

News Flash

## AMADEUS SERVICE HUB

Amadeus Service Hub (ASH) has replaced e-Support Centre as Amadeus Customer Service’s online portal. Its purpose is to fulfil your learning and support needs, by providing the ability to access self-service support tools, browse learning and support information, and search all content within the site.

Looking for User Guides, troubleshooting tips, how-tos, e-Learning videos, error codes or cryptic entries? Do you want to learn about Amadeus products and services or get support? Interested in subscribing to articles, commenting on them and then sharing them with your peers? Then welcome to Amadeus Service Hub!

### Benefits

- Learn How to use the products
- Get quick solutions to functional questions
- Understand new features
- Easier download of user guides, training material

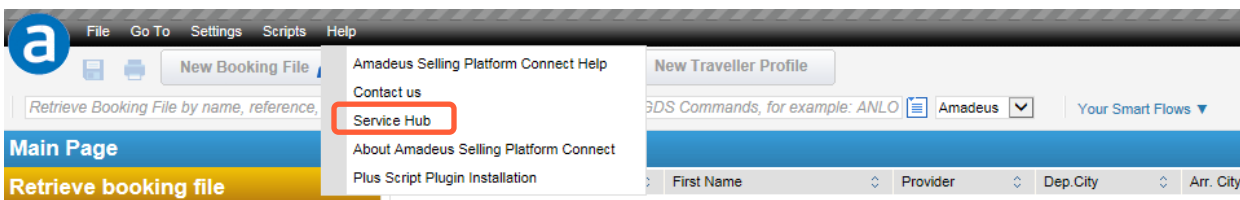
### How does ASH work?

Amadeus Service Hub is accessible from your Amadeus Selling platform Classic (ASP) or Amadeus Selling Platform Connect (SeCo) by clicking on the new Smart Tab Icon (like a flower) shown below:

#### Amadeus Selling Platform Classic (ASP).

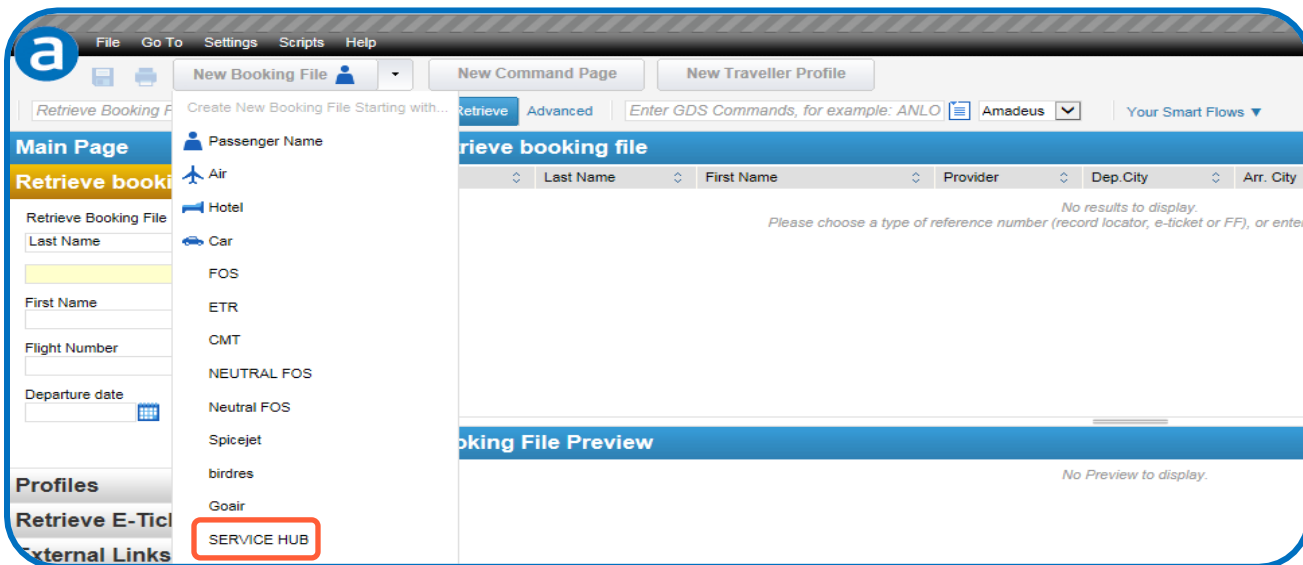


#### Selling Platform Connect (SeCo) under Help



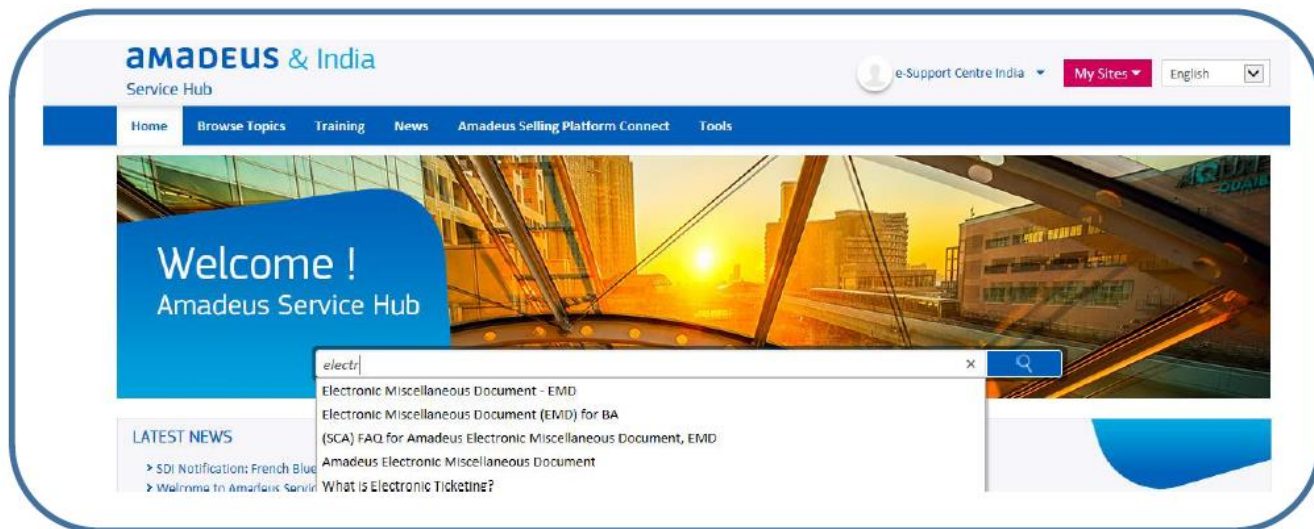
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Selling Platform Connect (SeCo) on Main Page from New Booking File option



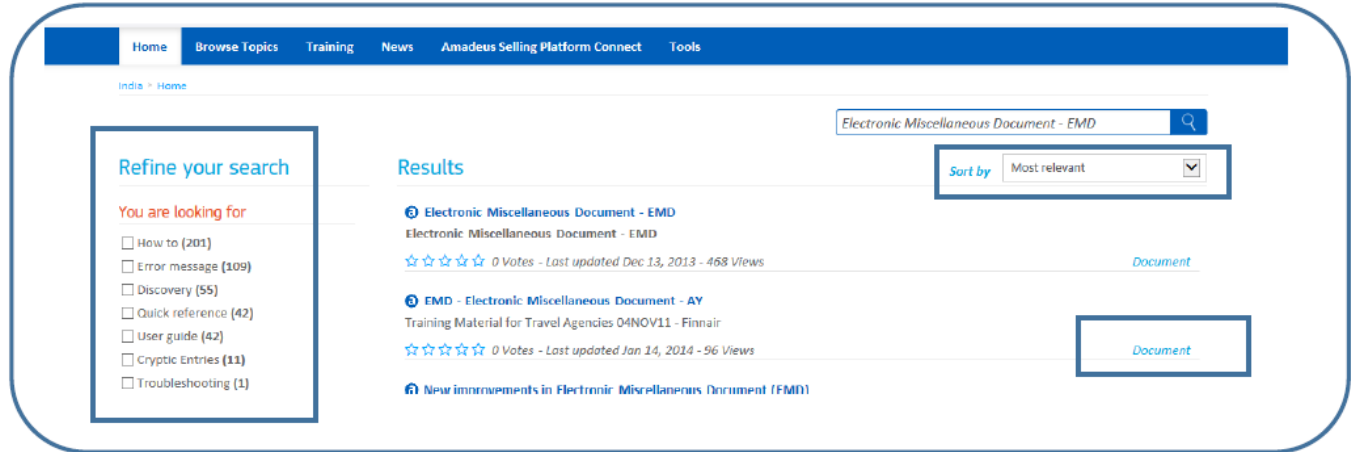
You can search the knowledge base for keywords or error messages from the ASH homepage.

Enter a question, a keyword or a set of keywords that describe the information you want to find, and then click on the SEARCH tab.



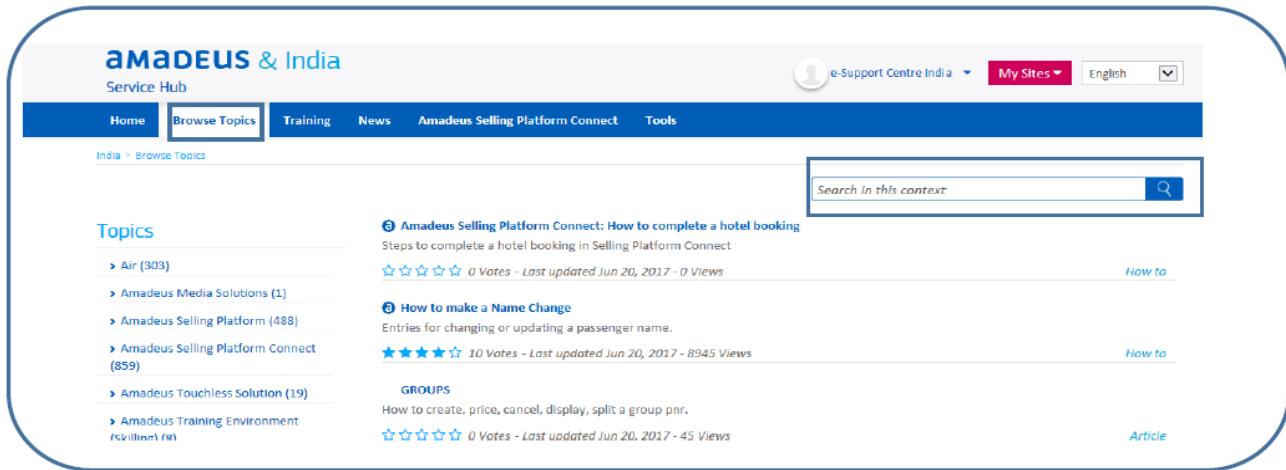
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If your initial search produces more results than you need, you can use filters in the left hand side column to narrow down the list. This will refine your search results, and will bring the most relevant articles matching your selection at the top.



Searching for cryptic entries is possible from the home page and/ or directly from the search results.

Articles such as "How to", "Trouble-Shooting", "Documents and Videos" are grouped under common travel industry topics familiar to most travel agents, and are accessible directly from the "Browse Topics" menu.



**For More Information, Contact your Amadeus Helpdesk**