

Travelport Queue Control Console (QCC) V22.2

Advisory number:	PA-4121		
Version:	03		
Effective date:	July 9, 2022	9am	EDT
High level description:	Release of Travelport Queue Control Console (QCC) V22.2.		
Impact summary:	<p>The main highlight of this release is the ability for the Schedule Change Handler to handle flight cancellations when airlines themselves accept the schedule change. The Retention Handler is now able to handle up to 338 days. The Advanced Robotic ticketing Handler can accept multiple email IDs. The Activity Report has been renamed to Robotic Ticketing Bookings. Inactive access methods can be quickly identified while configuring the action. There also has been some minor security enhancements to address code vulnerabilities.</p>		
Reason for issue:	Revised effective date.		
Impacted customers:	<input type="checkbox"/> Internal only Advisory <input checked="" type="checkbox"/> Agency customers <input type="checkbox"/> eCommerce customers	<input type="checkbox"/> Developers <input type="checkbox"/> Airline customers <input type="checkbox"/> Car, hotel, rail, cruise customers	
System(s):	<input checked="" type="checkbox"/> Travelport+ (1G) <input checked="" type="checkbox"/> Travelport Apollo (1V) <input checked="" type="checkbox"/> Travelport Worldspan (1P)		
Load to pre-production:	June 11, 2022	9am	EDT
Web services: (API and Messaging)	Not applicable		
Issue history:	Version 01 issue date: June 27, 2022 Version 02 issue date: July 4, 2022 Version 03 issue date: July 11, 2022		

Note: Text highlighted in yellow indicates new or updated text since the prior Advisory version.



Overview

The notable highlight of this release is the ability for the Schedule Change Handler to handle cancellations when airlines themselves accept the schedule change. Other notable enhancements are:

- The Schedule Change Handler also moves PNRs without any schedule changes to the manual queue for consultant review.
- The Retention Handler has been enhanced to allow Travelport+ (1G) bookings to be retained for a maximum of 338 days.
- The Advanced Robotic Ticketing Handler can accept multiple email IDs.
- The Activity Report has been renamed to Robotic Ticketing Bookings.
- Inactive access methods can be quickly identified while configuring the action.
- There also has been some minor security enhancements to address code vulnerabilities.

Customer Benefit

The ability for the Schedule Change Handler to track flight cancellations when airlines accept the schedule will ensure that these kinds of flight cancellations are not skipped, and timely notifications of these schedule changes can happen.

Any booking files in the Schedule Change Monitoring Queue — which do not have any schedule changes — will also be sent to the manual queue for the attention of consultants. This will ensure that none of the booking files in the Schedule Change Queue are skipped.

Users can take advantage of the fact that the Retention Handler has been enhanced to allow Travelport+ (1G) bookings to be retained for a maximum of 338 days.

There is more flexibility for configuring multiple email IDs from the Advanced Robotic Ticketing Handler.

The Activity Report has been renamed to Robotic Ticketing Bookings to ensure that the purpose of the report is clear and unambiguous.

Any inactive access methods can be quickly spotted at the time of configuring the action without needing to find that out by running the schedule.



Detail and Customer Examples

Renaming of Activity Report to Robotic Ticketing Bookings

The activity report has been renamed to *Robotic Ticketing Bookings* as this name more accurately captures the function of the report which is to list the bookings ticketed through advanced robotic ticketing:

Schedules Access methods Agency Agency_group Users Audit Log entries Settings - Reports -

Support regions Handlers System configuration Emergency **Robotic Ticketing Bookings**

Report Robotic Ticketing Bookings

Agency Test Agency Month June 2022

Export to Excel

Option to Include Multiple Email Addresses in Advanced Robotic Ticketing

Advanced Robotic Ticketing can now accept multiple email addresses as illustrated below:

Create Queue configuration

Name * Access method Test Access Method

Primary email address * Alternate email address semicolon separated

Send View Trip confirmation email Only ticket guaranteed fares Help

Is retention line required

Add PNR finishing

Issue as per ticket time limit

Additional ticketing command

Enhancements to Schedule Change Handler

The Schedule Change Handler will now support schedule changes related to cancellation of segments when the airline has accepted the TK segments as well. Note this change is applicable for Travelport+ (1G) bookings only.

PNRs — such as the one shown below which has a cancelled segment (UN/NO/HX) but does not have a TK segment — will also be identified as candidates for schedule change and in this case as a candidate for major general changes. This ensures that these schedule change scenarios are also notified to the consultants/customers based on the email configuration.



The screenshot shows the Travelport Smartpoint interface. On the left, flight details for 1B6J30/57 are displayed, including segments for SYD-MEL and MEL-BNE. On the right, a terminal window shows the command '1-QLD/88' and the resulting record for 1JACOB/BINU on 10AUG.

Additionally, the schedule change handler has also been enhanced to move PNRs from the monitoring queue — which does not have any schedule changes — to the manual queue for consultant review.

Change to the Maximum Number of Days Applicable for the Retention Handler

Users can now take advantage of the fact that the Retention Handler has been enhanced to allow Travelport+ (1G) bookings to be retained for a maximum of 338 days.

The 'Configure Handler' form includes the following fields and options:

- Use Text remark segment:**
- Text to add:**
- Use surface segment:**
- Surface segment city:**
- Check only one of the two Use days options:** (Yellow highlight)
- Use days after today:**
- Use days after last segment date:**
- Number of days:** (Red box around the input)
- Please remember to add a End booking handler after this one.** (Yellow highlight)
- Buttons:** Save configuration, Back to details

Display of Inactive Access Methods

Users will be able to quickly identify if any access method in the action is inactive — as it will be indicated in red — as illustrated below:

The 'Edit Action' form shows the 'Access method' dropdown menu with the following options:

- 1GCopy
- 1GCopy
- Binu 1G Access method
- Japan-1G (Inactive) (Red box around the text)



Glossary

Term	Definition
1G	Travelport+ (Previously known as Travelport Galileo)
PNR	Passenger Name Record
QCC	Travelport Queue Control Console
Travelport+	Previously known as Travelport Galileo (1G)

Travelport Advisories Listing

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A **PDF copy** of this Advisory is attached to this Advisory record within [MyTravelport](#).

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- Get early access to new products by participating in customer alpha programs

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Issue History Information

Version 01 issue date: June 27, 2022

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