



**Amadeus Altéa
Reservation Desktop
Essential**

User Guide

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Before You Start

Purpose of this Document

This document explains how to use the Amadeus Altéa Reservation Desktop Essential graphical user interface.

Audience

This document is intended for airline staff using Amadeus Altéa Reservation Desktop Essential.

Latest Version of this Document

For the latest version of this document, and other reference material:

1. Connect to the Amadeus Airline Extranet:
<https://customers.amadeus.com/extranets/airline/index.jsp>
2. New users need to click on Register with Amadeus.
3. When you are logged in, click on the Learning & Support link.
4. If you have e-Support Centre access, click on the e-Support Centre link.
If you don't have e-Support Centre access, or the link does not work, you need to register. To learn how to do this, click on the Registration Quick Card link.
5. In the Amadeus e-Support Centre, browse or search in Reference Materials to find the document you need.

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Your feedback is very important, and will help us to improve this document.

Please email us with your comments and suggestions:

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What's New in this Document

This is the first edition of this document.

Chapter 1

Getting Started

What Is Amadeus Altéa Reservation Desktop Essential?

Amadeus Altéa Reservation Desktop Essential is a flight reservation tool designed to fulfil the needs of airline agents.

It provides a graphical user interface with the cryptic commands of the reservation system.

It allows you to:

- Search for available flights.
- Search for fares and price flights.
- Book flights.
- Add service information to flight bookings.
- Issue tickets.
- Reissue and revalidate tickets.

Signing In and Out of the System

What Is a Sign?

A sign is a combination of credentials to access the system. It is unique to an individual and provides a way to identify the actions taken.

Depending on the attributes set by the Security Administrator, you may sign in using different types of credentials:

- User Name and Password
- Agent Sign, Office Id and Password

How to Sign In with a User Name

1. In your internet browser, enter the URL provided to you by Amadeus.
2. In the Sign-in panel, enter your user name and password.
3. Your default office id is pre-selected automatically.
For more information on office id, refer to *What Is an Office Id?* below.
4. Check the Remember Me check box, if you want to keep your credentials for the next time you access the system.
5. Click on Login.

What Is an Office Id?

An office id is a unique terminal code, that determines the access rights and security for all users of an office.

The office id is structured as follows:

NCE AF 0 100

NCE	Three-character IATA city or airport code.
AF	Two-character IATA corporate code for the airline, travel agency, hotel, car or other provider.
0	Corporate qualifier code.
100	Office code/type.

How to Sign In with an Agent Sign

1. In your internet browser, enter the URL provided to you by Amadeus.
2. In the Sign-in panel, enter your agent sign.
Note: The agent sign includes four digits, two letters and a two-character duty code. For more information on duty codes, refer to *What Are Duty Codes?* on page 5.
3. Enter your office id and password.
For more information on office id, refer to *What Is an Office Id?* above.
4. Check the Remember Me check box, if you want to keep your credentials for the next time you access the system.
5. Click on Login.

What Are Duty Codes?

A duty code restricts access to certain transactions. You can have multiple duty codes associated to your sign.

Table: Duty Codes

Duty Code	Description
AS	Agent Sell (travel agents only)
CE	Customer Engineer
GS	General Sales Agent
PD	Pre/Post Departure Agent
PR	Programmer
RC	Space Control
SU	Supervisor
TR	TTY Reject Agent

Note: Some duty codes may not be available in all markets.

How to Sign In to Another Office

You can sign in to an office other than your default one.

1. In the User Name Sign-in panel, enter your user name and password.
2. Uncheck the Sign In to Default Office check box.
3. Check the Remember Me check box, if you want to keep your credentials for the next time you access the system.
4. Click on Login.
5. In the Select Office Id pop-up window, open the Office Id drop-down list.
6. Select an office.
7. Click on Login.

How to Switch from an Office to Another

When you are already signed in to one office, you can switch to another one without needing to sign out first.

1. Click on the Office Id link at the top right-hand corner of the screen.
2. In the Switch Office Context pop-up window, select the new office from the drop-down list.
3. Click OK.

How to Sign Out

From the File drop-down menu select Logout or click on the Logout link.

What Happens After Prolonged Inactivity?

After prolonged inactivity, you are automatically logged out for security reasons. This happens in two steps:

- Lock session

After a short period of inactivity, the current session is locked.

To return to your session, enter your password in the window that is displayed.

- Force logout

After continued inactivity, a warning message is displayed that you will be logged out from the application in a certain number of minutes.

If you enter your password within the specified time, you return to your session. If not, you are logged out from the application and any unsaved changes are lost.

The time limits after which this happens are configurable and depend on your setup.

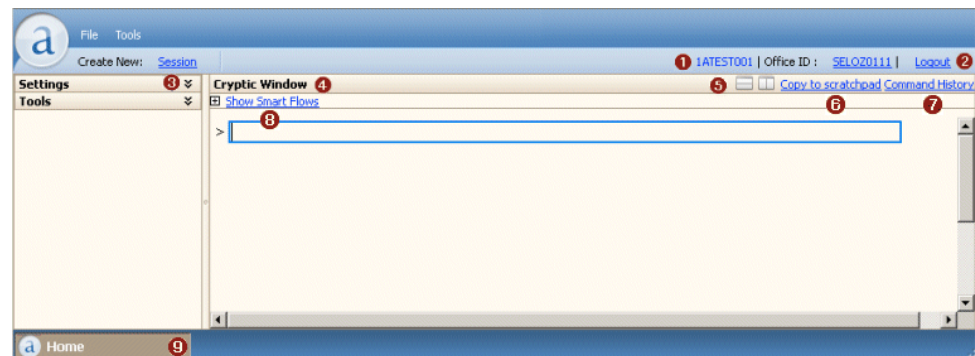
Overview: Navigation and Layout

What Is the Home Page?

The Home page provides access to the Amadeus central system as well as to the settings and tools. It is the area displayed when you start Amadeus Altéa Reservation Desktop Essential.

You can go back and display the Home page at any time by clicking on the Home tab, in the task bar at the bottom of the screen.

Here is an example Home page with an explanation of the different areas:



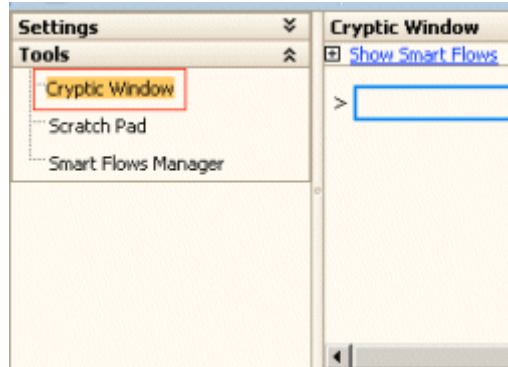
- 1 User ID and office ID of the user currently signed in. Click on the office ID link to sign in to a different office.
- 2 Logout link, allowing you to log out of the application.
- 3 Expanding sections providing access to the following functionalities:
 - Settings
 - Tools
- 4 Cryptic Window, providing access to the Amadeus central system.
- 5 Split Screen Icons, allowing you to divide the active session in up to 4 working areas.
- 6 Copy to Scratchpad link, allowing you to copy data to the Scratch Pad pop-up window.
- 7 Command History link, providing access to the Command History pop-up window.
- 8 Show Smart Flows link, allowing you to run the existing smart flows.
- 9 Task bar, allowing you to switch between Home page and other working sessions for the same office ID. Up to six tabs can be displayed.

Working in the Home Page

How to Access the Cryptic Window

1. In the Home page, expand the Tools section.
2. Click on Cryptic Window.

Example: Accessing the Cryptic Window





How to Create Multiple Sessions

From the task bar at the top of the screen, click on the Create New Session link. Alternatively, open the File drop-down menu and click on New Session.

Note: You can open a maximum of 6 sessions.

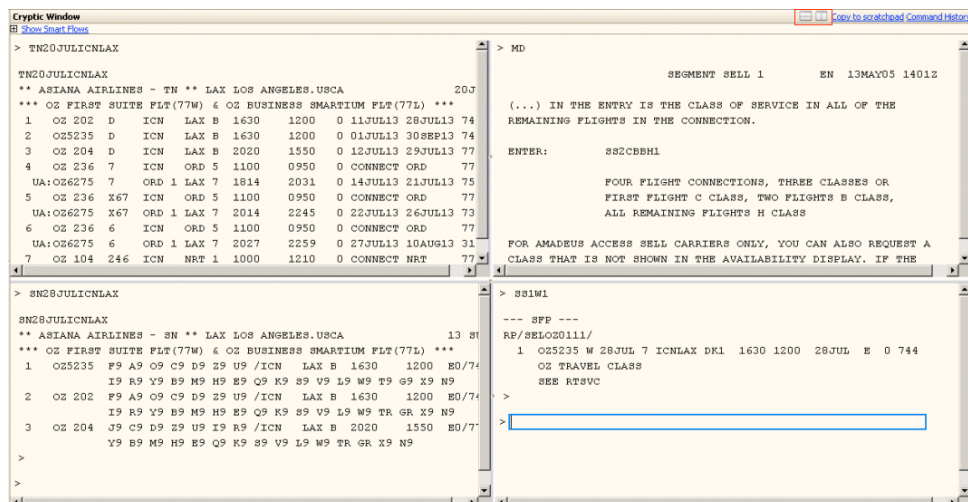
To switch sessions, click on the relevant Session tab, from the task bar at the bottom of the screen. Alternatively, use the commands Ctrl + Left or Right Arrow.

How to Split the Screen

From the Cryptic Window pane, click on the Split Screen icons to toggle on or off the working session's horizontal  and / or vertical  split.

Note: You can split your session into a maximum of 4 working areas.

Example: Working Session Split in Several Screens



How to Re-Run Commands

1. From the Cryptic Window pane, press Alt + Up Arrow to display the Command History pop-up window.
2. Select the commands needed.
3. Click on Execute.
The commands are executed in the same order as displayed in the window.
4. If you need to modify a command, select it, click on Paste in CW, modify the command directly in the Cryptic Window and Press Enter.
5. Click on Clear History, to remove the commands on display.

Working with the Session Information Window

What Is the Session Information Window?

The Session Information window is a pop-up that provides technical details about the session in use.

You need to access this information if you are experiencing problems or need assistance from the help desk.

How to Capture the Session Information Details

1. Open the Tools drop-down menu at the top of the screen.
 2. Click on Session Information.
 3. From the Session Information pop-up window, use the left button of the mouse to select the technical details.
 4. From the internet browser bar at the top of the page, click on Edit to open the drop-down menu.
 5. Click on Copy.
- Note:** Alternatively to step 3 through to 5, click directly on Copy to Clipboard, if you are using Windows Internet Explorer as your browser.

Chapter 2

Managing Settings

How to Change Your Password

You can change your password at any time, not only when it expires:

1. In the Home page, expand the Settings section.
2. Click on Change Password.
3. In the Change Password pop-up window, enter the current password, the new password and confirm the new password.
4. Click on OK to save the new password.

How to Change Your Email Address

Your email address is needed when your password is reset, as an automatic mail will be sent to this address.

Whenever your office email address changes, you should therefore update it immediately.

1. In the Home page, expand the Settings section.
2. Click on Change Email.
3. In the Change Email pop-up window, enter your new email address, confirm it and enter your password to validate the change.
4. Click on OK to save the new email address.

Customising the User Interface

You can change the default look and preferences of the interface.

How to Change the Colour Scheme

1. In the Home page, expand the Settings section.
2. Click on User Interface.
3. In the User Interface pop-up window, click on the Color Scheme drop-down list.
4. Select the preferred colour.
5. Click on Apply to save the new scheme.

How to Change the Font Size

From the internet browser task bar, select Text Size from the View menu, or use the commands Ctrl + Plus key (+) or Ctrl + Minus key (-).

How to Change the Seat Map Display

1. In the Home page, expand the Settings section.
2. Click on User Preference.
3. In the User Preference pop-up window, check or uncheck the Seat Map Graphical Display box to select whether the interface displays graphical or cryptic seat maps.
4. Click on OK to save the new display preference.

How to Change the Pricing Record Display

1. In the Home page, expand the Settings section.
2. Click on User Preference.
3. In the User Preference pop-up window, check or uncheck the Pricing Record Graphical Display box to select whether the interface displays graphical or cryptic pricing records.
Note: The pricing records impacted are Transitional Stored Tickets (TST) and Transitional Stored Miscellaneous Charges Orders (TSM).
4. Click on OK to save the new display preference.

How to Change the Default Printer

1. In the Home page, expand the Settings section.
2. Click on Printers.
3. In the Printer Settings pop-up window, click on the Set Printer drop-down list.
4. Select the printer.
5. Click on Set Default to save the new printer.

Chapter 3

Working with Smart Flows

Getting Started with Smart Flows

What Is Smart Flows?

Smart Flows is a component that allows you to build and run pre-defined, customisable workflows. It helps you to complete recurrent tasks by using a set of smart flows triggered on request.

You can create a personal smart flow (user level) or an office smart flow (office level). However, you must have administrator rights to create, share and edit an office smart flow.

Once created, the status of a smart flow can be 'active' or 'not active', depending on whether or not you want it to be used.

What Is the Smart Flow Editor?

Smart Flow Editor is the tool used to create and manage smart flows.

You access it by expanding the Tools section of the Home page and clicking on Smart Flow Manager.

What Are the Smart Flow Modes in the Smart Flow Editor?

The Smart Flow Editor allows you to build workflows through cryptic commands, or by using specific language.

Command-Based Mode

The command-based mode uses cryptic commands and allows you to add questions and variables to these commands. It is the default mode and the only one available for airline reservation agents.

Advanced Language Mode

Advanced mode allows you to create a smart flow using a specific language defined for smart flows. You must have administrator rights to use it.

When Can You Switch Between Modes?

Note: You can only switch between modes if you have administrator rights.

You can switch modes only when you create a new smart flow that has not been saved yet.

When you reopen an existing smart flow, it opens in the mode that it was last saved and you cannot switch mode.

How to Switch Between Modes?

In the Smart Flow Editor pane, click on the Switch to Advanced Language Editor link.

To go back to command mode, click on Undo Changes and Go Back to Smart Flow Editor.

Note: You can only go back to command mode if you have not saved changes in the advanced mode.

What Is the Smart Flow Language?

The smart flow language is a logical syntax language. It is an alternative to the command mode.

You can only use this language:

- Through the advanced mode of the Smart Flow Editor.
- If you have administrator rights.

Reference: Smart Flow Language Syntax

Statement	Description	Example
ask	Prompts you with a question. The question must be assigned to a variable. The string with the quotes between the words ask and assign to is the question that appears in the prompt when a smart flow is running. The string after assign to is the name of the variable in which the answer is stored.	ask "What is your name?" assign to firstname
send	Send the cryptic entries.	send "NM1SMITH/JOHN" send "NM1" + lastname + "/" + firstname

Statement	Description	Example
capture	<p>Capture part of the cryptic screen. The capture instruction is followed by three parameters:</p> <ul style="list-style-type: none"> • Line: and a number to indicate which line of the screen the beginning of the string is captured. • Column: and a number to indicate which column of the screen the beginning of the string is captured. • Length: and a number to indicate the length of the string that is captured. <p>The string after assign to is the name of the variable in which the captured string is stored.</p>	<p>capture line:2, column:3, length:10 assign to lastname</p>
if, else	<p>Perform different actions depending on whether a condition evaluates to true or false.</p> <p>The if instruction is always followed by an expression that is between parentheses. The expression is a comparison between two terms that can be a variable or a constant.</p> <ul style="list-style-type: none"> • The "==" operator verifies whether the two terms are equal. • The "!=" operator verifies whether the two terms are different. • The ">" operator verifies whether the first term is greater than the second term. • The "<" operator verifies whether the first term is less than the second term. • The ">=" operator verifies whether the first term is greater than or equal to the second term. • The "<=" operator verifies whether the first term is less than or equal to the second term. <p>If the condition is true, the first block of instructions that is delimited by the braces is executed.</p> <p>If the condition is false, the second block of instructions that is delimited by the word else and braces is executed.</p>	<pre>ask "what is your destination?" assign to destination if (destination == "PAR") { send "rm ok" } else { send "rm no" }</pre>

Statement	Description	Example
ask until	<p>This statement asks a list of questions until a particular answer is reached.</p> <p>The string with quotes between the words ask and until is the question that appears in the prompt when a smart flow is running.</p> <p>The string after the word until is the value of the answer that stops iterating another time over the block of instructions.</p> <p>The word when is followed by a value that defines the action.</p>	<pre>ask "Do you need to include visa information?" 1 : Yes - ESTA for the USA 2 : Yes - other countries 3 : No - continue" until "3" { when("1") { send "RIR for travel to the USA, an ESTA (online visa) is required" } when("2") { send "RM no visa required" } }</pre>
today	<p>The today variable is a global variable that is used to get the value of the date when executing a smart flow. The date is in the IATA format (DDMMM).</p>	<pre>send "rm visa information added on " + today</pre>
choose	<p>Prompts you with a limited choice where only one choice is possible.</p> <p>The string within the quotes that follow the choose statement is the question that is asked when the smart flow is run.</p> <p>The when statements are the options that are provided for the question. The first when statement is the default.</p> <p>You can only choose one when statement by either selecting the radio button in the prompt or using the keyboard shortcuts from letters A to Z.</p> <p>When you make a choice, the content of the when statement is executed and the flow exits the choose block.</p>	<pre>choose "Do you want to" { when ("send pax remark") { send "rm 1" } when ("send comment") { send "rm 2" } }</pre>
choose until	<p>Similar to the choose statement except the prompt continues to loop when the smart flow is run.</p> <p>The exit option is represented by the until statement. You can also exit by pressing the X key on the keyboard.</p> <p>When you make a choice, the content of the when statement is executed, after which the flow returns to the choose until loop unless you exit.</p>	<pre>choose "Do you want to" until "end" { when ("send pax remark") { send "rm pax" } when ("send comment") { send "rm comment" } }</pre>
group	<p>The group instruction is used to group several questions in the smart flow prompt that are defined by the ask instruction.</p> <p>This allows you to include several questions in the same smart flow prompt rather than having separate prompts for each ask instruction.</p> <p>The group instruction can only contain an ask instruction; it cannot contain any other instructions.</p>	<pre>group { ask "Enter first name" assign to name ask "Enter last name" assign to lastname ask "Enter DOB" assign to dob }</pre>

Statement	Description	Example
call	The call instruction is used to call another smart flow from the running smart flow. The call instruction is followed by the name of the smart flow to call.	ask "What is the passenger last name?" assign to lastname call "mySmartFlow" send "RM" + lastname

Creating Smart Flows

How to Create a Smart Flow in Command-Based Mode

1. In the Home page, expand the Tools section.
2. Click on Smart Flow Manager.
3. From the screen displaying the smart flows list, click on New.
4. In the Smart Flow Editor pane enter a name, an optional description and the commands of your new smart flow.

For help on how to write commands for smart flows, move the mouse over the How to Write Smart Flows link.

5. Click on Save.

Note: When you save a smart flow, the editor stamps it with the date and time of the latest update.

Example: Command Based Smart Flow

The screenshot displays the 'Smart Flow Editor - Personal Smart Flow' interface. At the top, the title is 'Smart Flow Editor - Personal Smart Flow'. Below the title, there is a 'Name:' field containing 'NM'. To the right of this field is a checkbox labeled 'Activate Smart Flow' which is checked. Below the name field is a 'Description:' field containing the text 'Enter passenger name'. Underneath the description field, there is a link that says 'Smart Flow editor - [Switch to advanced language editor](#) (switch is permanent)'. The main area of the editor is a large text box containing the command 'NM1 Last name / First name Title'. The words 'Last name', 'First name', and 'Title' are highlighted with blue boxes. To the right of the text box, there is a link that says '[How to write Smart Flows](#)'. Below this link is a button labeled 'Create new question'. At the bottom right of the editor, there is a status bar that says 'Last saved 15NOV13, 10:32' followed by 'Save' and 'Close' buttons.

Using Questions in Smart Flows

What Is the Purpose of Creating Questions?

Creating questions facilitates the use of smart flows. You define the relevant questions for a set of commands. The questions are then displayed as a prompt when the smart flow starts to run.

Answering the questions triggers entering and processing the related commands in the Cryptic Window.

How to Create a Question in Command-Based Mode

1. Create or open a smart flow in command-based mode.
See [How to Create a Smart Flow in Command-Based Mode](#) on page 20 or [How to Open a Smart Flow](#) on page 25.
2. With the mouse cursor, select the part of the command for which you want to create the question.
3. Click on Create New Question.
4. Enter a label for the question in the Label field.
5. Enter the question to be displayed in the prompt in the Question field.
6. Click on Save.

Note: A blue rectangle shows the sections of a command that are associated to a question. The rectangle becomes orange when the question is selected for editing.

Example: Smart Flow With Questions
How to Edit a Question

1. Open the smart flow in command-based mode.
See *How to Open a Smart Flow* on page 25.
2. Click on the section of the command relating to the question.
3. Edit the question as required.
4. Click on Save.

Note: Changes made to a question are saved automatically even if you do not click on Save. Therefore, if you edit a question and then start editing another, the changes to the first question are saved automatically.

How to Delete a Question

1. Open the smart flow in command-based mode.
See *How to Open a Smart Flow* on page 25.
2. In the Smart Flow Editor pane, click on the label inside the coloured rectangle.
3. Place the mouse cursor at the beginning of the label and, at the same time, left-click and press the Delete key.
4. Click on Save.

How to Create a Smart Flow Using the Command History

1. In the Cryptic Window, display the commands entered previously.
See *How to Re-Run Commands* on page 9.
2. In the Command History pop-up window, select the commands you want to use in the smart flow.
3. If you want to edit the commands before copying, click on the Switch to Advanced Mode link and update as required.
4. Click on Create Smart Flow.

The application automatically switches to the Smart Flow Editor and pastes the selected commands in a new smart flow. The commands can either be edited, saved or have questions added to them.

How to Create a Smart Flow in Advanced Language Mode

Note: You must have administrator rights to create a smart flow in advanced language mode.

1. In the Home page, expand the Tools section.
2. Click on Smart Flow Manager.
3. From the screen displaying the smart flows list, click on New.
4. Click on the Switch to Advanced Language Editor link.
5. Enter a name, an optional description and the content of your new smart flow.

For more information on Advanced Language syntax, refer to *Reference: Smart Flow Language Syntax* on page 16.

6. Click on Save.

Note: If you save changes in advanced mode, you cannot go back to command mode.

Example: Advanced Language Smart Flow

Smart Flow Editor - Office Smart Flow

Name:

Activate this Smart Flow

Description:

Advanced language mode

```
1 send "RTI"
2 ask "Details ?" assign to FT
3
4 capture line:2, column:6, length:2 assign to H
5 capture line:2, column:8, length:4 assign to H
6 capture line:2, column:15, length:5 assign to
7 capture line:2, column:23, length:3 assign to
8 capture line:2, column:26, length:3 assign to
9 capture line:2, column:32, length:1 assign to
10 capture line:2, column:35, length:4 assign to
11 capture line:2, column:40, length:4 assign to
12
13 capture line:3, column:15, length:5 assign to
14
15 send "HU" + HUAC + "HK" + HUNIP + HUDEP + HUDA
16
17 send "rt"
```

Last saved 25MAR13, 15:21

How to Create a New Smart Flow from an Existing One

Note: You must have administrator rights to create a new office smart flow from an existing office smart flow.

1. In the Home page, expand the Tools section.
2. Click on Smart Flow Manager.
3. From the screen displaying the smart flows list, select the smart flow that you want to copy.
4. Click on Copy to New.

The new smart flow opens in the same mode as the original (command or advanced mode). The name field contains the string "Copy of *<name of the selected smart flow>*" and all other fields are pre-completed with data from the existing smart flow.

Managing Your Smart Flows

How to Open a Smart Flow

1. In the Home page, expand the Tools section.
2. Click on Smart Flow Manager.
3. From the screen displaying the smart flows list, select the smart flow that you want to open.
4. Click on Open.

Alternatively, double-click on the smart flow.

How to Edit a Smart Flow

Note: You must have administrator rights to edit an office smart flow.

1. In the Home page, expand the Tools section.
2. Click on Smart Flow Manager.
3. From the screen displaying the smart flows list, select the smart flow that you want to edit.
4. Open the smart flow.

Note: A smart flow is opened in the mode that it was last saved, either command-based mode or advanced language mode.

5. Update the fields as required.
6. Click on Save.

How to Activate a Smart Flow

Note: You must have administrator rights to activate an office smart flow.

1. In the Home page, expand the Tools section.
2. Click on Smart Flow Manager.
3. From the screen displaying the smart flows list, select the smart flow that you want to activate.
4. Click on Activate.

Alternatively, select the Activate Smart Flow check box in the Smart Flow Editor and click on Save.

How to Deactivate a Smart Flow

Note: You must have administrator rights to deactivate an office smart flow.

1. In the Home page, expand the Tools section.
2. Click on Smart Flow Manager.
3. From the screen displaying the smart flows list, select the smart flow that you want to deactivate.
4. Click on Deactivate.

The deactivated smart flow is no longer available in the Show Smart Flows section of the Cryptic Window and cannot be run.

How to Delete a Smart Flow

Note: You must have administrator rights to delete a shared or office smart flow. If you delete a shared smart flow, it is deleted from all offices that it was shared with.

1. In the Home page, expand the Tools section.
2. Click on Smart Flow Manager.
3. From the screen displaying the smart flows list, select the smart flow that you want to delete.
4. Click on Delete and confirm.

Running and Stopping Smart Flows

What Happens When You Run a Smart Flow?

When you run a smart flow, the commands that it contains are entered in the Cryptic Window.

If the smart flow contains questions or instructions, it triggers a prompt that allows you to answer using free text or choose from a list of options.

How to Run a Smart Flow

1. In the Home page, expand the Tools section.
2. Click on Cryptic Window.
3. In the Cryptic Window pane, expand the Show Smart Flows link.
Note: If you have personal and office smart flows, they are displayed in separate folders.
4. Click on the smart flow you want to run.
Note: You may be asked to fill in a prompt, if the smart flow includes questions.
5. To stop running the smart flow, click on Stop, from the Smart Flow prompt.
Note: You can only stop a smart flow when it triggers a prompt.

Chapter 4

Using the Scratch Pad

What Is the Scratch Pad?

The Scratch Pad is a pop-up window that allows you to copy and paste text between areas.

It displays on top of the current screen and on top of any other pop-up windows present. It can be opened and closed at any time.

The data pasted is kept until you click on Clear, logout or your session is timed out.

Working with the Scratch Pad

How to Access the Scratch Pad

1. In the Home page, expand the Tools section.
Alternatively, open the Tools drop-down menu.
2. Click on Scratch Pad.

How to Enter Information in the Scratch Pad

1. In the Home page, expand the Tools section.
Alternatively, open the Tools drop-down menu.
2. Click on Scratch Pad.
3. Type or paste copied data into the text area.

Note: If you want to copy data from the Cryptic Window, click on the Copy to Scratchpad link.

How to Clear the Scratch Pad

From the Scratch Pad pop-up window, click on Clear.

Alternatively, log out of the system.

Note: The scratch pad clears automatically after a session timeout.

Appendix A

Keyboard Shortcuts

The following table describes the keyboard shortcuts available.

Table: Keyboard Shortcuts

Action	Shortcut
Display Session Information	Alt + F1
Display the Scratch Pad	Alt + F2
Display the Command History	Alt + Right Arrow
Recall previous or next entry from the Command History	Alt + Up Arrow Alt + Down Arrow
Clear the Cryptic Window	Pause
Clear the session history	Shift + Pause
Enter Move up (MU) command in the Cryptic Window	F7
Enter Move down (MD) command in the Cryptic Window	F8
Switch to the next or previous session	Ctrl + Left Arrow Ctrl + Right Arrow