Amadeus Queues

We wish to share the Queues handling process to help you stream line and manage your routine activities more efficiently.

PNRs are automatically queued to the queuing office id responsible for the PNR. The responsible queing office id is displayed in header line along with RP indicator on top of the PNR.

PNRs can also be placed on Queues manually.

Benefits:

- ✓ Organize your routine tasks.
- ✓ Place PNRs and messages to queues in your or other office queues.
- ✓ Receive PNRs and messages from airlines/other office ids into queues in your own office.
- ✓ Work on PNRs and messages that may require timely action.

Queue Banks: Every Office Id is provided with a queue bank for automatic placement of PNRs and Messages. Below are the default queues available to an Amadeus office id:

Queue Number	Description
0	GENERAL PNRs
1	PNR CONFIRMATION
2	WAITLIST CLEARANCE (KL status)
3	OPTIONS (OP Element)
4	RESPONSIBILITY CHANGE (RP)
7	SCHEDULE CHANGE
8	TICKETING/TIME LIMIT
12	EXPIRED TIME LIMIT
87	GROUP PNRs (Messages related to Group PNRs)
94	MESSAGE CUSTOMER PROFILES
95	MESSAGE (Free text messages)
97	MESSAGE (Free text messages)

Useful entries to action Queues:

Entries	Description
QT	Queue count (all queues, categories, and date ranges)
QS8C1D1	Start specific queue with category (C) and date range (D) number
QE/OFFICE ID/97	Place PNR on specified queue, Different office
QD	Ignore the PNR and move it to the bottom of the queue
QF	Ends transaction on the PNR and exists the queue
QN	Ignore the current PNR and remove it from queue
QI	Ignore the PNR and exit Queue Mode
QTQ	Summary Queue Count for all activated Queues in your office id

General Guidelines:
- ✓ It is recommended to work on your queues regularly.
- ✓ An office can have maxium of 80 Queues.
- ✓ PNR will be placed in default General Queue (Queue 0) incase the target queue for a PNR's placement does not exist.
- ✓ In order to place PNR to other Amadeus Office queues, it is mandatory to have an EOS agreement (for Queues) with the receiving office id, or extend security of the individual PNR (ES) to be queued to the office id where PNR needs to be queued.

For more information, please refer HEQUEUES, or contact your Amadeus Helpdesk.