

Easy & efficient access to Amadeus support services is at your fingertips – whenever you need it, 24/7!



Considering there is a range of ages in the office, all have managed to find the info they need easily in the e-Support Centre.

**Gail Littin**  
Pukekohe Travel, New Zealand

### Support has never been easier

The Amadeus e-Support Centre is an innovative online support solution developed specifically for travel agencies like yours. It keeps your travel agency up-to-speed by offering secure 24/7 access to a wide range of support information. The Amadeus e-Support Centre can help in every area of problem resolution, enabling your travel agency to make the most of Amadeus' industry leading reservation systems.

### Improve your customer service and get the most from your partnership with Amadeus

As an integral part of our Amadeus Professional, Professional Plus Packages and additional offers for Leisure Travel Agencies, we provide you with exceptional support service. This helps you to find answers to all your queries quickly and easily – without causing any disruption to your workflow and without keeping your customers waiting.

With Amadeus e-Support Centre, you can access the platform directly from the Amadeus selling platform. Retrieving the information you need is easy thanks to simple search functionality that provides immediate solutions to any queries a travel agent may have.

Using the Amadeus e-Support Centre enables your travel agents to spend less time on the phone to the Help Desk retrieving information they need. So they are free to spend more time on the actual selling process and responding to your customers' needs.

## Simplify your support experience today

### Key Features

#### > Browser-based knowledge search

The knowledge base contains a wide range of help and support information that you can use at any time. And accessing it is so easy. Find answers to queries about such issues as error messages and 'how to' procedures and guidelines. Access to these support solutions is facilitated through a series of simple, yet highly effective search methods, including 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 also update it and follow up on the latest resolution status online direct from your screen.

#### > Practical features

Why not open and save your favourite support solutions in PDF format, so you can easily store them offline, send them to a colleague or print them as required?

Keyword highlighting allows you to easily see on the screen the keywords you have searched for, as well as their synonyms, making it quicker for you to find what you are looking for.

#### > Easy access

You can quickly and easily access the Amadeus e-Support Centre by clicking on the Smart Tab in the Amadeus Selling Platform. If you have previously registered as an Amadeus e-Support Centre user, you will be directed from the Amadeus Selling Platform straight to the e-Support Centre homepage without having to login – so there's 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.

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



### Business Benefits

- > **More Accessible:** Online access – 24/7
- > **Easier:** Enhance your support experience
- > **Faster:** Improve service response time with instant access to support information
- > **Cheaper:** Save the time and cost of Help Desk phone calls