

Amadeus Selling Platform Connect

Productivity Suite Quality Monitor

Quick Guide

September, 2017

Productivity Suite

Get revolutionary and time-saving features, but even more options to further increase productivity.

Smart Flows

Trigger Smart Flows during the booking process to help agents complete repetitive or complex tasks more efficiently

Quality Monitor

Check elements of the Booking File to ensure adherence to travel agency processes

File Finishing

Touch-less completion of bookings with rules to automate the addition of PNR elements for downstream applications

Smart Triggers

Automatically launch customized rules, via Scripts or Smart Flows, triggered by standard or custom commands throughout the booking flow

Booking Flows



Quality Monitor Module

Product Overview

Quality Monitor checks the Booking File elements to ensure adherence to travel agency processes.

Using predefined rules, **Quality Monitor** provides non-disruptive warnings and “stop” signs to help agents track their progress and apply manual or automatic corrections, all in real-time. These rules are defined by an office administrator.

Quality Monitor is executed when the user enters a cryptic command or its equivalent graphical action that is defined in a rule as a trigger for Quality Monitor checks. It can also be triggered on demand.

When to use Quality Monitor

Why would I want to use it?

Improve the quality of the PNR/Booking File	E.g: detect absence of APIS data (US)
Guide the Travel Agent through a workflow	E.g: choose when your rules will block
Block, warn, inform travel agents throughout a booking	E.g: lack of APIS data = blocking. E.g: hotel suggestion = info

To have rules immediately enforced	E.g: new special offer/incentive
Less intrusive	E.g: user can check status when needed

What problem does it address?

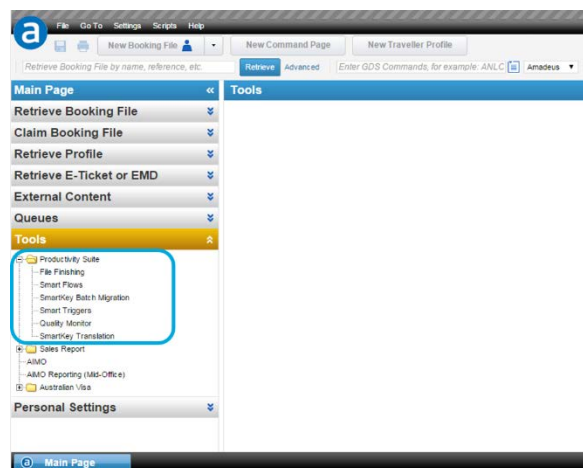
— Sending incomplete PNRs back and forth

— Costs incurred for bad PNRs

— Constant visibility on how well your PNRs matches your agency’s business rules

— Guides you with corrective actions at relevant time

How to access Productivity Suite?



Key Tips on Quality Monitor language

_Quality Monitor uses a specific language, first instruction has to be an if or a choose

_“choose” statement allows to provide agent with more than 1 option

_“call” statement allows to call a Smart Flow as a corrective action

_Do not make any **typo** when typing the name of the Smart Flow to be called, else Quality Monitor will not find it!

_All Quality Monitor rules need a **STATUS** (Blocking, Info, Warning)

_AND/OR logic:

- if A and B or C then...
 <=> if (A and B) or C
- if A or B and C
 <=> if (A or B) and C

_“=” is written “==”; different is written “!=”

_USA: Board/Off-PointCountryState format is 4 letters: e.g: USNY or USCA

_Dates are not supported yet

_Use **parenthesis**-matching:

1 | ((aaa) AND (bbbb))

1 | ({ (aaa) })

Available Statements

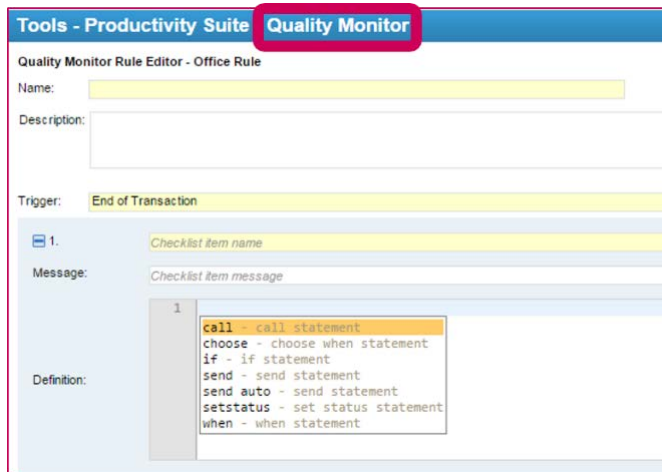
```
_if (condition) {
instructions
}
choose "Do you want to" {
when ("send general remark") {
send "RM this is a general remark"
}
when ("call Smart Flow") {
call "my Smart Flow"
}
}
_set status
_call
_send
_send auto
```

Available operators

```
_ ==
_ !=
_ >
_ <
_ >=
_ <=
_ CONTAINS
_ DOESNOTCONTAIN
_ AND
_ OR
_ where
_ count
```

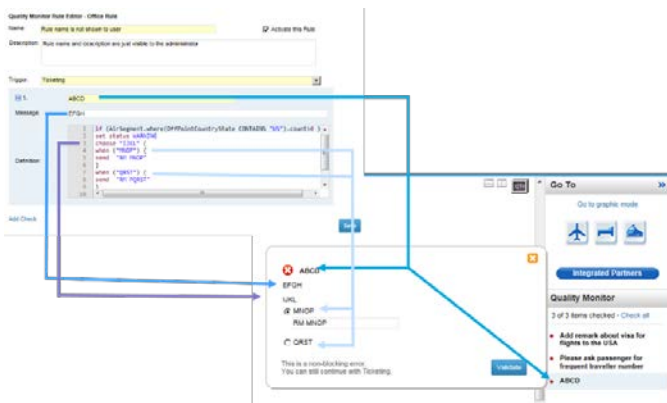
Interface: Ctrl + Space

By typing Ctrl + Space, you display the list of Quality Monitor statements



Field mapping

Link between the statements in the rule and the elements displayed by Quality Monitor once a rule is active



Create a Quality Monitor Rule

Ex 1: Quality Monitor rule to check for FoP

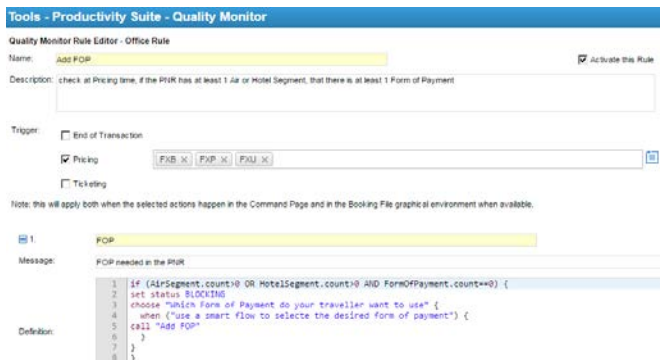
Calling an Office Smart Flow

Objective here is to create a rule to check:

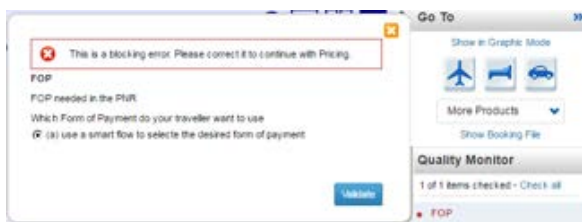
- At Pricing time, if it has at least 1 Air or Hotel Segment
 - Select Pricing as a Trigger and check in the **If** statement that there is an Air and Hotel segment
- That the PNR has at least 1 Form of Payment
 - Check in the **If** statement that there is a Form of Payment

If not, it should block the user from going further:

- Set the Status as **BLOCKING**
- It should help the user enter a FoP, to be chosen at least among 3
 - Call a predefined Smart Flow



If the rule is not checked, at trigger time:



Ex 2: Quality Monitor rule to check for TSA/APIs data

For flights to the USA

Objective here it to create a rule that should block the user if destination is USA and TSA/APIs data is not present in the PNR

Create a rule to check:

- At Ticketing time, if it has at least 1 Air Segment to the USA from outside the USA

o Set the Trigger as Ticketing

o In the **If** Statement, check if Destination is US and boarding is not made in the US

- That the PNR has at least 1 SSR containing the word "DOCO", "DOCS" or "DOCA"

o In the **If** Statement check if SSR element contains TSA/APIs data

o Set the Status as **BLOCKING**

