amadeus
Your technology partner

Amadeus Customer Service Point

User Guide

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Chapter 1

Before You Start

Purpose of this Document

This document explains how to use Amadeus Customer Service Point (ACSP).

It describes how to create, manage and close problem and incident records.

Audience

This document is intended for ACSP users, including Amadeus customers, providers, vendors and airlines.

Note: Internal Amadeus personnel use Win@proach.

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/airlines/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.

In the Amadeus e-Support Centre, browse or search in Reference Materials to find the document you need

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What's New in this Document

This edition includes the following changes:

Change	Topic
New functionality	• You can now reassign an IR to one of your group. See *Reassigning Records* on page 24 • You can now use your own tracking system through the XREF column. See *What Is Customer XREF?* on page 15 • You can now export a list of records. See *How to Export Record Lists* on page 23 • You can now store your own search criteria. See *What Are Added Searches?* on page 18

Chapter 2

Welcome to Amadeus Customer Service Point

Welcome to Amadeus Customer Service Point (ACSP), the Amadeus web-based problem submission and change request tool for customers and partners.

Get to Know ACSP

- To find out more about how ACSP works, see *What Is Amadeus Customer Service Point?* on page 5.
- To find out how to log in to ACSP, request a new password and configure your user settings, see *Getting Started* on page 9.

Your Most Popular ACSP Tasks

- To learn how to submit a record in ACSP, see *How to Create a Record from a Template* on page 13.
- To quickly find a record, see *How to Display a Record Using the Record Number* on page 17.
- To close a record, see *How to Close a Record* on page 26.

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Chapter 3

What Is Amadeus Customer Service Point?

Amadeus Customer Service Point (ACSP) is a tool for global customers to communicate incidents and request directly, and in real-time to the Amadeus central sites.

What Are the Record Types in ACSP?

In ACSP, you can work with the following three basic record types:

- **Incident Record (IR)** - Use an IR to report service and product degradation or outages. Incidents are used to report issues with the production environment only.
- **Problem Tracking Record (PTR)** - Use a PTR to follow up on incident records. A PTR is also used to report document recovery actions and report on test issues.

  Use PTRs to:

  - Report issues and problems in the test environment (Standard PTR).
  - Follow up on IRs in order to find the root cause of the issue and eliminate it (Follow-up PTR).
  - Document and implement changes and fixes suggested as a recovery from an IR (Recovery PTR).
- **Work Order (WO)** - Use a WO to request, control and implement service requests, for example, minor changes such as user or data maintenance. There are three types of WO priority: Low, Medium and High.

Additionally, depending on your agreement with Amadeus, you may use the following type of records for more specific requests:

- **Change Proposal (CP)** - A CP is available to specific customers to request an enhancement of the Amadeus system.

  You can view the CR history through the summary of requirements field. Only Amadeus staff can edit this field in Win@proach.
- **Change Request (CR)** - A CR is an Amadeus internal record system used to manage changes to Amadeus products, services and systems.

  Access to CRs is available in ACSP when:

  A customer CP is approved and converted to a CR.

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Or

A change process applies to a customer owned system.

- **Task Record (TR)** - Only users who are allowed to create a Change Request can submit task type records.

Who Is the Incident Record Owner?

As soon as the Service Management Centre (SMC) acknowledges a record, the record is updated with the details of the incident owner. The incident owner corresponds to an Amadeus group and is normally the SMC.

This group is your main Amadeus point of contact during the life-cycle of the record.

An incident owner is responsible for :

- Collecting all information needed to investigate a record.
- Ensuring that the severity level of a record is set correctly according to the impact of the incident.
- Keeping the customer informed of the progress of the investigation and the involvement of any other support groups.
- Following up on any action items with the relevant support groups.
- Solving the record or finding a satisfactory workaround.

What Is the Incident Record Lifecycle in ACSP?

1. You create a new incident in ACSP.

   The incident is channelled to the appropriate SMC team.
2. The SMC formally accepts the incident and sets its status to Acknowledged.
3. Optionally, the SMC requires additional clarification and sends you the record in Open state.
4. The SMC performs an investigation during which it decides whether the investigation has to be done in a master incident.

   If it is an urgent incident of Severity Critical or Serious, SMC involves the service manager.
5. If the incident cannot be reproduced, Amadeus changes its status to Rejected and sends it back to you for closing.
6. If the incident is fixed, Amadeus changes its status to Recovered and sends it back to you for verification.
7. Once you verify the recovery and accept it, the status of the incident is changed to Closed.

What Is the Incident Record Status?

Each time that you open, update, or close a record, you assign a status to the record. The status indicates what stage the record has reached in the solving process.

Table: Record Statuses

Status	Definition
New	You have created a new incident record.
Acknowledged	Amadeus is working on the incident and you can follow the progress in your incident record.
Open	The incident is either assigned to you and Amadeus is awaiting your feedback or your answer has to be acknowledged by Amadeus.
Pending Master Recovery	This status is used for incidents where Amadeus is managing the investigation/recovery in a master incident record. The Amadeus team owning your incident must keep it updated with all relevant information
Recovered	A workaround or solution has been found and Amadeus asks you to verify if it is satisfactory.
Rejected	The incident cannot be solved. The reason is specified in the incident details.
Pending Problem Resolution	No workaround or solution is available. The incident is due to an error in the system or coding: a problem record has been opened to fix the error.
Closed	The incident record is closed.

What Are the Standard List Types in ACSP?

Lists help you to organise your work with records. ACSP provides different types of list with which you can access records:

- **List Submitted** - List of all the records submitted by your group.
- **List Assigned** - List of all the records assigned to your group.
- **List Reviewable** - List of all the records defined in Win@proach by Amadeus as reviewable by your group.
- **Logged by Me** - List of all the records created by you (logged in user) to access your records only.
- **List Watched** - List of all the records saved in your watchlist in the customary array of columns with real-time values.

  For more information on watchlists, see *Using Watchlists* on page 20.

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Chapter 4

Getting Started

Which Browsers Are Supported by ACSP?

ACSP 2.0 is currently supported in the following browsers:

- Microsoft Internet Explorer 8 or above
- Mozilla Firefox 3.5 or above
- Chrome

You are recommended to use the latest stable version of each browser.

Note: IE6 and IE7 are no longer supported.

Note: Apple Mac users can access ACSP in Mozilla Firefox or Safari.

Managing User Access to ACSP for Account Managers

How to Request a New User for Your Group

1. In the navigation bar, click on Work Orders.
2. Select Create New.

   The WO Template Listing window is displayed.
3. In the tree view, click on UserID.
4. Select ACSP-External Request.
5. Select Creation of a new UserID.
6. Fill in the template.

   Once the User ID is created, the user receives an email notification. The Work Order is then sent to the logger for verification and closure.

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How to Provide Access to ACSP (Account Manager Only)

1. Click on New Record.

   The New Record window is displayed.
2. Select Work Order and Template and click on OK.
3. In the Select Template page tree view, expand Aproach Management > Assignee Groups > Creation / Deletion of Assignee Group.
4. Click on OK.

   The New Work Order: Creation / Deletion of Assignee Group window is displayed.
5. Follow the instructions as indicated by the wizard.

Accessing ACSP - Users

How to Request Access to ACSP

Request access to ACSP from your Amadeus account manager. You receive an email notification, when your request is implemented.

How to Access ACSP

1. Go to the ACSP home page:

   www.customerservicepoint.amadeus.com

   Note: To access the training environment, go to www.customerservicepoint.amadeus.com/training.html
2. Fill in the login form with the username and password sent to you by email.

   If the login is successful, the ACSP work area is displayed.

   If you have difficulties logging in, contact the Service Management Centre (SMC).

How to Request a New Password

1. From the ACSP home page, click on Forgot Your Password?
2. Enter your user name and click on Submit.

   A new password is sent to your registered email address.
3. The next time you log in, change the password.

   For more information on changing passwords, see *How to Change Your Password* on page 11.

Updating Your ACSP Profile

How to Change Your Password

1. In the top option bar, click on My Profile.
2. Click on Change Password.

   The User Password page is displayed.
3. Enter your current password.
4. Enter your new password (twice).

   The password must be at least six characters long.
5. Click on Save.

How to Set an ACSP Record Page as Your Opening Page

1. On the top option bar, click on My Profile.

   The View / Modify Your Profile Settings page is displayed.
2. From the My Opening Page drop-down list, select the application page you want to open by default when you log in.

How to Receive Change Notifications by Email

1. In the top option bar, click on My Profile.

   The View / Modify Your Profile Settings page is displayed.
2. Enter your personal details.
3. In My User Settings, enter an email address and set Email Notification to On.

   You can enter any email address - professional, personal or group one.

You are now notified by email with a link to the record each time your record is updated.

When Are the Notifications Sent?

Record notifications are sent to all members of the assignee group provided in the specific record Assignee Group field whenever the record is created or updated.

If a specific assignee name is provided, the assignee group notification is still sent.

Navigating the ACSP Work Area

In the ACSP work area, you have four separate panels as shown in the ACSP Work Area example.

1. Top option bar

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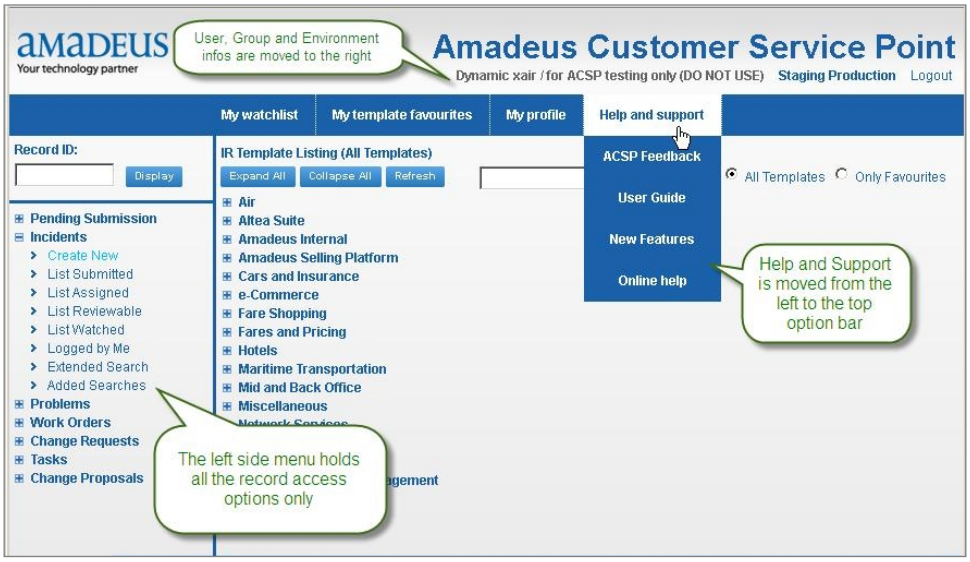
2. Navigation bar
3. ACSP main display
4. ACSP Bulletin.

Example: ACSP Work Area



Changing Your ACSP Configuration

What Can You Access When You Change Your ACSP Configuration?

You can access extra templates and additional assignee groups when you request changes to your ACSP configuration.

By default, ACSP configuration is performed at customer segment level but can be extended to assignee group or company level.

How to Change Your Configuration

Request a configuration change from your Amadeus account manager.

Chapter 5

Creating Records

What Are Record Templates?

In ACSP, you can create a record only through the use of templates.

Record templates are predefined forms that you fill in when creating a new record. The templates help gather appropriate information and channel the records to appropriate record owners.

Each product has a different record template. The templates also vary for each record type. For example, the incident template for Altea Reservation Desktop is different than the incident template for Altea Inventory.

How to Create a Record from a Template

Note: For IR records, in the Review page, state when the incident was first noticed, and when was the last time the system worked correctly.

For IR records, select the Urgency checkbox if there is a commercial impact, for example, if the user is unable to book the lowest quoted fare.

1. In the navigation bar, click on the record type you want to create, to display the list of available templates.

   See *What Are Record Templates?* above

2. Click on Create New.

   The Template Listing window displays all the templates available to your group in a tree view.

3. Click on or expand the tree to navigate to the product for which you want to submit a new record for.

   If the specific template is not available, select the generic one.

4. Enter a title for the record.

   If the template does not contain a prefix already, start with one as agreed between your company and Amadeus. For example you can use your IATA code, and follow with a brief issue description, such as "AeTM error 123 on saving".

5. Indicate the severity level of the record for IRs, PTRs and WOs.

   See *What Are Severity Levels in ACSP?* on page 14.

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For IR records, select the Urgency checkbox if there is a commercial impact. For example, if the user is unable to book the lowest quoted fare.

For PTR records, select the Urgency checkbox if there is a commercial impact. For example, if the user is unable to book the lowest quoted fare.

6. Describe your requirements in as much detail as possible.

   You have to provide sufficient information for the SMC to be able to reproduce the problem and to react to the request promptly.

7. Click on Finish to review the record.

   The Review page is displayed.

8. Click on Attach if you need to attach a log or a screenshot to the record.
9. Modify selected fields, such as Title, Description, Severity or Urgency.
10. Specify the Customer XREF, if you have one.

    See *What Is Customer XREF?* on page 15.

11. Specify keywords for your new record.

    Adding keywords to your record helps record search and record categorisation.

12. If necessary, select the Assignee Name to assign it to a specific person.

    Note: This is not available for incident records.

13. Click on Submit to send it to the SMC.

    Your record is now open and until accepted by an investigator or a contact point, its status is New.

What Are Severity Levels in ACSP?

Severity levels define how critical an incident is.

Use one of the severity levels from the table below when you open a new record.

Table: Incident and Problem Tracking Record Severity Levels

Severity	Level	Criteria
1	Critical*	A system, an application or functionality is down, corrupted or severely degraded and therefore inoperable, impacting a significant group of users. A system, an application or functionality is down, corrupted or severely degraded in service, for a limited number of users and having a significant commercial impact on those users. No back-up is available and no by-pass is installed. **Note:** Critical level is only available in certain templates and to certain users.
2 Urgency = High	Serious*	A system, an application or functionality is down, severely corrupted or severely degraded in service, impacting a limited number of users. A system, an application or functionality is degraded for a significant user group. Back-up is available or a by-pass is installed, but the service is still degraded. The fix may be applied without the regression test.

Severity	Level	Criteria
2	Serious*	A system, an application or functionality is down, severely corrupted or severely degraded in service, impacting a limited number of users. A system, an application or functionality is degraded for a significant group of users. Back-up is available or a by-pass is installed, but the service is still degraded. The fix will be applied without after the regression test.
3	Medium	A system, an application or functionality is degraded. Back-up is available or a by-pass is installed with an acceptable quality of service.
4	Minor	A system, an application or functionality is insignificantly degraded. A system, an application or functionality is up and running, back-up is available and there is no need for bypass. The incident will be addressed when convenient.

* To ensure short reaction time for critical and serious IRs you need to provide a call-back phone number and specify the current business impact.

What Is Customer XREF?

Customer XREF is the customer cross reference indication also displayed in each ACSP record.

If you have your own incident tracking system with its own numbering, you can cross-reference it to your ACSP record.

You can use your own referencing system in the ACSP search results containing XREFs to track progress made on the record. Customer XREF is available for all ACSP record types and it is shown in the standard lists.

The Customer XREF field is a 20-character free text input field. This field is available at the record creation time and it can be edited any time during the record lifetime. No Amadeus functionality or process is based on this field.

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Chapter 6

Finding and Displaying Records

Which Records Can You Display?

Your record access rules depend on the group and community you belong to. A community comprises all groups of one company or several affiliated companies. You can view the records of another group by using the extended search or the Display by Record function.

You can view and update:

- Records logged *by* your group or a group in your community.
- Records assigned *to* your group or a group in your community.
- Records that have once been assigned to your group or a group in your community.
- Records defined as being reviewable by your group or a group in your community.
- Records shared by Amadeus service desk with - all external users - 'open' records.
- Records belonging to the owner community your group is part of.

Note: You cannot view records whose access level is set to private, even if they fall into one of the above categories.

How to Retrieve a List of Your Open Records

1. In the navigation bar, click on the record type that you want to retrieve a list for.
2. Click on List Submitted, List Assigned or List Reviewable.

   You can click on the column header to sort the columns.
3. Click on the record number to display records in your list.

How to Display a Record Using the Record Number

1. In the navigation bar, select the record type from the Display by Record box.
2. Enter the Amadeus record number.
3. Click on OK.

   The record is displayed.

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Searching for a Record

How to Search for a Record

1. In the navigation bar, click on the record type that you want to search for.
2. Click on Extended Search.

   The Extended Search Page is displayed.
3. Enter the search and filter criteria, as follows:
   - To search for all records containing a given string, use '.' (dot) as the wildcard character in the Optional fields > Title string.
   - To retrieve a list of records assigned to a particular assignee group.

     Select the group from the My Groups field.
   - To retrieve a list of closed records.

     Select Closed from the Status field.
   - To filter the results displayed in a list of records.

     Type text into the Title String field and/or select the date range.
   - To search by keywords.

     Enter the keywords in the keyword field.

   You can retrieve records of any status in your assignee groups. See *Which Records Can You Display?* on page 17
4. Click on Search.

   The Extended Search Listing window is displayed with the search criteria shown at the top of the page.

   You can sort the columns by clicking on a column header.
5. Click on the Record ID to display the record.

For information about saving searches, see *How to Save Searches* below.

How to Save Searches

After you have specified your search criteria in the Extended Search, click on Save.

Once you have saved your search, it is available under Added Searches in your navigation bar.

For more information about added searches, see *What Are Added Searches?* below.

What Are Added Searches?

Added searches allow you to store frequently used search criteria.

Added searches are related to your ACSP application profile and, therefore, are only available to you.

Added searches include the searches created by Amadeus and shared with your group.

In addition, to meet customer-specific viewing and reporting requirements, you can request to display the search results through special views.

ACSP can display special views that are defined in Win@proach. These show the exact columns as selected in Win@proach. Special views that are defined in Win@proach may be shared with your customers via ACSP.

Note: For security reasons, only Amadeus can create a view and grant access to the customer.

How to Use an Added Search

1. In the navigation bar, select the type of record that you want to use the search for.
2. Click on Added Searches.

   The list of all added searches is displayed.
3. Click on the added search you want to run.

Searching for a Template

Accessing Additional Templates Using a Search

If you do not remember the exact name of a template, you can use the template search.

Two types of search are available:

- Search through all the existing templates.
- Search through your favourite templates.

The template search is applicable to IR, PTR, WO and CR.

It is case-sensitive and can find text strings inside a word.

How to Search for a Template

1. Enter any text string in the search box.

   Note: The search is case-sensitive.
2. Choose whether to search in All Templates or only in Favourite Templates.
3. Click on the Search button.

How to Add or Remove a Template from My Favourites

1. In the ACSP top option bar, select My Templates Favourites.

   The list of saved templates is displayed.
2. Click on the + icon to add a template to your list.

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3. Click on the - icon to remove a template from your list.

Using Watchlists

What Are Watchlists?

A Watchlist is a collection of records that you want to monitor. A watchlist enables you to access records of interest without having to search for them.

Watchlists are related to your ACSP application profile and, therefore, are only available to you.

There are two ways of displaying watchlists, each one with different characteristics:

- My Watchlists
- Lists Watched.

What Are Lists Watched?

Lists Watched are watchlists displayed by record type.

List Watched only displays the incidents that you are watching. The records are presented in a detailed table whose values are updated in real time.

What Is My Watchlists?

My Watchlist is the collection of all the records that you monitor. All record types are presented in a table. The list enables you to view up-to-date details about the record such as the status and the last update.

How to Add Records to Watchlists

1. Display a record you want to watch by searching for it or displaying it from one of your lists, for example List Submitted.
2. Click on Add to Watchlist.

   You have now added the record to My Watchlist and to Lists Watched.For more information see *What Are Watchlists?* above.

How to Display Watchlists by Record Type?

1. In the navigation bar, click on the record type for which you want to display a watchlist.
2. Click on Lists Watched.

   The list of specific record type items you are watching is displayed.

How to Display a Record from My Watchlists

1. In the top option bar, click on My Watchlists.

   The Watchlist window is displayed.
2. Click on the Record ID to display the record.

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Chapter 7

Managing Your Records

How to Update a Record

1. Display the record you want to update.

   How to Retrieve a List of Your Open Records on page 17

2. Update the record with one of the following actions:
   - Click on Attach to add a log file or a screenshot.
   - Click on Edit Record to change the editable fields.
   - Click on Add Comment to provide additional information.
3. Click on Submit to complete the update and display the updated record.

   Note: You can update a record for PTRs only in test and development environments. If you are working on test problems, you can also update the severity of the records.

How to Export Record Lists

1. Display the record listing that you want to export.

   You can export any list to analyse and you can report on a number of records or all the records that you have submitted.

2. Click on Export to Excel.
3. On the Opening window, choose whether you want to open or save the file and click on OK.

   An Excel spreadsheet with a list of your records is displayed.

Withdrawing Records

Which Records Can You Withdraw?

You can only withdraw IR records and PTR records.

You can only withdraw a record if the record status is New for IRs and Open for PTRs and the problem has been solved and no investigation is necessary.

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How to Withdraw a Record

1. Display the record that you want to withdraw.

   How to Retrieve a List of Your Open Records on page 17
2. Click on Withdraw.
3. Select Reason from the dropdown list and add your comments.
4. Click on Submit.

   The record status is now withdrawn and its status is changed to Closed.

Reassigning Records

Which Records Can You Reassign?

You can reassign:

- An ACSP record that has been assigned to your group.
- Any IRs but only to other groups in your company community.

  This is due to the strict incident record workflow.
- All other records to another group in your company community to a group related to the history of the record or to any group configured specifically for you.

How to Reassign Records

1. Display the incident report that you want to reassign.
2. Click on Assign to community.
3. Select a group you want to assign the record to.
4. Click on Submit.

Chapter 8

Verifying and Closing Incident Records and PTR Records

You can only verify and close records that you own.

Once the SMC has fixed your IR or PTR record (Returned status), you can:

- Close the record to accept the solution and confirm recovery.

  See *How to Close a Record* on page 26.

  Or

- Restart the investigation when the solution provided by the SMC is unsatisfactory.

  See *How to Restart the Investigation* belowYou can only verify and close records that you own.

Verifying Recovered Incidents

How to Confirm Recovery

1. Display the record for which you want to confirm recovery.
2. Click on Verify and close the record.

How to Verify Recovery and Request Additional Information

1. Display the incident record that you want to verify.
2. Click on Verified with Feedback to provide additional comments.

How to Restart the Investigation

1. Display the record that you want to reopen.

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2. Click on Incident Persists.

   The status of the record changes to Open and the record is assigned back to the incident owner. The owner is then notified that further investigation is required.

Closing Records

How to Close a Record

1. Display the record that you want to close.

   Note: You can only close records that are already assigned to you.
2. Click on Verify and close the record.

   The record status is changed to Closed. You cannot reopen it anymore.

Closing Work Orders

When Can You Close a Work Order?

You can close a Work Order when:

- The record was created by your assignee group.
- The record is currently assigned to your assignee group.
- The record status is Solved.

How to Close a Work Order

1. Display the work order that you want to close.
2. Select one of the following closure actions:
   - Verify as Implemented.

     The WO status is changed to Closed.
   - Accept as Invalid.

     The WO status is changed to Closed as Rejected.
3. Add any further information.
4. Click on Submit.

Chapter 9

Reporting ACSP Application Problems

How to Provide Application and Template Feedback

1. In the navigation bar, click on Help and Support.
2. Select Feedback.
3. Fill in the form as appropriate.
4. Click on Finish.
5. Check the draft record view and click on Submit.

How to Report an ACSP Problem

1. In the navigation bar, click on Incidents.
2. Select Create New.
3. Click on the Amadeus Customer Service Point (ACSP) template.
4. Fill in the template as appropriate.
5. Click on Finish.
6. Check the draft record view and click on Submit.

How to Report Problems When You Cannot Access the Application

Contact your local Amadeus Service Management Centre (SMC) for functional or technical problems.

You can report your problems 24 hours a day, 7 days a week. If you call after normal business hours, the call is automatically forwarded to one of the other SMCs.

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