

# aMADEUS Bosna

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Amadeus Bosnia

Amadeus SMS - Bosnia

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This document covers:

Amadeus SMS - Bosnia Client 3.0  
Amadeus SMS - Bosnia Reporter 3.0  
Amadeus SMS - Bosnia Center 2.0

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Version 2.0

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## Amadeus SMS - Bosnia

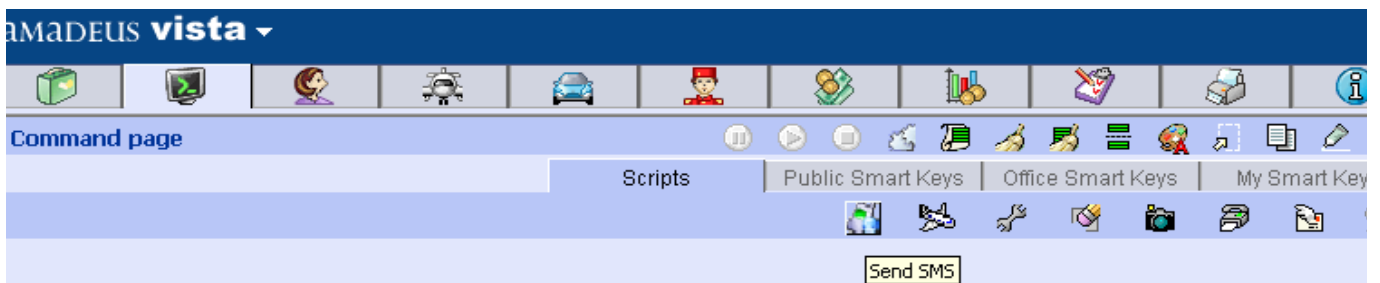
### 1. Who is this document intended to

This document explains the functionality of three shortly connected products developed by Amadeus ACO Bosnia. The purpose of this document is to explain the core function of each of those products and show the value it brings to Travel agencies on their respective markets.

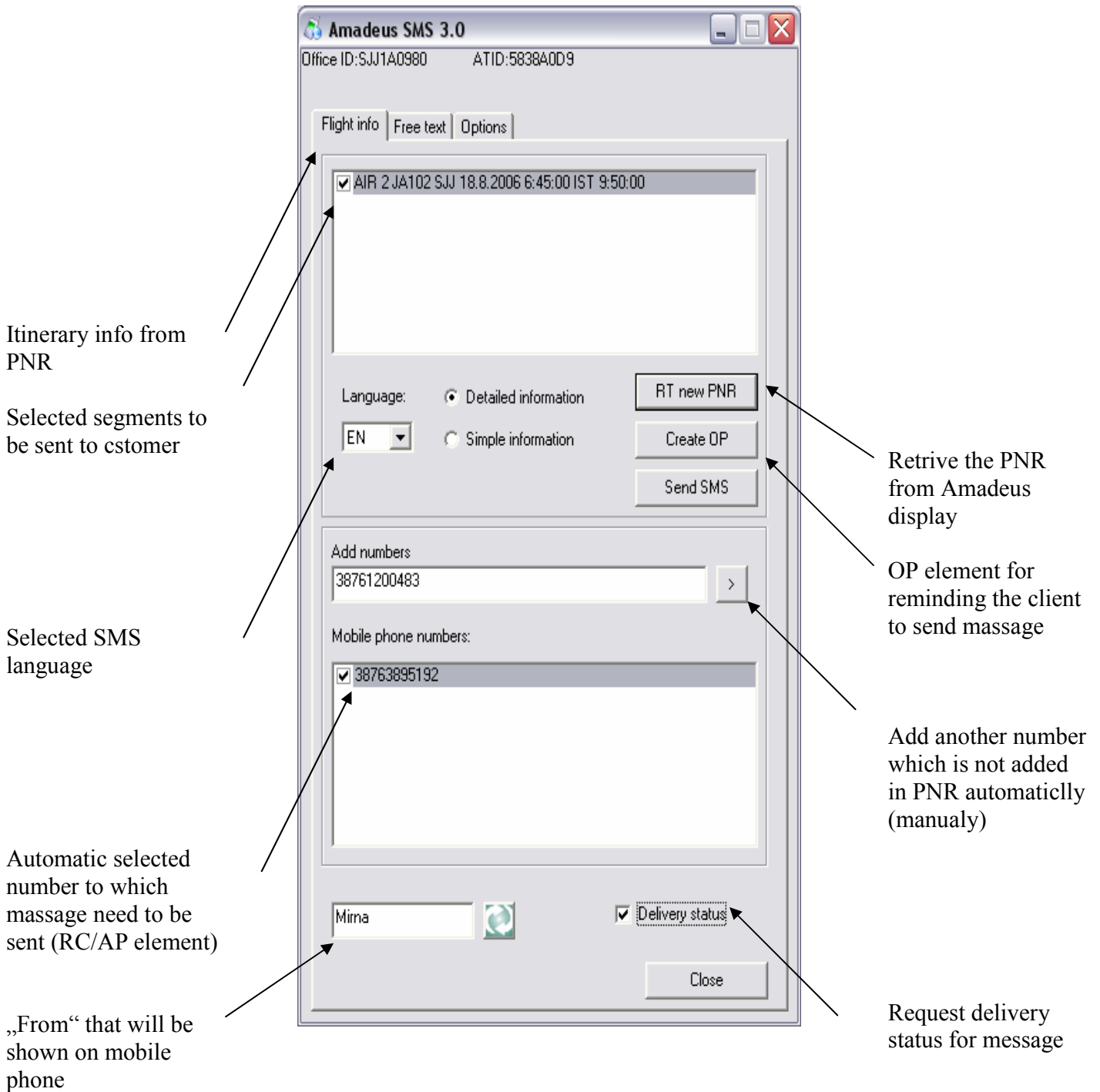
This document contains some higher-level technical terms so readers should already be familiar with those terms, technologies etc.

### 2. What is +SMSClient and how it works?

SMS Client is application created by Amadeus ACO Bosnia for purpose of sending SMS text messages from Amadeus FOS (Selling Platform) to mobile phones of travel agencies customers.



SMS Client screenshot is shown on image below:



Usage of this application is very simple. The actions required from user to :

1. Choose the language of SMS message under box "Language"
  
2. Select whether user wants to send flight / hotel/ car segments to his/hers customer or free text message.
  - a. If "Flight info" is selected, user must press button "Retrieve New PNR" and will receive message with PNR segments in chosen language.
  - b. If "Free text" is selected, user must enter the message text that he/she wants customer to receive.
  
3. Press "Send SMS" button

Before using SMS Client, agent must have entered phone numbers manually or retrieved from RC/AP element in the PNR with the following format:

Input:

*RC SMS333333333333*

or

*AP SMS333333333333*

System response:

**10 RC SJJ1A0980-W/SMS3333333333**

**11 AP SMS3333333333**

RC element is chosen because mobile phone number is more personal information, and agencies usually don't want this information to be visible to others who can retrieve PNR. However, AP element is specified format is also supported.

**Zeros (nulls), pluses (+) or any other international calling prefixes should not be entered!** Users can also select one of four major European languages and Bosnian, in which SMS text will be sent (additional languages can be added upon request). If user changes something within currently active PNR, he/she can retrieve updated PNR by pressing „Retrieve New PNR“ button.

By pressing „Create OP“ button, SMS Client will create OP element that will place PNR on queue, reminding user on a day before that he/she should send an SMS and remind their customer about their itinerary details.

Output:

**12 OP SJJBH3359/19AUG/ADVICE - SEND SMS TO PAX**

After sending SMS (not necessary delivering!), SMS Client will enter RM element:

Output:

**16 RM SMS SENT TO PAX**

If user select box “Detailed information” option client will receive full information about selected segments.

For example: Full names of cities/ airports for flight segments or full names of car rental companies (see 6. Samples of messages sent to customers)

If user select box “Simple information” option , client will receive only the minimum information about the selected segments which need to be send to pax.

“Add numbers” box will give the user the option to add more phone numbers which are not entered under RC or AP command in the PNR but still the message needs to be sent to these numbers.

If check box “Delivery status” is checked, user will receive delivery status message on email address that is registered in SMS Reporter for receiving status messages.

Default From box will be fill in with information who is sending the message (name/phone number of the agency / agent / manager ) ,the name will be filled by default in SMS reporter .The user will receive SMS message with the name which is mentioned in the box From

## **1. What is Amadeus SMS Center and how it works?**

Amadeus SMS Center is web application that is used for sending SMS messages passed by Amadeus SMS Client. Amadeus SMS Center is transparent for any ACO and agency. The way that Amadeus SMS Center works is as following:

1. Amadeus SMS Client sends message data to Amadeus SMS Center.
2. Amadeus SMS Center receives data and checks for the agency authorization in SQL Database
3. If agency is authorized, Amadeus SMS Center sends SMS message in chosen language, otherwise ignores data sent from Amadeus SMS Client
4. Amadeus SMS Center receives information about SMS message delivery status and cost
5. Amadeus SMS Center sends an confirmation e-mail to the agency that sent SMS message
6. Amadeus SMS Center stores information (date, time, number, cost....) in SQL Database

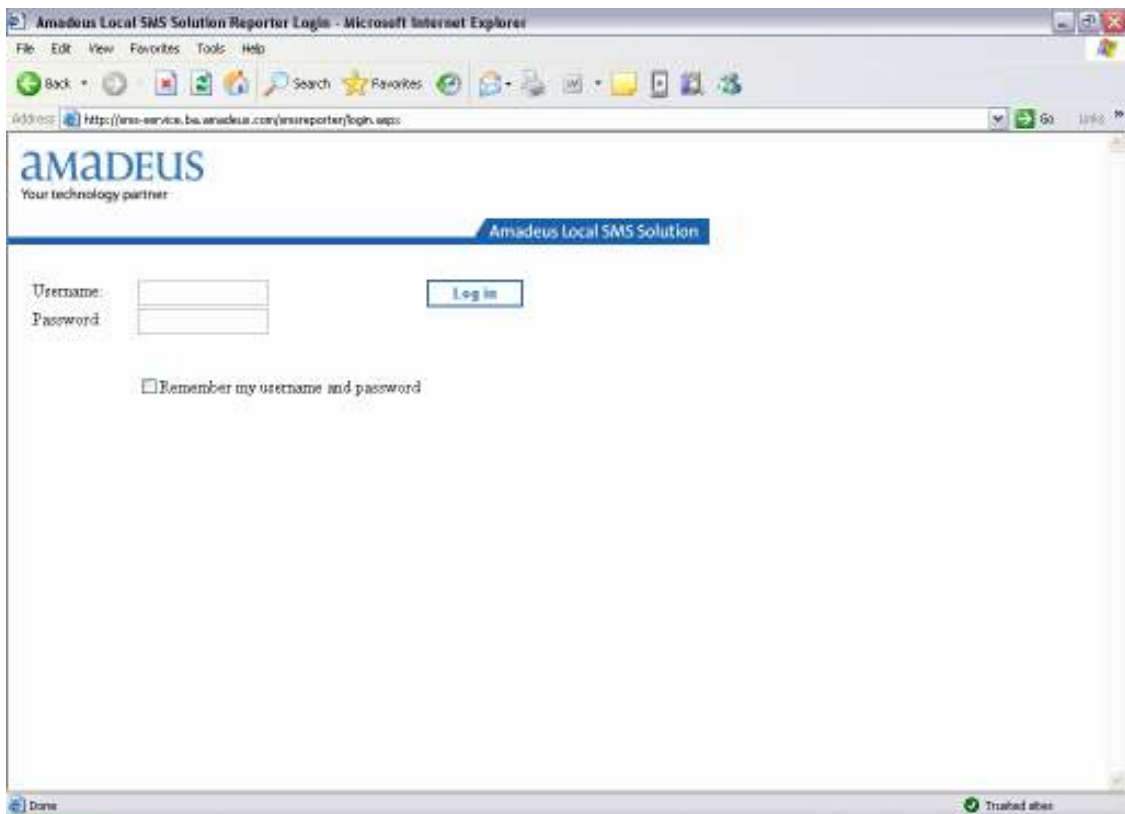
Amadeus SMS Center is based on Microsoft .Net technology with MSSQL Server. List of providers, that Amadeus SMS Center has connection to, can be seen in addendum to this document

## 2. What is Amadeus SMS Reporter and how it works?

Amadeus SMS Reporter is web application that is used for administration of SMS service. It offers three actions for ACOs:

1. Manage agencies
2. View report by date (generate ad-hoc report for specific date-span)

Below is shown Amadeus SMS Reporter login screen:



## Manage agencies

By managing agencies, ACOs can do following things:

- Add (authorize) new agencies to use Amadeus SMS Client
- Edit agency info (Office ID, delivery report e-mail address) for already authorized agencies
- Delete agency authorization for already authorized agencies

Data is stored in SQL Database and used by Amadeus SMS Center.

Amadeus Local SMS Solution Reporter - Agency authorization - Microsoft Internet Explorer

Address: http://ms-service.ba.amadeus.com/SMSReporter/manage.aspx

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Amadeus Local SMS Solution

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Office ID:

e-mail:

Default From field:

Agent can send free flow text messages

Agent can change from field in client

Add Agency

List of authorized agencies for vendor BA

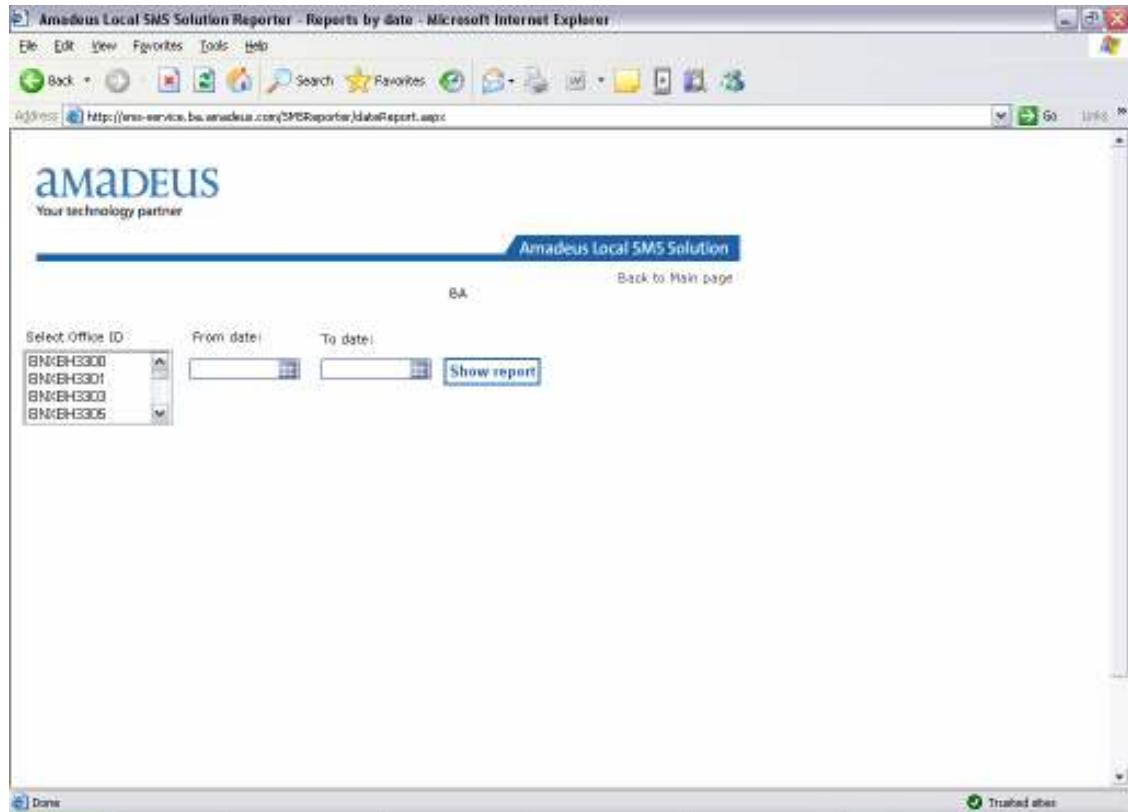
OfficeID	email	defaultFrom	FreeTextAllowed	CanChangeFrom	active
BA005H3300	tanja@cepberpaeport.com	BNXBH3300	True	False	Y Edit
BA005H3301	mg-tours@bhc.net	BNXBH3301	True	False	Y Edit
BA005H3302	info@unistours.com	BNXBH3302	True	False	Y Edit
BA005H3305	air.tickets@ars-tours.com	BNXBH3305	True	False	Y Edit
S31A0980	mikulic@ba.amadeus.com	Mime	True	True	Y Edit
S31A0983	ihailovic@ba.amadeus.com	S31A0983	True	False	Y Edit
S3BH3307	biotours@bh.net.ba	S3BH3307	True	False	Y Edit
S3BH3307	attravel@bh.net.ba	S3BH3307	True	False	Y Edit
S3BH3308	ejecana@unistours.ba	S3BH3308	True	False	Y Edit
S3BH3330	boznatours@boznahotel.com	S3BH3330	True	False	Y Edit

Approval for travel agent to change From box And send free messages

List/ Edit agency info

## View report by date

On this section, Amadeus SMS Reporter users (ACO staff) generate ad-hoc paged (10 messages per page) report for specific agency authorized to use Amadeus SMS Client. This is done by specifying Office ID (withdrawn from SQL database) and date span (“from” and “until”). Screenshot is shown below:



System response:

Amadeus Local SMS Solution Reporter - Reports by date - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Home Search Favorites

Address: http://sms-service.ba.amadeus.com/SMSReporter/datesReport.aspx

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BA [Back to Main page](#)

Select Office ID:   
From date:  To date:

Time	Office ID	Cost	Status	Tel No
1				

Dans Trusted sites

## **6. Samples of messages sent to customers**

### **AIR SEGMENT MESSAGE:**

Dear passenger, your flight JA102 is departing from SARAJEVO (SJJ) on 12/15/2006 at 13:20 and arriving to LONDON (LHR) at 15:00. Your travel agency wishes you a pleasant flight.

### **HOTEL SEGMENT MESSAGE**

Dear passenger, your hotel MERCURE in NICE from 12/15/2006 to 14/15/2006 is booked with confirmation number: 45454545. Your travel agency wishes you a pleasant stay

### **AUTOMATED/MANUAL SEGMENT MESSAGE:**

Dear passenger, your airline ticket number is 995-5656565656. Your travel agency wishes you a pleasant flight.

### **CAR SEGMENT MESSAGE:**

Dear passenger, your car rental at AVIS in FRANKFURT from 12/15/2006 to 15/15/2006 is booked with confirmation number 8989898989. Your travel agency wishes you a safe and pleasant drive.

### **ITINERARY MESSAGE:**

Dear passenger, your itinerary is:

AIR JA995 SJJ-FRA 12.12.2006 12:45  
HTL MT NCE 12.12.2006-15.12.2006

Your travel agency wishes you a pleasant trip."