

## 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

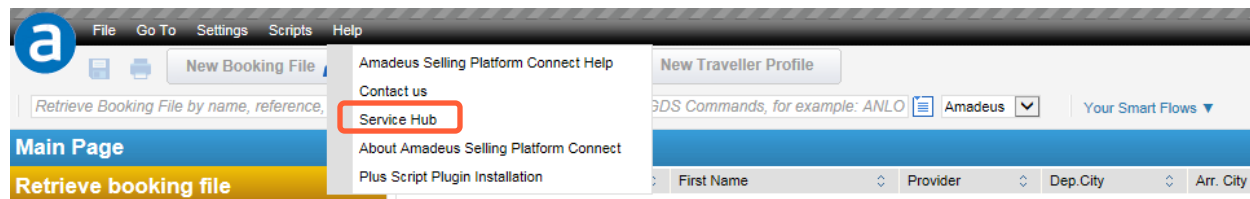
### How does ASH work?

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).

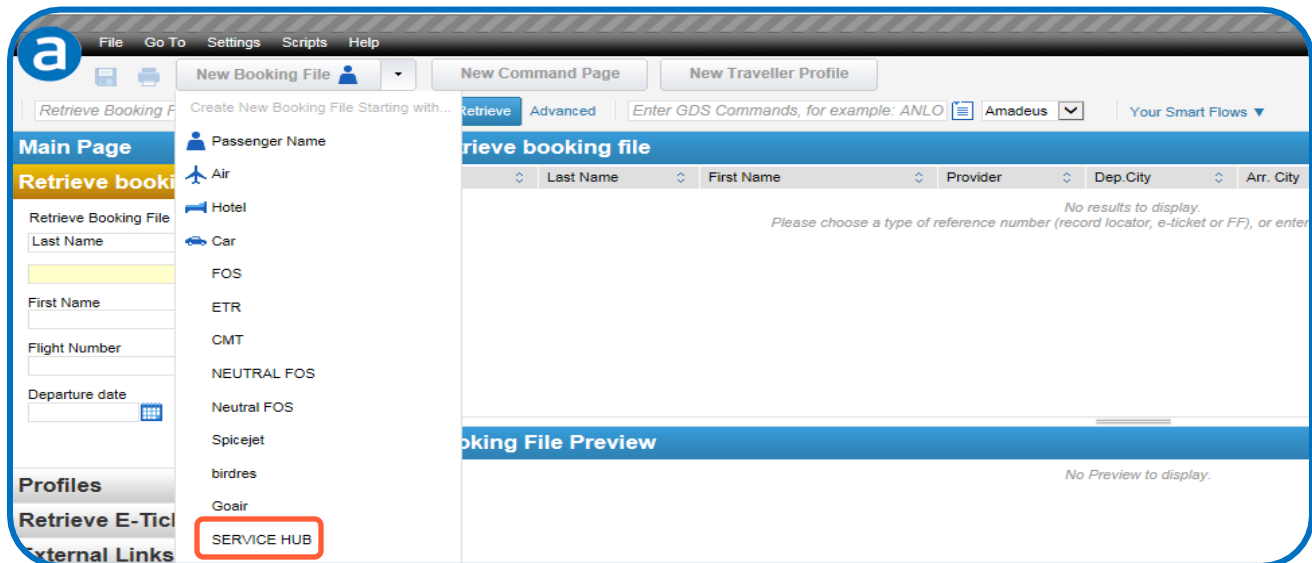


#### Selling Platform Connect (SeCo) under Help



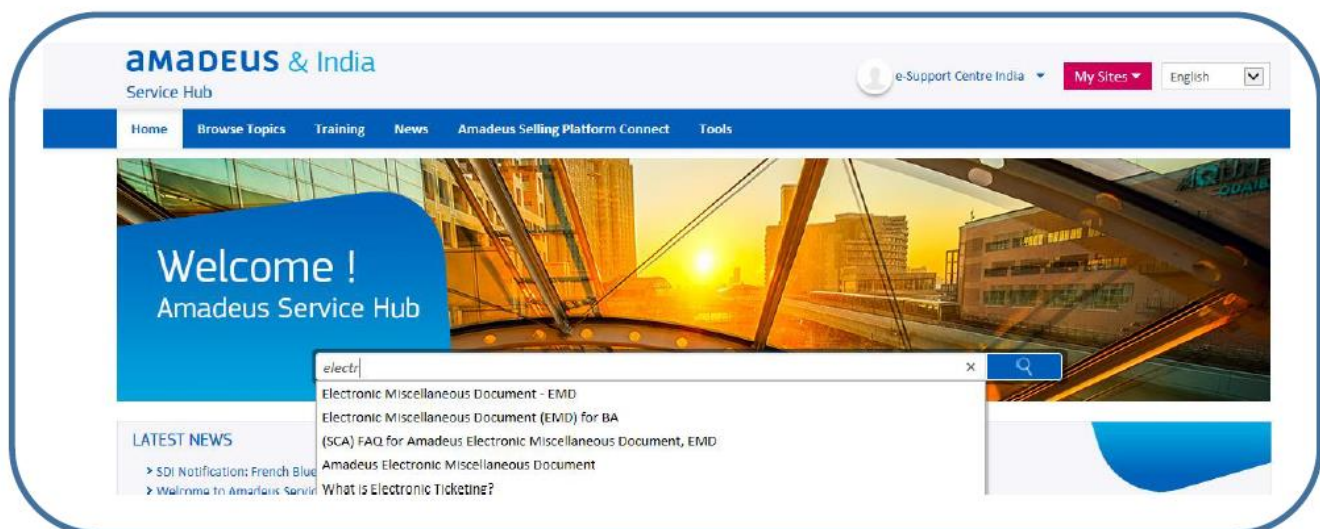
Amadeus Helpdesk	Live Chat Function in Amadeus Selling Platform	Mail to Helpdesk	Know more about Amadeus	Amadeus Learning City
24 X 7 Access to Amadeus Helpdesk at Nationwide Toll free	Connect to Amadeus Helpdesk through Live Chat Function in Amadeus Selling Platform	<a href="mailto:help@amadeus.in">help@amadeus.in</a>	<a href="http://www.amadeus.in">www.amadeus.in</a>	Learn Amadeus using self paced learning solution Amadeus Learning City – <a href="http://www.e-learning.amadeus.com">www.e-learning.amadeus.com</a>

**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.



<p><b>Amadeus Helpdesk</b></p>	<p><b>Live Chat Function in Amadeus Selling Platform</b></p>	<p><b>Mail to Helpdesk</b></p>	<p><b>Know more about Amadeus</b></p>	<p><b>Amadeus Learning City</b></p>
<p>24 X 7 Access to Amadeus Helpdesk at Nationwide Toll free</p>	<p>Connect to Amadeus Helpdesk through Live Chat Function in Amadeus Selling Platform</p>	<p><a href="mailto:help@amadeus.in">help@amadeus.in</a></p>	<p><a href="http://www.amadeus.in">www.amadeus.in</a></p>	<p>Learn Amadeus using self paced learning solution Amadeus Learning City – <a href="http://www.e-learning.amadeus.com">www.e-learning.amadeus.com</a></p>

# News Flash

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.

The screenshot shows a search results page on the Amadeus website. The search bar at the top contains the text "Electronic Miscellaneous Document - EMD". On the left side, there is a "Refine your search" section with a list of filters: "You are looking for" followed by checkboxes for "How to (201)", "Error message (109)", "Discovery (55)", "Quick reference (42)", "User guide (42)", "Cryptic Entries (11)", and "Troubleshooting (1)". The main results area shows three items: "Electronic Miscellaneous Document - EMD" (Document), "EMD - Electronic Miscellaneous Document - AY" (Document), and "New improvements in Electronic Miscellaneous Document (EMD)". A "Sort by" dropdown menu is set to "Most relevant".

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.

The screenshot shows the "Browse Topics" page on the Amadeus & India Service Hub. The page has a navigation bar with "Home", "Browse Topics", "Training", "News", "Amadeus Selling Platform Connect", and "Tools". The "Browse Topics" section lists several categories: "Air (303)", "Amadeus Media Solutions (1)", "Amadeus Selling Platform (488)", "Amadeus Selling Platform Connect (859)", "Amadeus Touchless Solution (19)", and "Amadeus Training Environment (Skillnet) (6)". The main content area displays three articles: "Amadeus Selling Platform Connect: How to complete a hotel booking" (How to), "How to make a Name Change" (How to), and "GROUPS" (Article). A search bar at the top right is labeled "Search in this context".

## For More Information, Contact your Amadeus Helpdesk

Amadeus Helpdesk	Live Chat Function in Amadeus Selling Platform	Mail to Helpdesk	Know more about Amadeus	Amadeus Learning City
24 X 7 Access to Amadeus Helpdesk at Nationwide Toll free	Connect to Amadeus Helpdesk through Live Chat Function in Amadeus Selling Platform	<a href="mailto:help@amadeus.in">help@amadeus.in</a>	<a href="http://www.amadeus.in">www.amadeus.in</a>	Learn Amadeus using self paced learning solution Amadeus Learning City – <a href="http://www.e-learning.amadeus.com">www.e-learning.amadeus.com</a>