

Amadeus Selling Platform Connect

Productivity Suite Smart Trigger

Quick Card

September, 2017

Productivity Suite

Get revolutionary, 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 Trigger Module

Product Overview

Smart Triggers provide a simplified way to activate additional customized actions throughout the booking flow.

Smart Triggers can be automatically triggered to process customer specific functional rules by launching:

- Smart Flows
- Script : scripts based on the toolkit

For example, a Smart Trigger can be a rule that triggers the launch of a script when a certain command is entered in the prompt of the Command page.

Smart Trigger can be on command match or on response match

When to use Smart Trigger

Why would I want to use it?

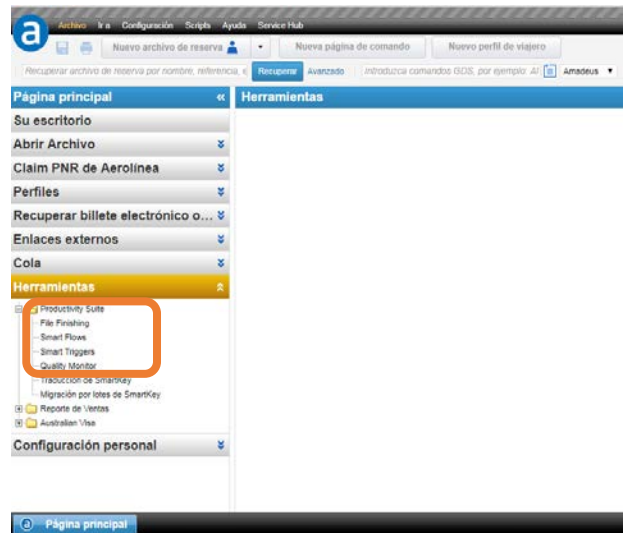
Create quick commands	E.g: “^cello” to launch cello cabin baggage Smart Flow
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Automatically trigger execution of Smart Flows or Script	E.g: automatically trigger a Smart Flow to add fees Remarks at Ticketing
Enforce a guided flow to drive the agent: - Do something else - Do something extra	E.g: launch a script/mask to do ticketing E.g: add remarks at Pricing

What problem does it address?

To launch automatic customized actions that achieve your agency’s business specific needs

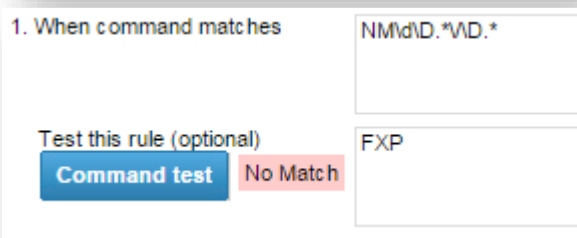
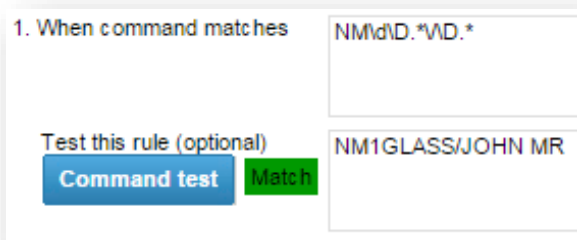
How to access Productivity Suite?



Key Tips

- Decide whether you want to:
 - Intercept the command and do something instead
 - Detect the command, wait for response and do something on top

You can test your Regular Expressions in the Smart Trigger editor:



Smart Trigger uses a specific syntax, here is a list of Useful Regular Expressions:

- ^ : start of line
- | : or
- \d : Digit
- \D : No digit
- . : 0 or more characters

Create a Smart Trigger

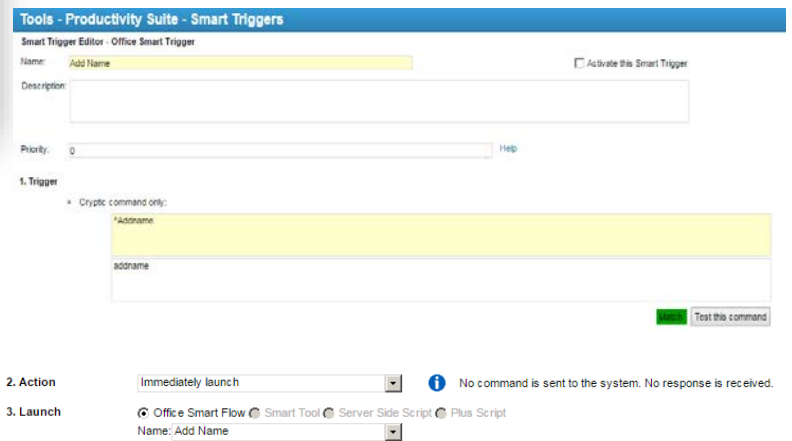
Ex 1: Smart Triggers – as a quick command

To launch a chosen Smart Flow

Objective here is to create a Smart Trigger to be used as a keyboard shortcut by agents to trigger a chosen Smart Flow.

In the Trigger section (1), enter an easy-to-remember command that your agents would type to trigger this Smart Flow; e.g Addname
 By typing Add name in the test section, it matches the trigger

- Match trigger is displayed in green
- Action (2) is immediately launch
- As no response is waited



Launch (3) an Office Smart Flow:

- Add Name
 - This calls a Smart Flow previously created

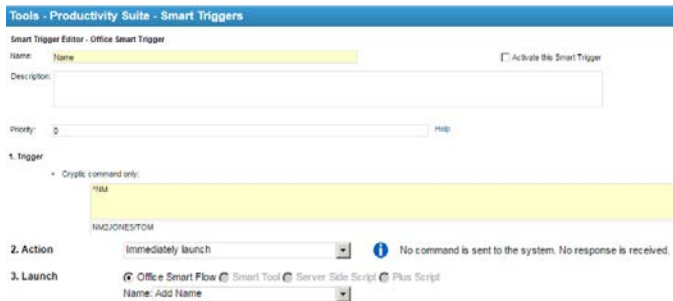
Ex 2: Smart Triggers – intercept a command

To launch a Smart Flow based on a matched pattern

Objective here is to create a Smart Trigger that would trigger at any Short Sell Command from the agent, and that would trigger an Office Smart Flow.

Tip: for this example, where it would have to be triggered by passenger name command,

- Short Sell Commands can look like: NM1JONES/TOM, NM2JONES/TOM/BARBARA, etc. So here Trigger would be ^NM



By typing NM1JONES/TOM, it matches the trigger

- Match is displayed in green

Action is immediately launch

Office Smart Flow “Add Name” will be triggered when “NM” is typed in

Ex 3: Smart Triggers – based on response

To launch a Smart Flow if response is “invalid”

Objective here is to create a Smart Trigger that would trigger a Smart Flow to add passenger if after the “NM...” command is sent, the response is “invalid”.

In Section Action (2), Select “Send command and wait for response” to define a Trigger based on response

^NM in the Trigger section (1)

^INVALID in the response defines that response starting with “invalid” will trigger the selected Office Smart Flow

