

# Amadeus Extended Support Hours\_\_\_\_\_

Amadeus Services and Consulting



*“My travel agency is operating during **extended business hours** and I need to count on Amadeus’ first level support to better service my customers”*

With **Amadeus Extended Support Services** you have local first level access to our global ‘Follow-the-sun’ support.

With this service we manage your high priority functional support questions outside local business hours. You benefit from support services provided by our experts around the world 24/7 in english\* and spanish\*\*.

**Follow-the-sun Support:**

With the Amadeus Extended Support Team located across the world, we are able to offer ‘Follow-the-sun’ functional support when and where you need it. This service will especially benefit customers operating out of usual business hours to better attend their clients.

**Service Consistency:**

Our worldwide support teams all use common technology, support tools and global knowledge base. By following a harmonized learning and certification program and clearly defined support procedures, Amadeus can offer high service quality and consistency. This means that you receive the same level of service at all times regardless of where you are located.

Amadeus Extended Support Services provide you 24/7 access to Amadeus for urgent needs. Enjoy peace of mind by having a service agent available when needed, even at night or during weekends.

\* Support in English: 24/7

\*\* Support in Spanish: From Sunday 13:00 GMT to 04:00 GMT

## Benefit from a combination of Amadeus local & global Services:

Enjoy personalized service during business hours from your local market support teams and in parallel benefit of a 24/7 support service (limited in scope) outside local service hours for any urgent request you might be confronted with.

## Our Extended Support Service

### Front office functional support & PNR servicing:

Our Global Help Desk Team will support you on any functional requests related to Amadeus GDS Products.

- \_Pricing
- \_Fares
- \_PNR servicing (seat issues)
- \_Queues
- \_Standard hotel, car and cruise (including Hotels Plus and Cars Plus)
- \_General GDS questions
- \_Password Resets (based on specific instructions from local market)
- \_Basic Central product (SELL).

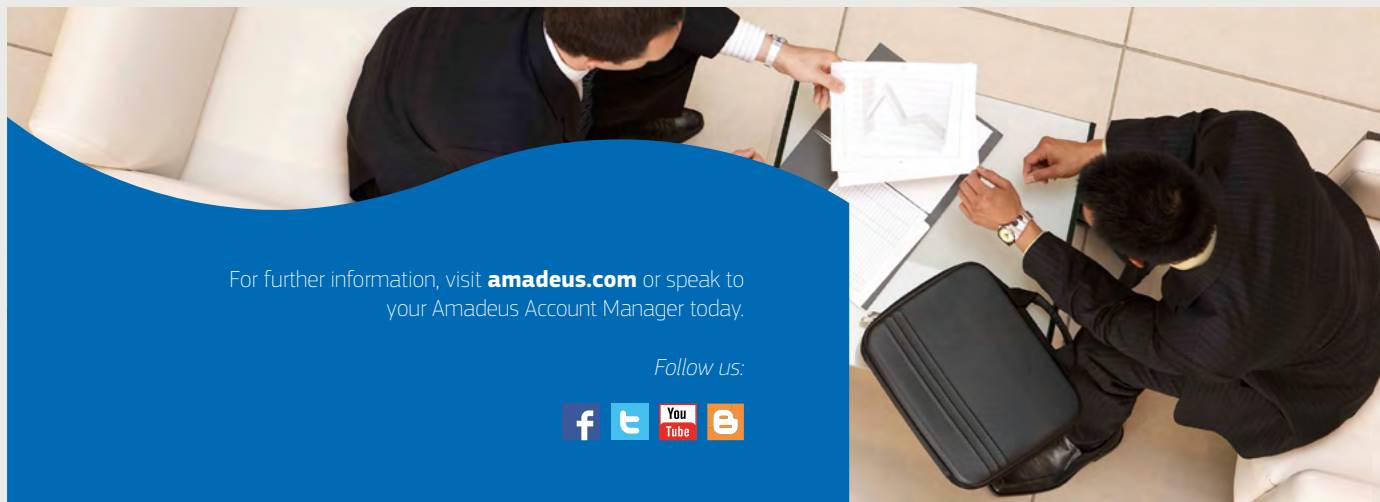
### Entry channel Services:

For high priority requests related to Amadeus Central solutions, such as Amadeus e-Retail, e-Power, e-Travel Management and Web Services, our Global Help Desk team will offer you a 24/7 entry channel.

Your request will then be forwarded to the corresponding Service Management Center for further investigation.

Certain products and solutions can not be serviced via our Global Help Desk Team, but will be forwarded to your local market support teams to be handled within local business hours:

- \_Local Mid/Back Office solutions
- \_Local market solutions and specifics
- \_Technical requests, such as hardware, or product installation questions
- \_Security settings.



For further information, visit [amadeus.com](http://amadeus.com) or speak to your Amadeus Account Manager today.

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