Travelport

Redefining travel commerce

Propelling efficiency through queue automation

Efficiency can make your travel business stronger

Managing queues and issuing tickets are time-consuming tasks. They tend to weigh down your sales staff, complicate back-office processes and place obstacles on your path to efficiency and growth. Turning these tasks over to proven technology allows you to concentrate on more profitable areas of your business.

Queue up for simplicity – it's only a click away

The Travelport Queue Control Console solution is a Web-based tool that automates an area of your business. The console lets you automatically action queues and related tasks through a preset criteria engine that you can control. Queue distribution, ticket issuance and many related tasks have been automated to drive efficiency.

Designed so you can log-in from anywhere, at any time

— The console is easily accessed over a secure website with assigned credentials.

— Your administrator or other users simply need Internet access and a common Web browser, such as Internet Explorer®, Google Chrome® or Firefox®.

— There is no dependence on a particular system or travel agency desktop.

— The solution is optimised for mobile devices, including tablets.

— It is not necessary to download any applications onto your users' devices.

— It doesn't matter how bookings are placed onto a queue for action.

Use special criteria to control actions

Booking files can be sent through a criteria engine that only allows booking files meeting specific requirements to be actioned – such as guarantee all fares, restrict infant passengers, and many other conditions of your choosing.

Rich features for performing every task

— Standard commands can be added to bookings to increase automation.

— Notes, activities and action events can be automated for booking files on queue.

— Tickets, machine interface records (MIR) and itinerary print can all be issued.

— GDS commands can be executed against a booking.

— End booking saves changes to booking file.

— Booking files can be automatically removed and added into specific queues, including category/date range and pseudo city codes (PCC).

— The retention segment can add a text remarks segment to a booking file.

— The flexible framework is extendable so extra custom handlers can be added.

— Log entries enable systematic review of all actions and schedules performed, and indicate errors, warnings and information pertaining to active actions.

No monitoring is required

Once you apply your desired queue schedule and commands, there is no need for a booking agent to monitor your console. Your administrator or designated users can simply log-in to verify whether the configuration of your schedule, actions and criteria is correct or requires adjustment.

Getting started is easy

The console is available to your business through an addendum to your Travelport subscriber agreement. Your Travelport representative can assist with this and will also arrange for your set-up, configuration, access credentials and staff training.

Flexibility for your internal programming needs

Our developer tools, including XML API Desktop and Galileo Web Services application programming interfaces (API) support Travelport Queue Control Console in working with bookings and content through the Travelport Galileo global distribution system (GDS).

You can tell the solution what to do, then let it perform with precision

— Instruct the console to automatically place booking files on specified queue numbers

— Set your schedule to run tasks at specific intervals and times, or limit it to certain days and times

— Set up the console to monitor one or more queues for booking files to action

— Run checks on bookings, including those with special criteria, prior to ticketing

— Electronically control whether the ticketing process should continue

— Minimize the time you spend removing bookings from queues

— Reduce manual errors and associated costs

Get in on the action with leading queue technology

For more information about Travelport Queue Control Console, contact your Travelport representative today

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www.travelport.com