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Amadeus E-Support Centre for Travel Agents

Dear Subscribers,

Amadeus brings you the state of the art self-sufficiency tool and knowledge base access for instant results at the click of the mouse. The Amadeus E-Support center now comes with a complete new look and more fascinating features.

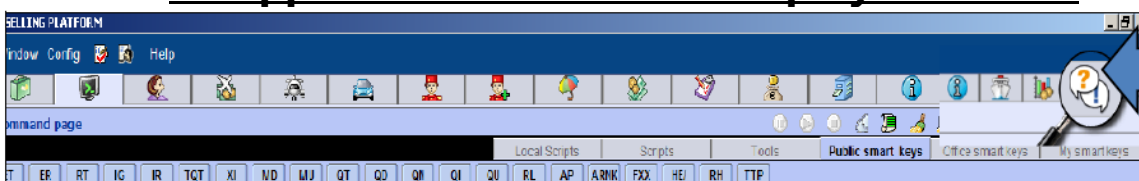
Key Benefits

- Instant query and solution handling 24x7 online with relevant cases & examples.
- Remarkably reduced turnaround time for travel agents between their queries and our responses.
- Database consists of more than 5,000 solutions....
- New scenarios added & updated to the database regularly.
- An online self-paced, self-help search just like Google search at no extra cost

Key Features

- Easy to access from Amadeus Selling Platform via Smart tab; No separate Log-ins credentials needed.
- Search the wide range of learning and support content using the quick single search function.

E-Support Centre Smart tab deployed on ASP



Amadeus Helpdesk

24 X 7 Access to Amadeus Helpdesk at Nationwide Toll free 1800-111-200

Live Chat Function in Amadeus Selling Platform

Connect to Amadeus Helpdesk through Live Chat Function in Amadeus Selling Platform

Mail to Helpdesk

help@amadeus.in

Know more about Amadeus

www.amadeus.in

Amadeus Learning City

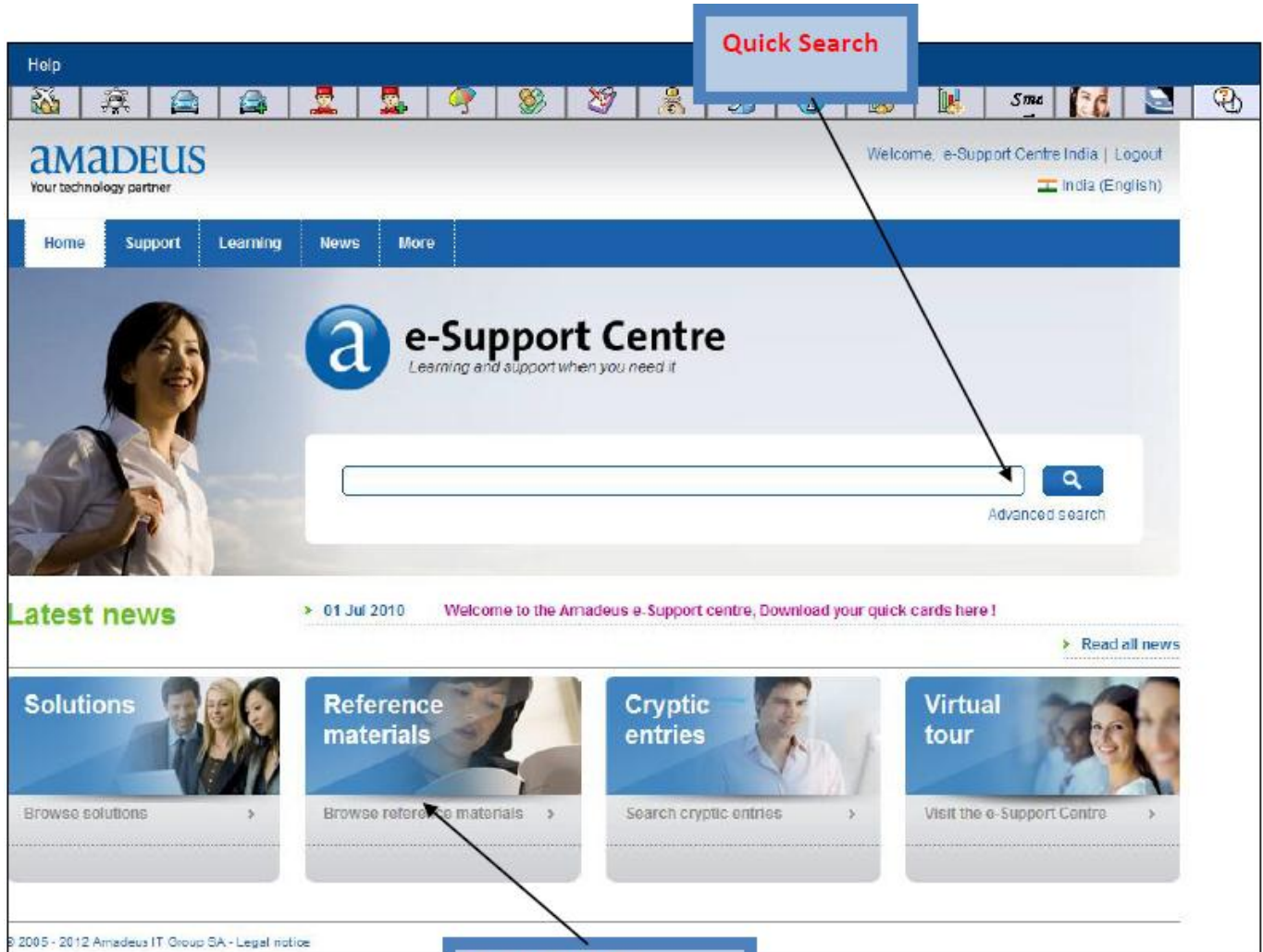
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E-Support Centre Home Page



Quick links to various sections

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Browsing Solutions

The screenshot shows the Amadeus e-Support Centre India homepage. At the top, there is a navigation bar with 'Home', 'Support', 'Learning', 'News', and 'More'. Below this is a search bar and a 'Browse solutions' breadcrumb. The main content area is titled 'Browse solutions' and features a grid of 'All topics' with categories such as Air, Amadeus Selling Platform, e-Commerce, Fare Shopping, Fares and Pricing, Fax and Email Plus, General information, Internal applications, Mid and Back office, PNR, Queues, Rail, Security & Order management, Technical solutions, Ticketing, Traveller Information & Documents, and Using the e-Support Centre. An arrow points from the 'Ticketing' category to the next screenshot.

Easy steps to search for solutions on various categories and sub-categories

This screenshot shows the 'Browse Ticketing' page. The breadcrumb trail is 'Browse solutions > Ticketing'. The page title is 'Browse Ticketing'. Below the title is a section titled 'Topics in Ticketing' with a grid of sub-categories including Amadeus Ticket Changer (ATC), Document Bank, Electronic Miscellaneous Document (EMD), Form of Payment (FP), Multi-Purpose Document (MPD/MCO), Printing, Sales reports, Ticket Cancelling (Voiding / Reinstating), Ticket Issue, Ticket Refund, Ticket Revalidation and Reissue (exchange), and Ticketing and Fare elements. An arrow points from the 'Ticketing' category in the previous screenshot to this page.

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Solutions can be filtered by types

The screenshot shows the Amadeus eSupport Centre interface. The breadcrumb trail is: Home > Support > Learning > News > More > Browse solutions > Ticketing > Ticket Revalidation and Reissue (exchange). The page title is "Browse Ticket Revalidation and Reissue (exchange)". It displays "Results 1 - 10 of 18". A "Filter by type" dropdown menu is open, showing options: "All types", "How to", "Tip", and "Troubleshooting". The list of results includes:

- Amadeus eTicketing Solution for STA Travel (eSATA): Ticket reissue procedure
- Conditions for automated revalidation of a ticket
- How to display the original E-ticket
- How to exchange (reissue) an E-ticket
- How to exchange a paper ticket (even exchange)
- How to exchange a paper ticket (MCO exchange with residual value)

Access a wide range of Reference Material

The screenshot shows the "Browse reference materials" page. It features a grid of topic categories under "All topics":

- Air
- Amadeus Selling Platform
- Amadeus Selling Platform Connect
- Cars
- Customer profiles
- e-Commerce
- Fare Shopping
- Fares and Pricing
- General information
- Internal applications
- Mid and Back office
- PNR
- Queues
- Security & Order management
- Technical solutions
- Ticketing
- Traveller Information & Documents
- Using the e-Support Centre

Arrows point from the "Fares and Pricing" and "Ticketing" categories to the explanatory text below.

Now you can download the soft copies of user guides!! Just click on the topic name and save a COPY of the user guide on your PC.

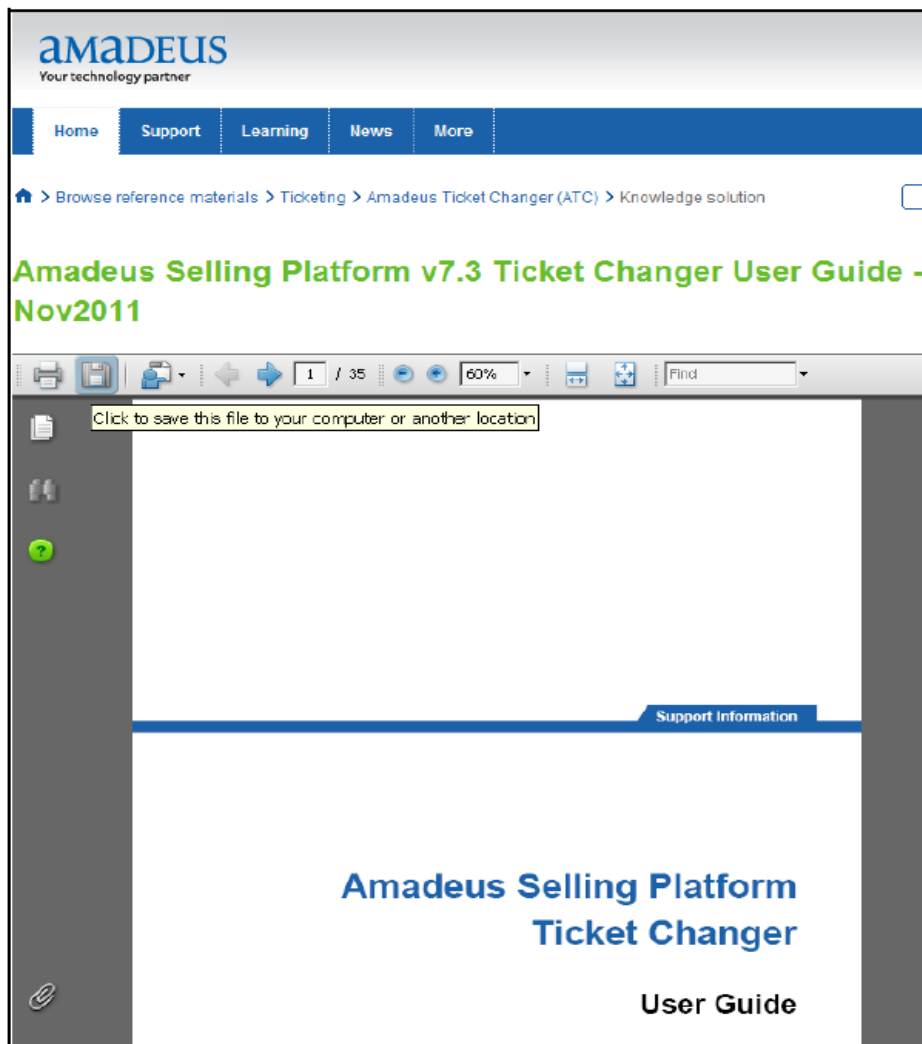
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Downloadable User Guides at your finger tips



For more information, please contact your nearest Amadeus Helpdesk.

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