

Working with Case Details

Updating a Case

1. Click on the case number to open the case details.

Click here to update the case description panel

Click here to ask the Help Desk to close the case

Updates

Add an update Request Closure

Update	Type
Test interaction for Customer	Update for Customer
Still not working.	Customer Update

Attachments

Attach a file

Attachment Name	Size	Type
Legend	2,454	gif
eTA_SELL Webconfig_MMC	58,168	doc

Click here to attach an external file

The Case Details View records all updates made by you (marked 'Customer Update'), and the Help Desk (marked 'Update for Customer').

2. Update the case as required.

Case #: 1-240671181
Status: Open
Priority: High

Contact First Name: Helen
Contact Last Name: Zedey
Account: CRM Internal Account
Office Id: MMCTEST01

After entering TTP the first ticket was printed, but the next one is jammed half-way input: down. I opened and closed the printer lid but it didn't help. I also tried to remove the tickets but they won't move. Please help, thanks.

Enter your updates

I tried again, but the ticket still doesn't print.

*Update:

Send to Help Desk Cancel

Click here to send your updates to the Amadeus Help Desk

The case status automatically changes to **Open** after any update. It may subsequently change to **Waiting for Customer** when the Help Desk requires your input.

Note: Depending on your profile, you may be notified of the updates by email, or you may need to manually check the cases' menu list.

Searching for Cases

1. Click on **Query** from the cases' list.
2. Enter one or more query criteria, such as the case number, the office ID, the status, or the creation date.

Case #:

Office Id:

Status:

Date Created:

Title:

Priority:

Go Cancel

3. Click on **Go**.

Managing Your Profile and Preferences

Click on My Profile from the main menu to customize your settings. For example, you can specify how you would like to receive the case notifications.

Save Cancel

Mr/Ms:

*Last Name: McCabe

*First Name: Miriam

Contact Method:

Email on Solve:

Email on Close:

Email on Reject:

Select the email notifications you want to receive

Amadeus e-Support Centre

Release 4.0

Logging a Case

Quick Card

Overview

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.

This Quick Card shows you how to log and manage cases addressed to our support teams. It also teaches you how to create and maintain your profile.

Logging a Case

A case is an electronic record of your problem or request. You should log a case only if you can't find a satisfactory solution to your query in your e-Support Centre.

To log a case:

1. Click on [> Contact the help desk](#).
2. Enter the case details in the pop-up window as required, then click on **Next**.

Case Details

Case#: 1-470802231

*Title (for example "unable to price fare")

*Please provide the Office Id:

*What type of problem are you reporting ?

General

Next Previous Finish Cancel

Select the relevant template under "what problem are you reporting" field.

*Tip: The case description panel is limited to 1,200 characters. If you need more space, record your case with a partial description, then click on **Add** in the **Updates** section to finish the description.*

4. Optionally, add attachments (screenshot, error message, copy of the PNR) to help clarify the problem.
5. Click on **Finish** to send your case to your Amadeus support team.

Viewing a List of Cases

Case records in your e-Support Centre are stored in the following categories from the main menu (you may not see all categories, depending on your organisation):

- **My Cases** - All cases created by yourself.
- **My Agency Cases** - All cases created by yourself, or by any user from your agency.
- **My Agency Cases History** - All closed cases created in your agency.

Click on Query to search for a specific case.

3.

My cases		
Query		
Case #	Status	Date Created
1-234953311	Open	4/8/2009
1-225603611	Open	2/2/2009
1-221843041	Open	12/9/2008
1-221843001	Open	12/9/2008
1-221861061	Open	12/8/2008

Click on a case number to display a specific case.

Click on the arrows to sort the columns.

The Case Status

Open	The Help Desk is working on the case.
Waiting for Customer	The Help Desk is waiting for your input.
Request Closure	The case is awaiting closure by the Help Desk, following your request.
Closed	The Help Desk has solved the case.