket → Start , then a reply → Send	Status In progress; Kavya is notified "New reply on HD-00001". (Assign to... hands it to someone else, who is notified.)
3	Karan	Resolve → note → Confirm resolve	Status Resolved with the note; Kavya is notified "HD-00001 resolved".
4	Either	Close	Closed; no more replies.

12.4 Visitor: registered by Reception for a host

Step	Who	Where	What happens
1	Neha (Receptionist)	Visitors → Register visitor → Register	Rahul Verma (Globex) is Awaiting guest; the host Kavya, Security and Reception are notified "Visitor at reception: Rahul Verma"; the host is also emailed.
2	Kavya (host)	Visitors → Your visitors	She sees the visit and can cancel it before arrival.
3	Salim (Security guard)	App → Visitors → check in	The visit becomes On site; Kavya is notified "Your visitor has arrived". <i>Done in the Android app.</i>
4	Salim	App → check out	The visit moves to History. <i>Done in the Android app.</i>

The screenshot displays the ZapBuzzer application interface. On the left is a sidebar with navigation options: Dashboard, My inbox, Quick order, Buzz, voice & walkie, Meetings, Helpdesk, Visitors, Attendance, Access cards, Scheduled, INSIGHTS, PLATFORM, Zivo Assist, Notifications (selected), Settings, Our Other Products, and Help & Info. The main content area is titled 'Notifications' and shows a list of 13 notifications. The notifications are filtered by 'All' and are all marked as 'Unread'. The list includes details such as the notification ID, the notification text, the details of the event, the time it occurred, and the status. The notifications are sorted by time, with the most recent at the top. The interface also includes a search bar, filters, density settings, export options, and a 'Mark all read' button. The bottom of the screen shows pagination information: 'Records per page 25', 'Total Records 13', and 'Page 1 of 1'.

#	NOTIFICATION	DETAILS	WHEN (IST)	STATUS
001	Visitor at reception: Rahul Verma	Globex Pvt Ltd — Product demo for the sal...	13-10-2026, 1:13 PM	Unread
002	HD-00001 resolved	Device reset on the Wi-Fi controller; conne...	13-10-2026, 1:12 PM	Unread
003	New reply on HD-00001	Please forget the AcmeCorp network and r...	13-10-2026, 1:12 PM	Unread
004	Access card approved — Kavya Iyer	Decided by manager.	13-10-2026, 1:10 PM	Unread
005	BUZ-00035 delivered	Tap to rate	13-10-2026, 1:07 PM	Unread
006	BUZ-00035 accepted	Sunita Pantry is on it	13-10-2026, 1:07 PM	Unread
007	Order BUZ-00035 placed	Waiting for Pantry — Day Shift HQ to accep...	13-10-2026, 1:07 PM	Unread
008	Order BUZ-00034 placed	Waiting for a team to pick this up	23-09-2026, 1:24 PM	Unread
009	BUZ-00033 accepted	Aarav Sharma is on it	23-09-2026, 12:52 PM	Unread
010	Order BUZ-00033 placed	Waiting for a team to pick this up	23-09-2026, 12:51 PM	Unread
011	Order BUZ-00032 placed	Waiting for Pantry — Day Shift HQ to accep...	22-09-2026, 4:09 PM	Unread

Kavya's notifications after these workflows

Kavya's **Notifications** page shows the trail these workflows left: the visitor at reception, the ticket resolved and the new reply, the access card approved, and the order placed, accepted and delivered.

12.5 Guest order from a room QR code (example BUZ-00036)

A guest scans the Cafeteria's order code, enters a name and phone, picks Green Tea and taps **Place order**. The order reaches the checked-in Pantry team exactly like 13.1 and is marked as a guest order with the guest's details (Chapter 12).

12.6 Meeting

Step	Who	What happens
1	Organiser	New meeting → Schedule + notify : invitees get an in-app notification, a push and an email "Meeting: title".
2	Invitees	Accept or Decline (final; closes 30 minutes before the start); the organiser is notified of each answer.
3	Organiser	Order for this meeting buzzes the pantry with the meeting attached; Mark attended per accepted invitee; Mark done after the meeting. Cancel meeting notifies everyone.

14. The Android app

The ZapBuzzer Android app (version 1.18.0, build 51) does everything the mobile web does plus the things a browser cannot: ring over the lock screen, keep ringing through Do Not Disturb, and answer radio calls on its own. There is no iOS release yet. **Screens can differ slightly between app versions**; keep the app up to date (14.6).

13.1 Sign in

Open the app, go through the short onboarding, and sign in with your **corporate email** and **password** (or **Log in with Google**). If you use two-factor authentication you are asked for the code.

13.2 Your home screen by role

The app has two tabs at the bottom, **Home** and **Settings**. Home changes with your role:

Role	Home shows
Owner, Admin, Manager	Active order, the office-presence ring switch, all services, communication, attendance and quick orders. If your role cannot receive orders, it says "This phone will not ring".
Employee	Quick Services (Meetings, Pantry, Stationery, Medical, Security, Facilities, Print, Access cards) and your meetings.
Receptionist	Incoming Requests with ACCEPT, DECLINE and VIEW FULL DETAILS, plus quick actions including IT Support and Visitors.
Security guard	Active Security Requests (ACCEPT / DECLINE), Emergency and Medical, Employee Access with pending cards, Lost Access Card, Visitors and Temporary Access Requests.
Service staff	Work split into URGENT and REGULAR & SCHEDULED, with Medical, Access cards, Meetings, Helpdesk and History.
Viewer	Guest Services: Pantry, Medical, Access cards, Meetings.

Every role also gets the **Communication** section (Voice Note, Walkie Talkie, Buzz) and workspace announcements.

13.3 When a request arrives

A new request rings the phone with a full-screen **INCOMING SUMMON** alert, even over the lock screen, with a 30-second **SECONDS LEFT** countdown. Tap **ACKNOWLEDGE** to take it (or **Snooze**). Order details appear after acknowledging if the phone is unlocked. A fire alarm shows **FIRE EMERGENCY** with **CALL FIRE BRIGADE**, and then asks "Are you safe?" with **I NEED HELP**, **NO FIRE HERE**, and for managers **ALL CLEAR / FALSE ALARM**.

Office Presence / Ring-through: tap **TAP TO ARM** to keep the phone ringing for requests even in Do Not Disturb (it shows "DND MISSING" until you grant Do Not Disturb access). The switch survives a

restart. When it is off, ordinary requests do not ring you; fire alarms always do.

13.4 Buzz, voice notes and walkie-talkie

Buzz: pick somebody (or your whole team), add a voice note or photo, and choose **SEND BUZZ NOTIFICATION** or **RING BUZZ**. A Ring Buzz opens a ringing screen on the recipient's phone with **Got it**.
Walkie-talkie: connect a channel or add people to a call and hold **PUSH TO TALK**; you can turn the speaker and haptics on or off and **End call**. An incoming call ("INCOMING ZAP RADIO") is answered automatically when the phone is idle, and can be declined from the notification.

13.5 Settings in the app

Edit profile, Change password, Two-factor authentication, Billing, Helpdesk, Help, **Send feedback** (appears on the console's Feedback page), Sync now, **Permissions & reliability**, Push delivery, Manufacturer help (battery settings that stop phones from killing the app), **Check for updates** (installs a newer app build), Delete account and **SIGN OUT**.

13.6 Make sure your phone rings

1. Allow notifications, full-screen alerts and Do Not Disturb access when the app asks (Settings → Permissions & reliability).
2. Exclude ZapBuzzer from battery optimisation (Settings → Manufacturer help explains how for your phone brand).
3. Arm **Office Presence** at the start of your shift.
4. Keep the app updated with **Check for updates**: an old build may not receive newer alert types.

15. Troubleshooting and FAQ

Most problems are one of three things: nobody on the team is checked in, the page belongs to a more senior role, or something has not been set up yet.

What you see	Why	What to do
"No one is available right now." when ordering	Nobody on that category's team is checked in.	Staff tap Check in on /m or in the app (9.1). A manager can check who is on duty in Attendance.
"Nobody is set up to receive X" or "No one is on the X team yet"	The workspace has no team of that type.	An Admin or Manager creates the team and adds members (5.4).
"Pantry opens at 12:00" and Buzz staff is greyed out	Ordering hours (5.7).	Wait, or ask a manager to add an exception.
"Please complete your profile first"	Your name or phone is missing.	Settings → Profile (2.6).
You are sent back to the Dashboard when you open a page	Your role cannot use that page.	See Chapter 4; ask an Admin if you need access.
A card saying "...is restricted", "Owner-only area" or "Restricted area"	Same as above, for pages that explain the restriction.	Ask the Owner or an Admin.
"...isn't switched on"	The module is turned off for your workspace by the platform.	Ask your Owner; only ZapBuzzer support can turn it back on.
A menu entry has disappeared	An Owner, Admin or Manager hid it in Settings → Menu & features, or the platform switched it off.	Ask them to show it again (5.10).
As Service staff, Security or Viewer you land on /m instead of the console	Those roles use the mobile surface by design.	Use /m or the Android app.
"You're marked off shift, so you can't sign in."	An admin set you off shift.	Ask them to put you back on shift (5.3).
"Too many sign-in attempts — try again shortly."	10 failed tries for one email, or 60 from one network, in 5 minutes.	Wait five minutes or reset your password.
Invitation email never arrived	Platform email is not set up, or it went to spam.	The inviter can copy the temporary password shown on screen, or reset your password (5.3).
"Orders can only be cancelled within N minutes of being placed." or "Someone has already started on this"	The cancellation window has passed or staff have accepted.	Ask the assignee or a manager to cancel it.
"This order is more than 24 hours old, so it can't be reopened"	Reopening is limited to 24 hours.	Place a new order (Reorder).

What you see	Why	What to do
"This request's access period has already ended..."	An access-card request expired before anyone decided.	File a new request with new dates.
"Responses closed 30 minutes before the meeting starts."	Meeting answers lock 30 minutes before the start.	Tell the organiser directly.
"This workspace has reached its plan's seat limit."	The plan is full.	The Owner or an Admin upgrades on Billing & plans.
The walkie-talkie shows "No relay configured — same network only"	The voice relay is not set up for your workspace.	Calls work on the same Wi-Fi only; ask your administrator to contact ZapBuzzer support.
Zivo says it cannot answer	AI has no provider key.	An Owner or Admin sets it up in Settings → AI.
The phone does not ring for new requests	Office Presence is off, battery optimisation killed the app, or notifications are blocked.	Follow 14.6.
An error page shows an "Error ref" code	A server error was recorded.	Send the code to your admin; ZapBuzzer support can look it up.

Where do I change my password? Settings → Password (2.6). **Where is two-factor?** Same page. **Can I be in two workspaces?** Yes; switch between them from the account menu (2.4). **Who sees what I spend?** Only the Owner sees ₹ amounts (Expenses, and spend on a person's profile).

16. Glossary

Term	Meaning
Access card request	A request for a building access pass, decided by a Manager, Admin or the Owner (7.6, 6.2).
Announcement	A banner shown on everyone's dashboard and phone, posted by an Owner, Admin or Manager (5.10).
Assignee	The person who accepted a request and is responsible for delivering it.
Buzz	A written message to colleagues that waits until they acknowledge it with Got it . A Ring Buzz also makes their phones ring (7.9).
Catalogue	Everything people can order, grouped into categories such as Pantry, Print and IT Support (5.7).
Check in / on the clock	Starting your shift in Attendance or on /m . Service staff must be checked in to receive orders (9.1).
Custom role	A role your workspace creates, based on a built-in role (3.5).
Escalation	Automatic reminders (SMS, WhatsApp, email, admin alert) sent when nobody accepts a request in time.
Guest order	An order placed by scanning a room's order QR code, without an account (Chapter 12).
Helpdesk ticket	A tracked issue for IT, facilities, HR or access, worked by Managers and admins (7.5, 6.3).
Host	The colleague a visitor has come to see.
Kudos	A thank-you an employee gives the person who delivered their order.
Mobile web (/m)	The phone-sized version of ZapBuzzer that opens in any browser; the home of Service staff, Security and Viewers.
Office Presence / Ring-through	The Android app switch that keeps your phone ringing for requests, even in Do Not Disturb (14.3).
On shift / off shift	Set by an admin. Off-shift people cannot sign in and receive nothing.
Ordering hours	The times a category or item accepts orders (5.7).
Package	A ready-made bundle of items ordered in one click (5.7).
Quick order	The screen for placing a request (7.1).
Request (order)	Anything someone asks for through ZapBuzzer, from tea to a security call. Each has a code such as BUZ-00035.
SLA	The target time for a request to be accepted; shown as a countdown on the request.
Team	The group of staff who receive one kind of request; the first to accept owns it (5.4).

Term	Meaning
Walkie-talkie (Radio)	Live push-to-talk calls between colleagues; calls only go down the chain of command (3.4).
Workspace	Your company's own space in ZapBuzzer, with its people, rooms and settings.
Zivo Assist	The built-in AI assistant (7.10).