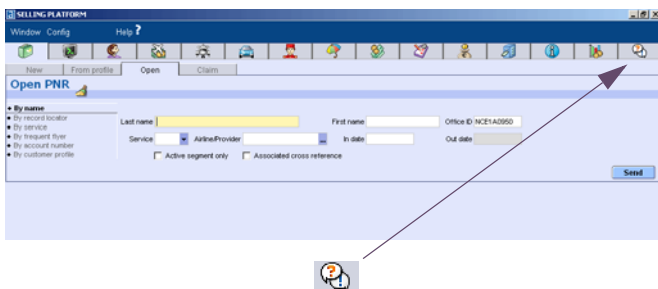


Welcome to the Amadeus e-Support Centre

The Amadeus e-Support Centre provides a single access point to a range of information and services such as troubleshooting and self-learning articles, real-time alerts, tips, product news and rollouts, and a document library.

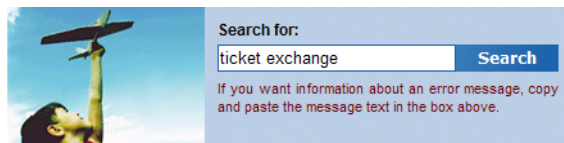
This self-service web-based support tool is designed specifically for travel agents. It is accessible from the Amadeus Selling Platform.



Note: The screenshots in this Quick Card may differ from your own user interface, depending on your market.

Searching for knowledge solutions

You can search the knowledge base for keywords or error messages from the Home page.



Keyword search

Enter a question, a keyword or a set of keywords that describe the information you want to find, then click on **Search**.

Tip: The search finds articles containing **any** or **all** of the words in your query.

Tip: The search also looks for **synonyms**. For example, “sell” or “vista” may return results with “Amadeus Selling Platform”.

Tip: Searches are not case sensitive.

Tip: Separate your words with a space and include relevant information, such as the product name and version.

Error Message search

Copy and paste the error message in the field, then click on **Search**.

The system searches for the message, and displays the investigation steps and potential resolution.

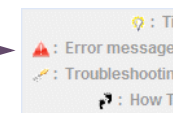
Managing your search results

Search results are listed with the most relevant solutions at the top. Those that contain your keywords in the title are usually displayed first, and those that include the greatest number of keyword occurrences or synonyms are displayed next.

Click on the knowledge solution title to open it.



Each search result includes a short summary and an icon indicating what type of solution it is.



Some solutions may apply to both cryptic and graphical applications. If this is the case, click on the appropriate tab:

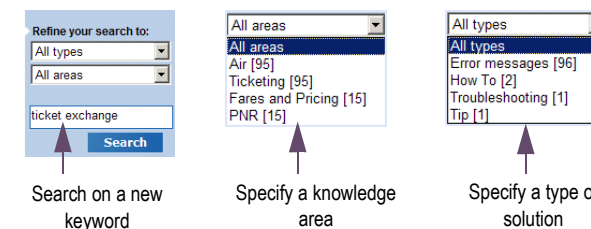


In the right-hand column, you can:

- Click on **Highlight on** to highlight the searched keywords (and synonyms) and quickly see how relevant the solution is to your question.
- Click on **Open as PDF** to open the solution as a PDF document in a new window (for easy printing for example).

Refining your search results

If your initial search produces more results than you need, you can use the filters in the right-hand column to narrow down the list.



Search on a new keyword

Specify a knowledge area

Specify a type of solution

Using the advanced search

If you want to apply special criteria to your search, click on the **Advanced search** option in the left-hand menu.

You have the following criteria to choose from:

- **Language:** selects which language to search in. The choice of languages depends on your market.
- **Keywords using:** sets the search to use ALL the keywords you entered, ANY of these words, or the EXACT phrase you entered.
- **Areas:** limits the search to a specific knowledge area.
- **Type of information:** selects what type of solution to search for (How To, Error Message, ...).
- **Last modified:** use this to find only solutions that have been updated recently (in the past week, month, or six months).
- **Number of results:** defines the maximum number of results to be displayed on each page.

Tip: To find only solutions that contain **Ticket** and **Reissue**, enter **ticket reissue** in the query field and select the **All of the words** option.

Browsing knowledge areas

All knowledge solutions in the e-Support Centre are grouped under common travel industry areas familiar to most travel agents. You, the travel agent, can access these areas directly from the Home page and browse through them to see what solutions are available.

Click on **Browse areas** in the left-hand menu list

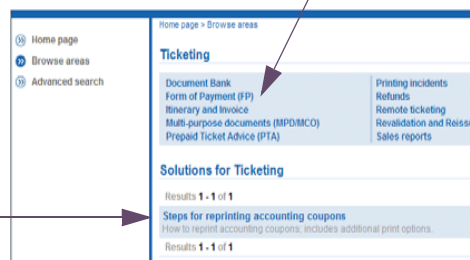
The most useful knowledge areas are available directly from the Home page



For example, to explore solutions in the Ticketing area, select **Browse areas** from the left-hand menu, then select **Ticketing** from the proposed list. From there you can browse through the solutions at the current level or click on a sub-level area to see more solutions.

Click on a sub-level to see more solutions

Click on a solution title to open it.



Note: The same knowledge solution can be found in more than one area.

Amadeus e-Support Centre

Release 1.2

Quick Card