



# News Flash

## Amadeus Flash

### Amadeus e-Support Centre for Travel Agents

Dear Business Partner,

We take immense pleasure in presenting you state of the art self-sufficiency tool and knowledge base access for instant results at the click of the mouse. The launch of Amadeus E-Support for our subscribers is another milestone for Amadeus towards reaching our goal of maximum user satisfaction.

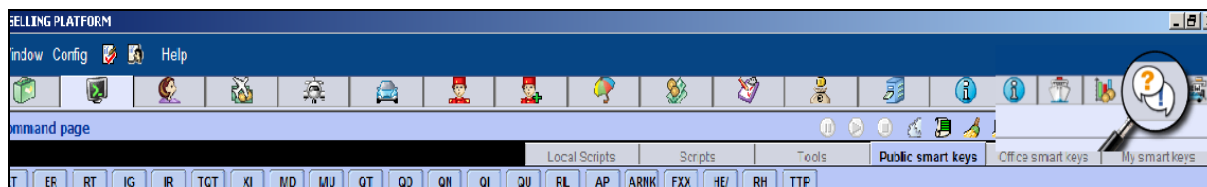
#### Key Benefits

- Instant query and solution handling 24x7 online with relevant cases & examples.
- Remarkably reduced turnaround time for travel agents between their queries and our responses.
- Database consists of more than 5,000 solutions....
- New scenarios added & updated to the database regularly.
- An online self-paced, self-help search just like Google search at no extra cost
- No separate Log-ins credentials needed, just click on the smart tab.

The new e-support is now available via a smart tab on your Amadeus Selling Platform.

#### Key Features

### E-Support Centre Smart tab deployed on ASP



#### Amadeus Helpdesk

24 X 7 Access to Amadeus Helpdesk at Nationwide Toll free 1800-111-200

#### Live Chat Function in Amadeus Selling Platform

Connect to Amadeus Helpdesk through Live Chat Function in Amadeus Selling Platform

#### Mail to Helpdesk

[help@amadeus.in](mailto:help@amadeus.in)

#### Know more about Amadeus

[www.amadeus.in](http://www.amadeus.in)

#### Amadeus Learning City

Learn Amadeus using self paced learning solution Amadeus Learning City - [www.alc.amadeus.com](http://www.alc.amadeus.com)

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### E-Support Centre - Home Page & Main Menu

The screenshot shows the Amadeus e-Support Centre home page. A 'Quick Search' box is highlighted at the top center. A 'Notice board' is highlighted on the right side, displaying a welcome message and a link to download quick cards. A large 'Access Content by Most Useful Topics' box is highlighted at the bottom center, pointing to a grid of knowledge areas including PNR, Ticketing, Queues, and Insurance.

The screenshot shows the Amadeus e-Support Centre home page with a list of key features and their descriptions:

- Browse Areas** – allows users to search by topic
- Advanced Search** – enables user to search by a combination of search words, language, area and documents type
- Notice Board** – to see latest news items
- Transaction Guide** – to look up cryptic entries codes
- QRG/QRT** – you can download Amadeus QRG and QRT from this link
- Live Chat** – to chat with Amadeus HelpDesk

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You may search the resolution to the error message received or system response by specifying **Error Message in the Search Box.**

Search results will be displayed. Click on the desired link to open the desired error message / system response.

The screenshot displays the Amadeus e-Support Centre India search results page. The page title is "amADEUS & e-Support Centre India". The search results are listed under the heading "Search results" and show "Results 1 - 10 of 147". The results include various error messages such as "WARNING: CHECK ITINERARY STATUS", "CHECK ITINERARY/PAS SENDER DATA", "CHECK ITINERARY/TICKET ISSUE RESTRICTED", "UNABLE TO PROCESS INVOICE / ITINERARY", "CHECK PRINTER CROSS REFERENCE - CONTACT HELPDESK", "How to perform a voluntary rerouting", "TNB - AMADEUS DEFAULT NOT FOUND - CONTACT HELP DESK", and "UNABLE TO PROCESS (ERROR CODE - TPX2)". Two callout boxes are present: one labeled "Open Solution" pointing to a search result link, and another labeled "Open Solution in a New Window" pointing to another search result link. The page also features a navigation menu on the left, a search bar at the top right, and a list of search results with various error codes and descriptions.

**For more information, please contact your nearest Amadeus Helpdesk**

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