

# **PRODUCT ADVISORY**

# Travelport Queue Control Console (QCC) V22.2

Advisory number:	PA-4121					
Version:	<mark>03</mark>					
Effective date:	July 9, 2022				<mark>9am</mark>	EDT
High level description:	Release of Travelport Queue Control Console (QCC) V22.2.					
Impact summary:	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.					
Reason for issue:	Revise	ed effective date.				
Impacted customers:		Internal only Advisory  Agency customers  eCommerce customers		Developers Airline customers Car, hotel, rail, cruise	custor	mers
System(s):		Travelport+ (1G) Travelport Apollo (1V) 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					

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Note: Text highlighted in vellow 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.

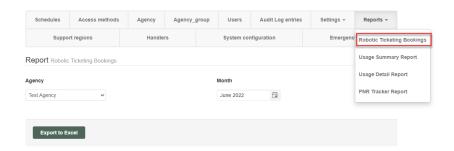
Any inactive access methods can be quickly spotted at the time of configuring the action without needing to find that out by running the schedule.



## **Detail and Customer Examples**

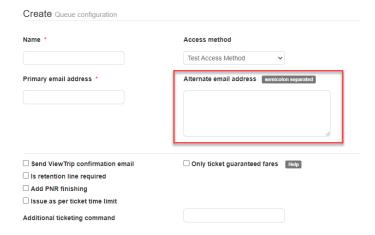
### Renaming of Activity Report to Robotic Ticketing Bookings

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:



#### Option to Include Multiple Email Addresses in Advanced Robotic Ticketing

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

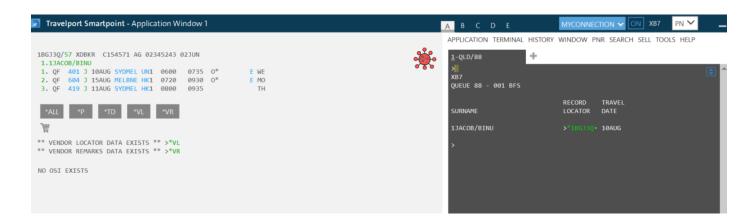


#### **Enhancements to Schedule Change Handler**

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.

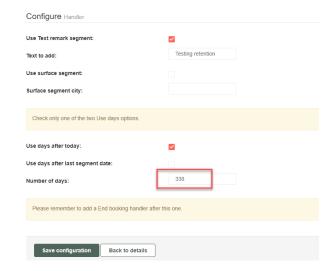




Additionally, the schedule change handler has also been enhanced to move PNRs from the monitoring queue — which does not have any schedule changes — to the manual queue for consultant review.

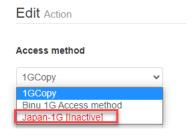
## Change to the Maximum Number of Days Applicable for the Retention Handler

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.



#### **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:





## **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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- Help us build better products by sharing your experience
- Help us tackle industry challenges by participating in customer research
- Gain a better understanding of how we prioritize our features with visibility of peer feedback
- Get early access to new products by participating in customer alpha programs

#### Join the Customer Voice Panel or Find out more

Please note that all research and activities on the Customer Voice Panel will be conducted in English.

# **Issue History Information**

Version 01 issue date: June 27, 2022 Version 02 issue date: July 4, 2022 Version 03 issue date: July 11, 2022



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