



News Flash

Amadeus Flash

Amadeus e-Support Centre for Travel Agents

Dear Subscriber,

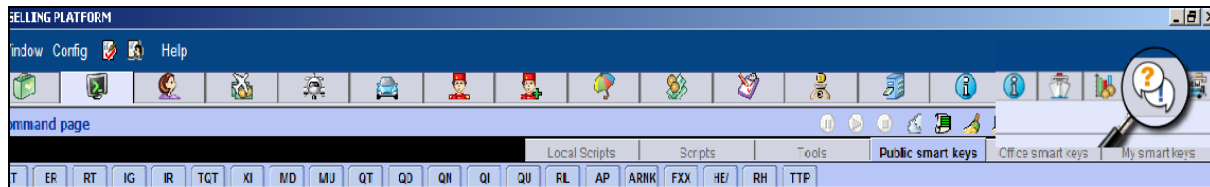
We wish to reiterate the usage of our state of the art self-sufficiency tool and knowledge base access for instant results at the click of the mouse.

Key Benefits/Features at a Glance

- 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.

E-Support Centre Smart tab deployed on ASP



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Live Chat Function in Amadeus Selling Platform

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help@amadeus.in

www.amadeus.in

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E-Support Centre - Home Page & Main Menu

The screenshot shows the Amadeus e-Support Centre home page. A callout box labeled "Quick Search" points to the search bar at the top. Another callout box labeled "Access Content by Most Useful Topics" points to the "Browse knowledge areas" section, which lists categories like Air, Queues, and PNR. A third callout box labeled "Notice board for News and Hot News" points to the "Notice board" section on the right side of the page.

The screenshot shows the Amadeus e-Support Centre home page with a legend for navigation options. The legend lists the following options:

- 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
- ORG/QRT** – you can download Amadeus QRG and QRT from this link
- Live Chat** – to chat with Amadeus HelpDesk

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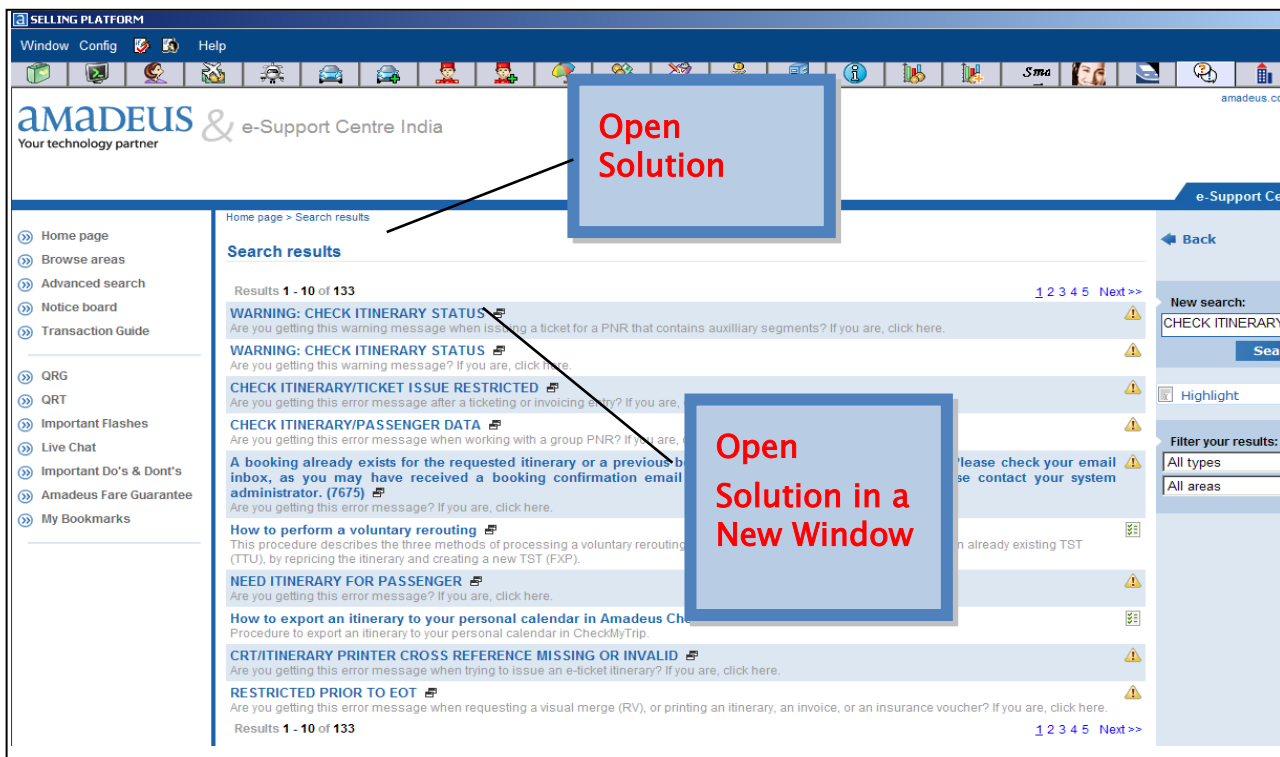


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You may search the resolution to the error message received or system response by specifying Error Message in the Search Box.

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



For more information, please contact your Amadeus Helpdesk

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