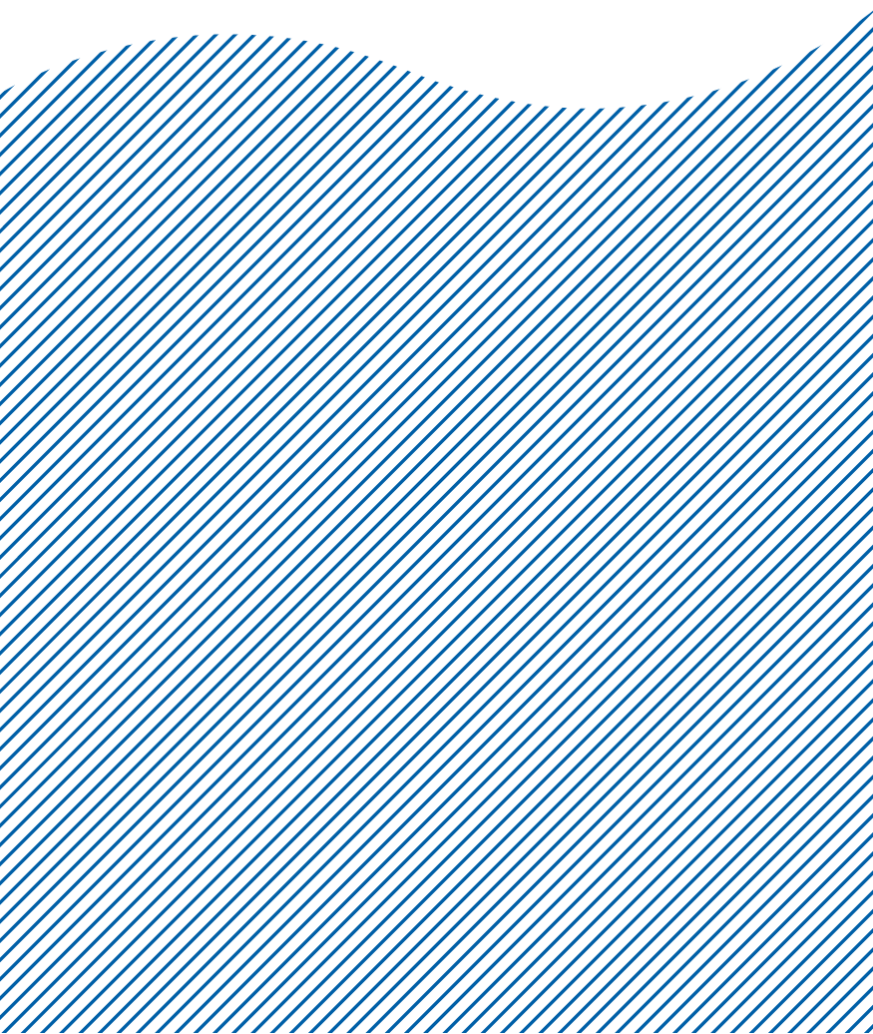


ACSP New Features

Release Notes for v. 2.7



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ACSP v 2.7

For the first time, prior to production release, the new version was available for preview (UAT) in the ACSP Staging site made available in the pre-release weeks via links from the ACSP homepage.

The following important changes are included in the ACSP 2.7 release:

a) New record display grid:

All records returned from ACSP lists and searches now appear in a new 'Grid' with powerful features:

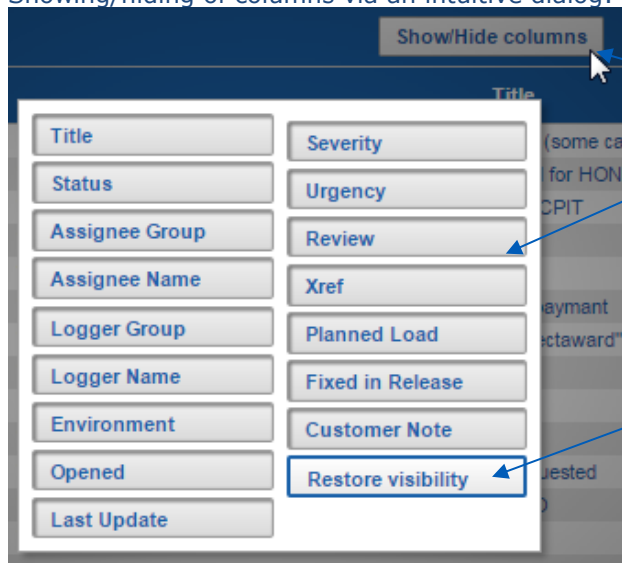
1. Record ID column with expand/collapse icons
2. Column headers with drag handles for reordering
3. Column headers with sort arrows (up/down)
4. 'Show/Hide columns' button
5. Search input field
6. Action buttons: Refresh, Print, Export to Excel

Record ID	Title	Logger Group	Status	Environment	Assignee Group	Opened	Assign
11979923	ATP/XXXX/LH/XXX/ RTW FQT PRICING DISCR: RTW not pricing BR	Star Alliance	Pending Master Recovery	Production	Service Management Centre - Pricing Support	29JUL16 11:18	
11979776	ATP/XXXX/LH/XXX/ RTW FQT PRICING DISCR: RTW pricing due to missing mileage	Star Alliance	Pending Master Recovery	Production	Service Management Centre - Pricing Support	28JUL16 12:04	
11825438	WWW-AeRE: *A - Gaya not pricing	Star Alliance	Closed as Rejected	Production	Star Alliance	28JUN16 16:30	H. Ji
11881161	WWW-AeRE: *A RTW - Link referrals error JA and DE	Star Alliance	Closed	Production	Service Management Centre - Online Support	31MAY16 13:58	A. La
11839206	AeRe: www. *A - Circle Pacific Fare - pricing not possible when JA cities included	Star Alliance	Recovered	Production	Star Alliance	23MAY16 09:59	H. Ji
11519050	WWW-AeRE: STAR- RTW Issue on the template, APIS Page - JP language	Star Alliance	Acknowledged	Production	Service Management Centre - Online Support	27APR16 14:10	
11507267	WWW-AeRE: *A - RTW pricing error open jaw	Star Alliance	Closed as Rejected	Production	Star Alliance	25APR16 15:31	H. Ji
11503941	ATP/XXXX/TG/XXXX/FQT PRICING DISCR: Circle fare pricing including HGH	Star Alliance	Closed as Rejected	Production	Star Alliance	25APR16 08:12	T. Bh
11310701	FQT PRICING DISCR: RTW Fare not pricing for 26k Mileage	Star Alliance	Closed as Rejected	Production	Star Alliance	15MAR16 17:29	T. Bh
11261237	WWW-AeRE: *A - RTW not pricing out of FUK	Star Alliance	Closed as Rejected	Production	Star Alliance	06MAR16 17:51	H. Ji
11084384	FQT PRICING DISCR: HAN-IST	Star Alliance	Closed	Production	Star Alliance	27JAN16 11:08	T. Bh
11082716	FQT PRICING DISCR: RTW journeys not pricing	Star Alliance	Closed	Production	Star Alliance	27JAN16 08:29	T. Bh
10908312	FQT PRICING DISCR: RTW FARE NOT PRICING	Star Alliance	Closed as Rejected	Production	Star Alliance	18DEC15 13:50	T. Bh
10908183	WWW-AeRE: *A - SQ availability D class	Star Alliance	Open	Production	Star Alliance	18DEC15 13:29	H. Ji
10741730	MASTER PRICER: CPR not actioned	Star Alliance	Closed as Withdrawn	Production	Star Alliance	16NOV15 14:54	T. Bh
10891340	ATP/XXXX/LH/XXXX/FQT PRICING DISCR: LON-FRA-VIE Private fares	Star Alliance	Closed as Rejected	Production	Star Alliance	05NOV15 16:04	T. Bh
10458867	ATP/IF42A2N/LH/42ST/S24CLSDA/ LHG branded fares for corporates	Star Alliance	Closed as Rejected	Production	Star Alliance	18SEP15 11:59	T. Bh

The new grid offers the following features:

1. All Column headers are frozen during scrolling of large lists.
2. Moving and positioning of any column to the left or right via 'Drag n Drop'
3. Sorting on any column, ascending or descending, and across all rows of the search.
A single arrow head (up or down) is shown on the currently sorted column.
4. Showing/hiding of columns via an intuitive dialog (see below).
5. Fast searching any text across all columns and rows of the entire list make it easier to find records.
6. Printing (this reflects any settings made with features #2-5)
7. Exporting to Excel (this exports all rows and columns of the original search, regardless of settings in features #2-5 since Excel offers further advanced formatting)
8. Maximum number of rows displayable remains 4000.
9. The size of the grid adapts automatically to the window size available. However the display screen should be used maximised for optimal advantage of the above features.
10. Vertical and horizontal scrolling, where necessary, can be done by mouse or by cursor keys.

Showing/hiding of columns via an intuitive dialog:

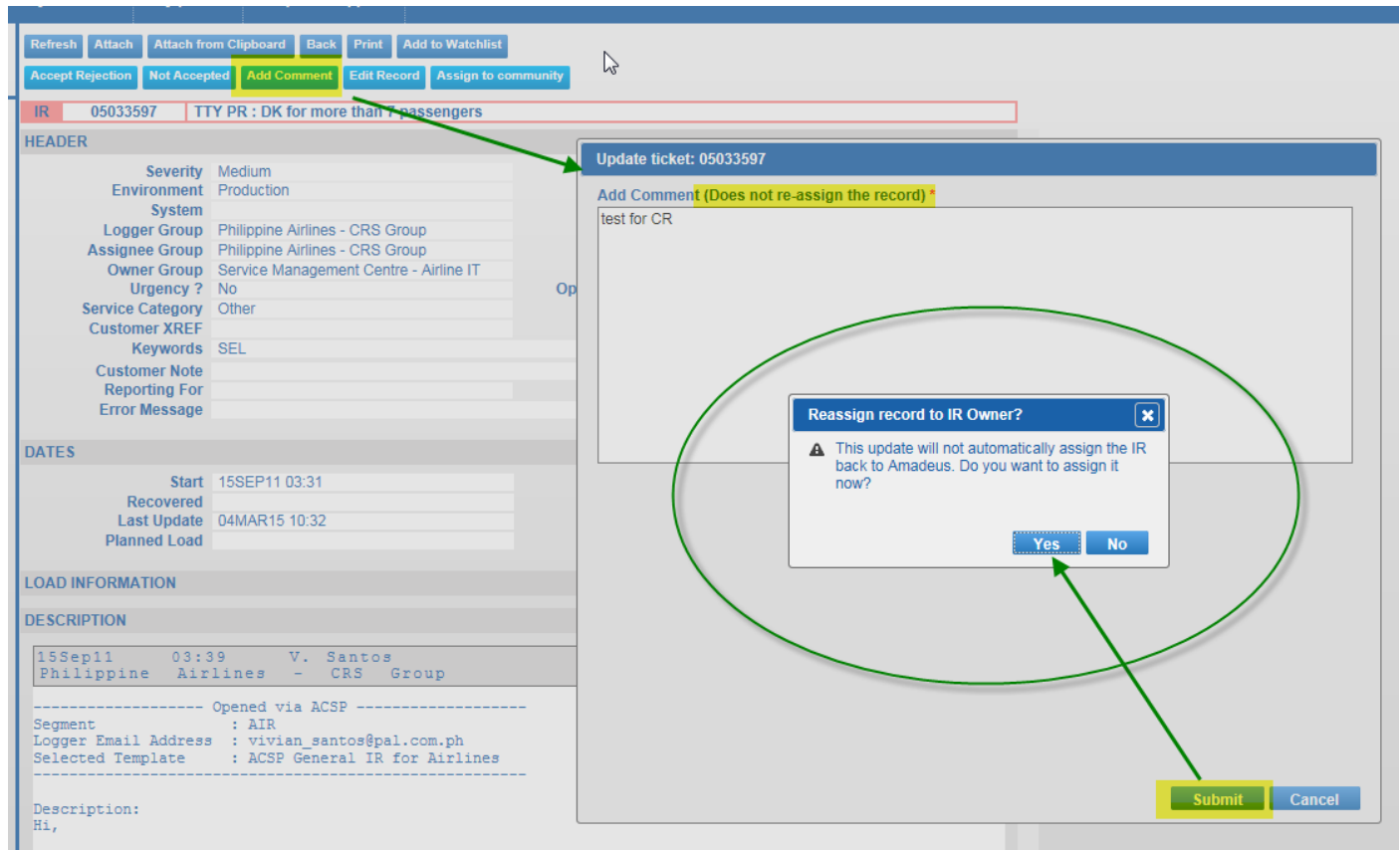


1. Click on 'Show/Hide Columns'
2. A window opens with a button for each column plus a 'Restore visibility' button.
3. Each column button is a toggle, i.e. clicking once hides the columns, clicking again shows it.
4. Press the 'Restore visibility' button to show all columns again.
5. The Record ID column is always needed and so cannot be hidden.

b) Assignment Option when using 'Add Comment' to an IR:

The 'Add Comment' button allows a customer to add information to any of their Incident Records (IR) regardless of who it is assigned to or whether they have been asked for information, and doesn't change the assignment of the record. Sometimes a user thinks if the record is on their own queue it will automatically reassign the record back to Amadeus ('Assign to Group' and 'Give Answer' buttons do this, but not 'Add Comment' or 'Edit record'), and consequently an important incident record might stay unnoticed by Amadeus on the customers' queue.

To avoid this possibility a confirmation dialog box has been implemented which clarifies the assignment wish, when an IR is updated with 'Add Comment' while assigned to one of their groups:



YES will add comment AND reassign to IR Owner.

NO will add comment only, leaving the assignment as it was before.

Note this function is currently implemented for 'Add Comment' in IRs only.

c) Extended Search across company groups:

The maximum number of groups which can be included in an extended search is increased from 20 to 50. This will only be relevant for the few customers who have 20 or more groups defined.

ACSP New Features

Release Notes for v. 2.6

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ACSP v 2.6

The following important changes are included in the ACSP 2.6 release:

d) New field 'Customer Note'

This new field '**Customer Note**' is for customer-specific communication to Amadeus and is made available to all global customers in ACSP.

This multi-purpose field holds up to 160 Character free-format content, exists for all customer created record types (IR,PTR,WO,CP and CR).

It is permanently stored in the Aproach database and so can be defined, updated, searched and reported on as needed.

It is naturally non-mandatory and should only be used where a specific need and consensus exists for its use between the customer and Amadeus (eg for special project-, process-, or reporting-related content).

Whatever the customer enters is seen immediately and simultaneously in the Amadeus internal interface 'WIN@proach' in the 'Background' tab.

The Customer Note field is first entered in the template review page at the end of every template immediately before record creation. It is therefore not template or record-type dependent.

Creation:

Record Preview (Not yet submitted)
Cancel **Attach** **Attach from Clipboard** **Submit**

Information: Please be aware the record is still in draft mode and needs to be submitted.

PTR **DRAFT** **1A: Enterp: test problem report**

HEADER

Severity	Medium	Status	Assigned
Environment	Production	Type	Other
System	Any production system	Component	OTHER
Logger Group	for ACSP testing only (DO NOT USE)	Logger Name	X. Xspx
Assignee Group	TI Data Scientist Development	Assignee Name	--- optional ---
Urgency	Low	Customer XREF	123abcMYref
Keywords	ANY WORDS YOU LIKE		
Reporting For	--Optional--		
Customer Note	This optional field is available for customers to communicate specific content to Amadeus in each record as th		

Display and Update:

Refresh Attach Attach from Clipboard Print Add to Watchlist

Withdraw Add Comment **Edit Record**

PTR 10741645 1A: Enterp: test problem report

HEADER

Severity	Medium	Status	Assigned
Environment	Production	Type	Other
System	Any production system	Component	OTH
Logger Group	for ACSP testing only (DO NOT USE)	Logger Name	X. Xspx
Assignee Group	TI Data Scientist Development	Assignee Name	
Urgency	Low	Customer XREF	123abcMYref
Keywords	ANY WORDS YOU LIKE		
Reporting For			

Customer Note This optional field is available for customers to communicate specific content to Amadeus in each record as the situation requires. It is not mandatory and ther

DATES

Start 08MAR16 09:20
Recovered
Target Date

DESCRIPTION

08Mar16 09:26 X
for ACSP testing only (D

----- Opened via ACSP --
Segment : TST
Logger Email Address : noreply@amadeu
Template Category : Air\Travel Int
Selected Template : TI Airline Sol

Short description: test problem report
Date and time of observation: 16 March
Airline code: 1A
Area of problem: Report/Datamart
Problem type: Missing/delayed data

Update ticket: 10741645

Title: *
1A: Enterp: test problem report

Assignee Group *
TI Data Scientist Development

Assignee Name
--- Optional ---

Customer XRef
123abcMYref

Keywords
ANY WORDS YOU LIKE CAN BE ADDED HERE

Customer Note
This optional field is available for customers to communicate specific conte

Submit Cancel

Extended Search:

My watchlist My profile Help and support

Extended Search Page for Record Type: PTR

Search Name: Optional name to save and reuse the search Save Clear Search

Mandatory Fields

Search List: Submitted by our group(s)

My Groups (Total 1): XOT03INF - for ACSP testing only (DO NOT US

Max 20 groups can be selected

Environment: All

Status: Not Any Closed

Optional fields

Title String:

Search for whole word in the title? ☐

Keywords:

Customer Note: specific

Date Opened: -

Only records opened by me : ☐

Search Results in standard lists:

amadeus
Customer Service Point

Logout
Welcome, SSOACSP Testuser, Audit Trail and Reporting Solutions
PPT Production

My watchlist
My profile
Help and support

Record ID:

Display

WO Submitted Listing (Total 21 Record(s))
Refresh Print Export to Excel

Pending Submission
Incidents
Problems
Work Orders

Record Name	Logger Group	Logger Name	Opened	Last Update	Severity	Review	Xref	Customer Note
Audit Trail and Reporting Solutions	N. Saddala	13AUG15 13:05	13AUG15 13:17	Medium				
Audit Trail and Reporting Solutions	N. Saddala	13AUG15 10:56	13AUG15 10:56	Medium				

and in Extended Search:

PTR Extended Search Listing (Total 1 Record(s))
List= SUBMITTED, Group(s)= XOT03INF, Status= !C., Environment= A, Title= , Keywords= , Customer Note= specific, I
Refresh Print Export to Excel

Record ID	Title	Status	Assignee Group	Assignee Name
 10741645	1A: Enterp: test problem report	Assigned	TI Data Scientist Development	

e) Direct access from ACSP to e-Support Centre (eSC)

The link to e-Support Centre (eSC), the Amadeus Support Knowledge Base, is now located in the Help and Support top-bar menu in ACSP:

Amadeus Customer Service Point (ACSP):

Record ID	Title
10211381	test
10211380	FareXpert Filing
09906288	Switch Assignee
09881052	Request for UserId creation

This link to the Amadeus Knowledge Management system will allow ACSP customers to click through to self-help solutions and other useful support information. eSC will open in a new page:

e-Support Centre (eSC)

Welcome to the Amadeus e-Support Centre!

Amadeus e-Support Centre is an online web portal and knowledge base providing 24/7 access to a wide range of learning and support information and tools.

Please note e-Support Centre requires extra registration (**not** the ACSP userid) for access. If you haven't already got access click 'How to sign up' for instructions.

Once registered with eSC, future use* of the eSC link in ACSP will take you straight through to your pages in eSC without a further login. Further integration of ACSP and eSC is planned for future versions of these tools.

(*after a max of 24h)