



Crossing the Chasm

*How to be Pragmatic About
Service & Technology*

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ResRULES

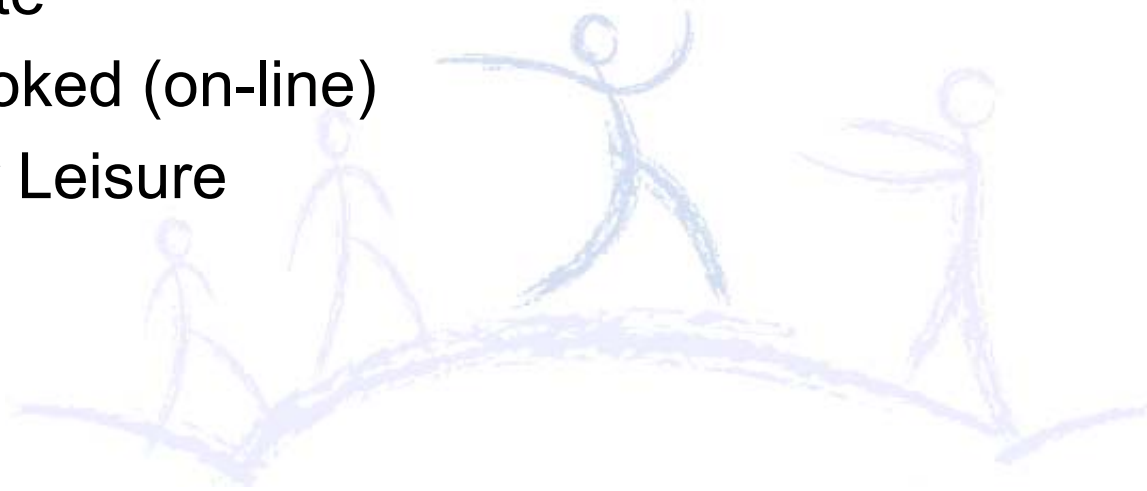
**Addressing Business Process
Challenges**

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Defining transactions

- Corporate
- User booked (on-line)
- Retail or Leisure



Defining transactions

- Corporate
- User booked (on-line)
- Retail or Leisure
- Independent Contractor or Outside Sales
- Government
- Meetings or Associations
- Ticket Fulfillment
- Your other types here

PNR Data Items to define transactions

- **%USER BOOKING (Y/N)%**

Define from UDID, Agent sine(s) or remarks
On-line booking tool or travel manager booking

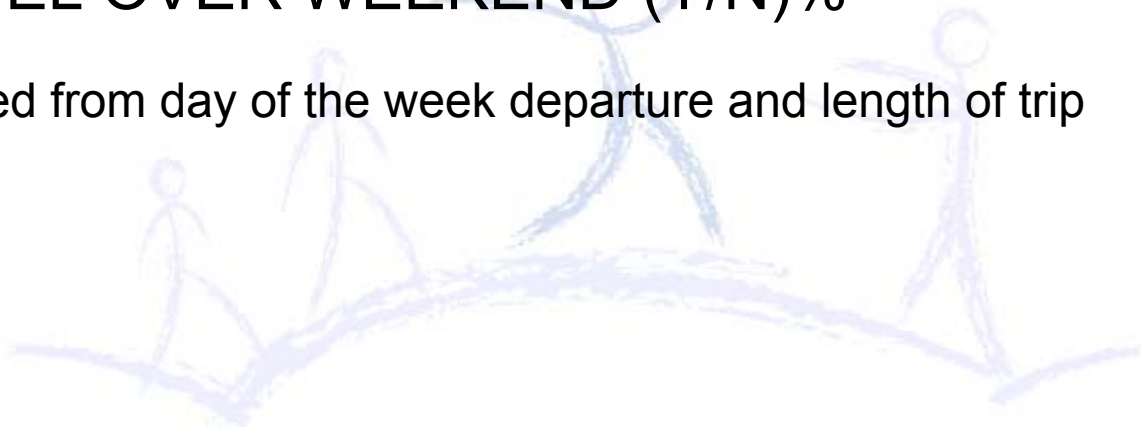
- **%TRANSACTION TYPE%**

Define from Branch ID, Account number, remark or UDID
CORP, LEISURE, GOVT, OSS or IC

PNR Data Items to define conditions

- %TRAVEL OVER WEEKEND (Y/N)%

Calculated from day of the week departure and length of trip



Using Tables and ResRules for Trip Approvals

- Table: Approvals - AIR

Key = Account ID/DK

Data1 = Ticket amount for required approval

Data2 = Declined Savings amount for required approval

Data6 = Email address for travel manager/approver

Total fare > amount in Approvals – AIR table:

- ResRule # 1:

Email Travel Manager with Subject line: Pending approval for...
Send to Pending Approval queue

- ResRule # 2:

Add remarks for iBank Pre-Trip Authorization
Send to Queue for iBank processing

Table and ResRules for accurate Name field remarks

- Table: Name field remarks

Key = Account ID/DK number

Data1 = Pattern or list of valid Name field remarks

Data6 = Custom message/description (varies by Account)

If %USER BOOKING% = “N” and Account ID/DK in table

- ResRule #1:

Missing [custom text] for Agent-friendly action prompt

- ResRule #2:

Invalid [custom text] with Agent-friendly action prompt

Add Full Fare for Corporate Savings reports

- PNR Data Item: %FULL FARE%
Configured to parse amount from *FS, FF or RF

If %FULL FARE% is blank
- ResRule:
Perform appropriate GDS entry to price PNR
Enter Full fare savings entry appropriate for your back office
Establish exceptions (split tickets) for error back to agent

Optional: only fire for %TRANSACTION TYPE% = CORP

Request Seats – not “Missing seats” error!

- Table: Seats – Carrier list

Key = Carrier code

- ResRule:

If HK Air segment for any carriers listed in Seats – Carrier list table:

Check seat preference in PNR remarks (can use Data Item)

Add request and Queue to QCX Seat Clearance

* Remarks vary for iQCX Seatchecker

Table and ResRules for variable meeting OSI

- Table: Meeting Discount and IT nbrs

Key = Account ID-Meeting Month/Carrier

Data1 = Carrier code

Data2 = Carrier IT number for that month

Data3 = Contract code (Privatefare/SNAP code)

Data4 = Carrier OSI required for that month

- ResRule:

If variables match the Key and Contract code in Data3 is in the PNR:
Add OSI [carrier] with text from Data4

Discuss additional uses for appending Meeting IT number or validating contract discount code

Question & Answer time !

For more answers: services@ciswired.com