

Amadeus e-Support Centre for Travel Agents

Dear Business Partner,

We take immense pleasure in presenting you state of the art self-sufficiency tool and knowledge base access for instant results at the click of the mouse. The launch of Amadeus E-Support for our subscribers is another milestone for Amadeus towards reaching our goal of maximum user satisfaction.

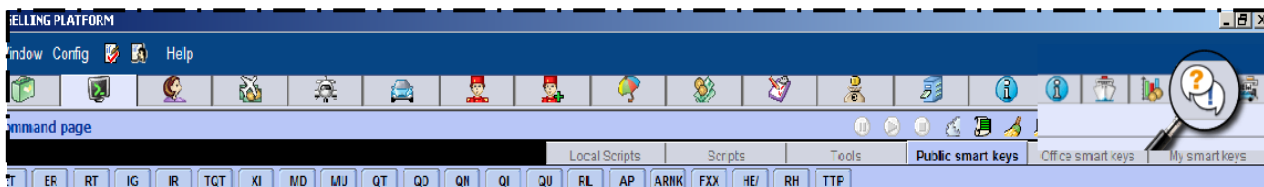
Key Benefits

- 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
- No separate Log-ins credentials needed, just click on the smart tab.

The new e-support is now available via a smart tab on your Amadeus Selling Platform.

Key Features

E-Support Centre Smart tab deployed on ASP



<p>Amadeus Helpdesk</p>	<p>Live Chat Function in Amadeus Selling Platform</p>	<p>Mail to Helpdesk</p>	<p>Know more about Amadeus</p>	<p>Amadeus Learning City</p>
<p>Access to Amadeus Helpdesk at 11-2321194-95</p>	<p>Connect to Amadeus Helpdesk through Live Chat Function in Amadeus Selling Platform</p>	<p>help@amadeus.lk</p>	<p>www.amadeus.lk</p>	<p>Learn Amadeus using self paced learning solution Amadeus Learning City – www.alc.amadeus.com</p>

News Flash

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E-Support Centre - Home Page & Main Menu

Quick Search

Notice board

Access Content by Most Useful Topics

**Notice board
News and
Hot News**

Browse Areas – allows users to search by topic

Advanced Search – enables user to search by a combination of search words, language, area and documents type

Notice Board – to see latest news items

Transaction Guide – to look up cryptic entries codes

Amadeus India – takes you to www.amadeus.co.in

ORG/QRT – you can download Amadeus QRG and QRT from this link

Live Chat – to chat with Amadeus HelpDesk

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Amadeus Helpdesk

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News Flash

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You may search the resolution to the error message received or system response by specifying Error Message in the Search Box.

Search results will be displayed. Click on the desired link to open the desired error message / system response.

The screenshot shows the Amadeus e-Support Centre India search results page. The page header includes the Amadeus logo and 'e-Support Centre India'. The search results are displayed in a list format. The first two results are highlighted with callout boxes:

- Open Solution:** A callout box pointing to the first search result: "WARNING: CHECK ITINERARY STATUS".
- Open solution in a new window:** A callout box pointing to the second search result: "WARNING: CHECK ITINERARY STATUS".

The search results list includes the following items:

- WARNING: CHECK ITINERARY STATUS
- WARNING: CHECK ITINERARY STATUS
- CHECK ITINERARY/PASSENGER DATA
- CHECK ITINERARY/TICKET ISSUE RESTRICTED
- CHECK - CALL SUPERVISOR
- UNABLE TO PROCESS (ERROR CODE - TPX2)
- TNB - AMADEUS DEFAULT NOT FOUND - CONTACT HELP DESK
- How to perform a voluntary rerouting
- CHECK PRINTER CROSS REFERENCE - CONTACT HELPDESK
- UNABLE TO PROCESS INVOICE / ITINERARY

For more information, please contact your Amadeus Helpdesk

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