

Amadeus

e-Support Centre

Services & Consulting

The Amadeus e-Support Centre is an online support solution specifically developed for Travel Agencies. It keeps your Travel Agency up to speed with secure 24/7 access to a wide range of support information. Ensuring assistance in problem resolution, the Amadeus e-Support Centre helps your Travel Agency to make the most out of Amadeus reservation systems.



It's easy to find the information required, the advice is market specific which is really helpful and the fact that some instructions are given on a step-by-step basis is very useful.

Jennifer Mason,
Customer Support Manager, House of Travel

Key Features

> Browser-based knowledge search

The knowledge base contains a wide range of help and support information that you can capture at any time. Find an answer to queries through easy access to knowledge solutions using the latest information such as error messages, 'how to' procedures and guidelines. What about the search? The access to these solutions is facilitated by effective search methods such as matching keywords, area browsers, and step-by-step diagnostics.

> Log a case online*

Can't find a solution online? If you need more assistance you can log a case online and it will be automatically processed by your Amadeus Help Desk. You can then update it and follow up on the latest resolution status online from your PC.

> Practical features

Why not open and save your favorite support solutions in a PDF-format, allowing you to store them offline, send to a friend or print as required. Keyword highlighting allows you to easily see on the screen the keywords you have searched for and also their synonyms, making it quicker for you to find what you are looking for.

> Up to date with news postings

Your Travel Agency will be kept up to date through alerts and news postings which will keep you informed of any new Amadeus functionality as well as a traffic light alert to keep you informed of any current Amadeus performance issues.

**This functionality is market dependent. Please contact your local Amadeus Commercial Organisation for details.*

Simplify your support experience

> Easy access

You can access the Amadeus e-Support Centre easily via a click on the Smart Tab in Amadeus Selling Platform. If you have previously registered yourself as an Amadeus e-Support Centre user you will be directed from Amadeus Selling Platform straight to the homepage without having to login - no need to remember a username and password!

If you haven't previously registered you will be presented with a simple and instant self registration form which you will only need to fill in once.

Business Benefits

- > Access online 24/7
- > Simplify your support experience
- > Improve service response time with instant access to support information
- > Save the time and the cost of Help Desk phone calls

