Amadeus Selling Platform Connect

Productivity Suite
Smart Flows

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

Touchless 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 Flow

Smart Flows Module

Product Overview

Smart Flows is a module of Productivity Suite which aims at increasing the quality of the Booking File (or PNR in cryptic mode) by streamlining the overall booking flow.

The **Smart Flows** tool in Selling Platform Connect allows a user or office administrator to build and launch predefined, customizable workflows. Smart Flows are triggered on request to help users complete complex or repetitive booking and fulfilment tasks.

There are two types of Editor in Smart Flows, Smart Flow Editor and Advanced Language Editor.

_Smart Flow Editor allows you to enter cryptic commands and easily add questions and variables to these commands.
_Advanced Language Editor allows you to create a Smart Flow using a specific language defined for Smart Flows for more complex tasks.

## When to use Smart Flows

Why would I want to use it?

Ease execution of **repetitive** tasks	E.g: add FoP
Ease execution **complex** tasks	E.g: add cello as cabin baggage

Create a **standard workflow**	E.g: when Smart Flow is called by a Smart Trigger
Ensure the **quality** of PNRs	E.g: by having a Smart Flow to enter all necessary remarks/SSRs in the right format

What problem does it address?

_Save time
_Save rarely used commands instead of having to remember them every time
_Avoid confusion by decluttering agents' list of available Smart Flows
_Guide the Travel consultant through complex tasks, in cryptic and graphic

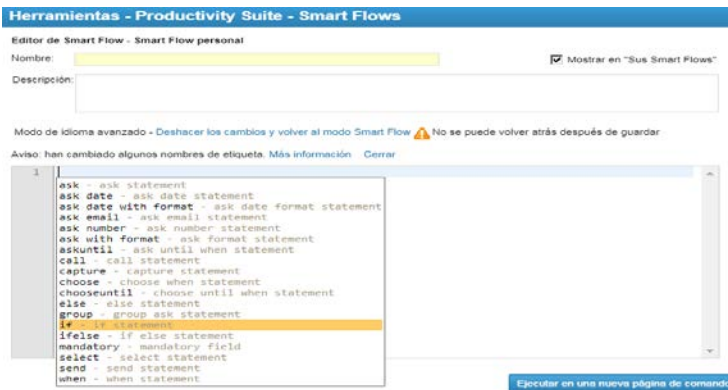## How to access Productivity Suite?
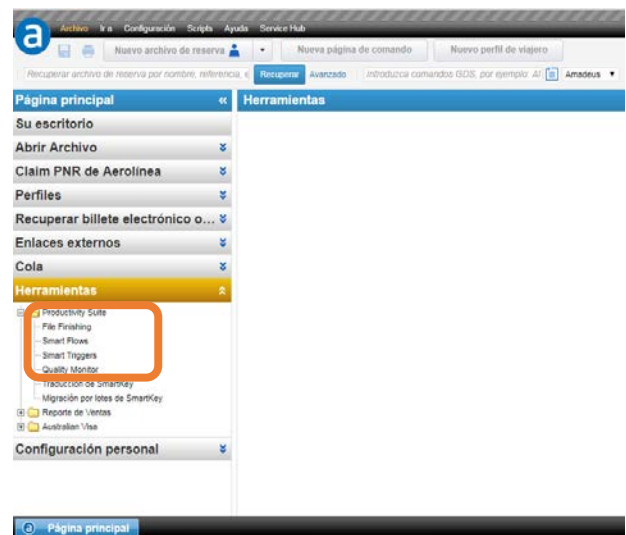
Interface: Ctrl + Space

By typing Ctrl + Space, you display the list of Smart Flows statements for Advanced language

To be used for edition in Advanced language mode

Available statements

To be used in Advanced language mode

- ask
- send
- capture
- if, else

- ask... until
- today
- group
- call
- choose... when
- choose... until
- append
- ask date
- ask date with format ... ask email
- ask number
- select

Key tips

Some valuable information when it comes to create your Smart Flows:

_ [Alt] + [right arrow] to access **Command History**
_ **"email"** is a reserved variable
_ **"group"** statement allows to ask multiple questions in 1 screen
_ **"choose"** statement allows to provide agent with more than 1 option
_ **"call"** statement allows to call another Smart Flow
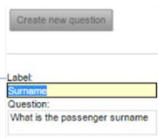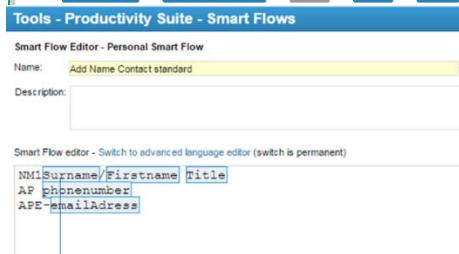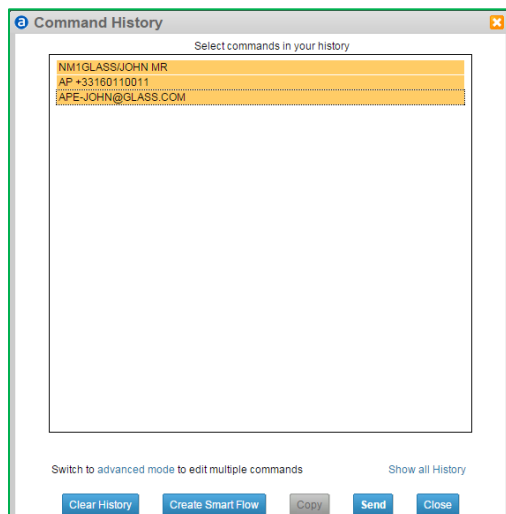_ **Name** your Smart Flow well as you may need to call it later

Smart Flows Editor

Ex 1: Create a Personal Smart Flow to add passenger

With the Travel Agent's editor, from the Command History

_NM1GLASS/JOHN MR
_AP +33160110011
_APE-JOHN@GLASS.COM

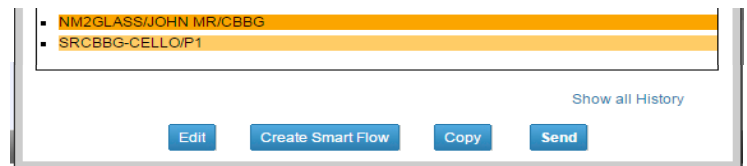Select the commands in your history and click on "Create Smart Flow"

Ex 2: Create a Personal Smart Flow to add a cello

With the Travel Agent's editor, from the Command History

_Book a flight
_Add PAX + Cello:

- NM2GLASS/JOHN MR/CBBG
- SRCBBG-CELLO/P1

_Retrieve the two commands via Command History and click on "Create Smart Flow"

Rename what should be a variable. For each variable, Create new question
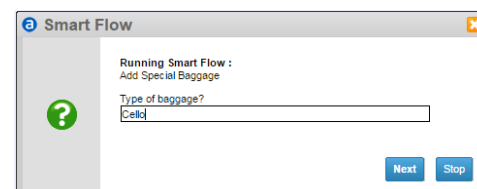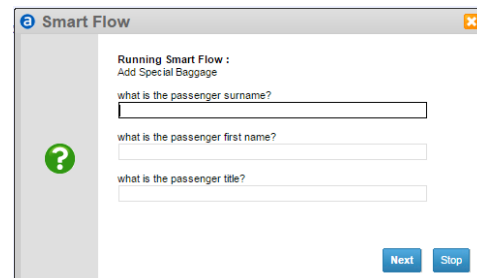
Advanced Editor

Ex 1: Create a Personal Smart Flow to add Credit Card

With the advanced editor

_To be able to add a Credit Card Form of Payment, you need to collect:
- Credit card type
- Credit card number
- Expiry date
- Manual approval code

_You need to send it in the correct format.
- E.g: FPCCVI4444333322221111/1216/N123

_For that, switch to Advanced Language Editor

_Start by CTRL + SPACE and select group
- 4 questions are needed to collect the 4 information
   o Create a new ask Statement

_Type CTRL+ SPACE and select send

Tools - Productivity Suite - Smart Flows

Smart Flow Editor - Personal Smart Flow
Name: Add Credit Card
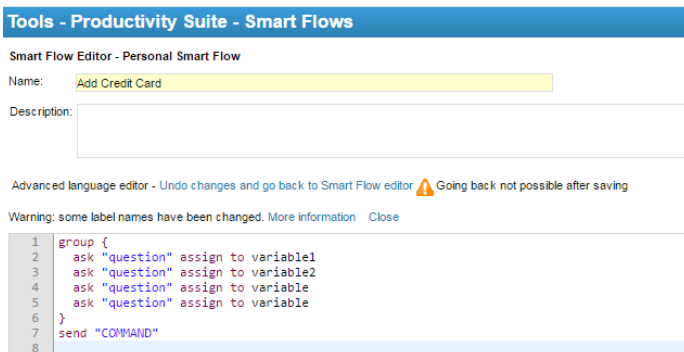Description:

Advanced language editor - Undo changes and go back to Smart Flow editor ⚠ Going back not possible after saving

Warning: some label names have been changed. More information   Close
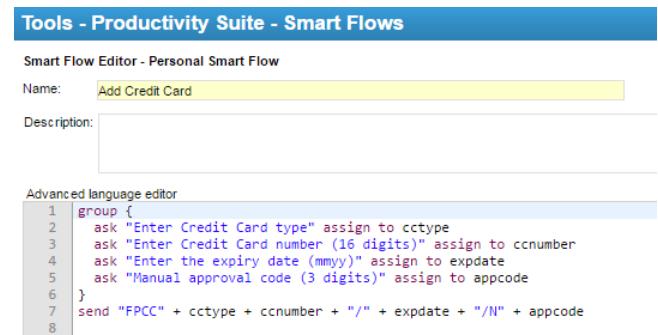
```
1  group {
2    ask "question" assign to variable1
3    ask "question" assign to variable2
4    ask "question" assign to variable
5    ask "question" assign to variable
6  }
7  send "COMMAND"
8
```

_Replace each "question" by the question to ask

_Replace each "variable" by a name of variable

_Replace COMMAND by the detail of the command
- Variables are not to be put between quotes

Tools - Productivity Suite - Smart Flows

Smart Flow Editor - Personal Smart Flow
Name: Add Credit Card
Description:

Advanced language editor
```
1  group {
2    ask "Enter Credit Card type" assign to cctype
3    ask "Enter Credit Card number (16 digits)" assign to ccnumber
4    ask "Enter the expiry date (mmyy)" assign to expdate
5    ask "Manual approval code (3 digits)" assign to appcode
6  }
7  send "FPCC" + cctype + ccnumber + "/" + expdate + "/N" + appcode
8
```

Ex 2: Create a Personal Smart Flow to add FOP

With the advanced editor

_You need to offer at least 3 different Forms of Payments:
- Cash
- Check
- Credit Card

From the Advanced Editor

_CTRL + SPACE to select Choose statement
- To choose between 3 options, necessary to have 3 statements WHEN
- For Choose, describe the choice the user will have to make

- For each WHEN, describe the option
- For each WHEN, use Send if to call a command or Call to call another Smart Flow
- For the option Credit Card, the Smart Flow Add Credit Card can be called
  - o Select statement Call with the name of the Smart Flow
  - o This will call the Smart Flow created in Ex 1.

Tools - Productivity Suite - Smart Flows

Smart Flow Editor - Personal Smart Flow

Name: Add FOP

Description:

Advanced language editor - Undo changes and go back to Smart Flow editor ⚠ Going back not possible after saving

Warning: some label names have been changed. More information Close

```
1    choose "" {
2      when ("") {
3        send "COMMAND"
4      }
5      when ("") {
6        send "COMMAND"
7      }
8      when ("") {
9        call "name"
10     }
11   }
```

Advanced language editor

```
1    choose "Please add FOP. Which one suits your PAX?" {
2      when ("Cash") {
3        send "FP CASH"
4      }
5      when ("Invoice") {
6        send "FP INV"
7      }
8      when ("Credit Card") {
9        call "Add Credit Card"
10     }
11   }
```