amadeus

Smart Flow

User Guide

Index

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Smart Flows introduction

Amadeus Selling Platform Connect delivers a range of time saving features as part of Productivity Suite. It's designed to improve both your performance and your productivity, saving you time and money.

Smart Flows are part of Productivity Suite, which is an integrated suite of modules available in the Basic Amadeus Selling Platform Connect package.

What is a Smart Flow

A Smart Flow is a predefined, customisable workflow that can be triggered during the booking process to help agents complete repetitive or complex tasks more efficiently.

Why should I use Smart Flows?

- To ease completion of repetitive booking tasks
- Guidance through complex processes
- Increase the speed of tasks
- Create standardised or guided workflows
- Drive data accuracy, PNR uniformity and consistency for downstream processes

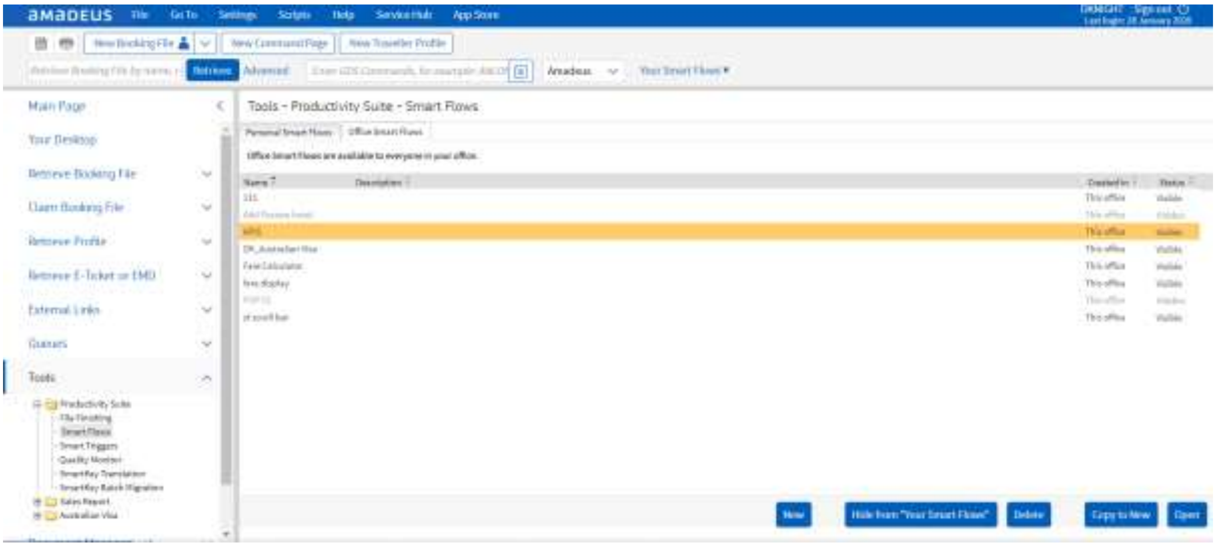
Prerequisites for creating Smart Flows

- You must have access to the Productivity Suite module before you can access or create Smart Flows. Please get in touch with your Amadeus account manager if you need access.
- A good understanding of Amadeus cryptic commands.
- Selling Platform Connect admin user role.
- A logical mind-set is necessary as basic scripting methods are used with the Advanced Smart Flow language.
- A basic understanding of scripting methodology is helpful but not mandatory.
- A basic understanding of Regular Expressions is helpful but not mandatory.

Smart Flows Manager

The Smart Flows Manager (Figure 1) is a tool in Selling Platform Connect that allows you to build, amend, delete, copy, share and launch your Smart Flows. You can access the Smart Flow Manager on the main page of Selling Platform Connect by expanding the tools menu and clicking on Smart Flows.

Figure 1



Tools - Productivity Suite - Smart Flows

Personal Smart Flows | Office Smart Flows

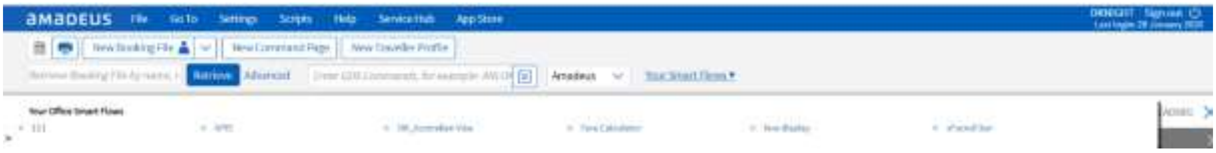
Office Smart Flows are available to everyone in your office.

Name	Description	Created in	Status
111		This office	Visible
[illegible]		This office	Hidden
APIS		This office	Visible
DK_Australian Visa		This office	Visible
Fare Calculator		This office	Visible
fare display		This office	Visible
[illegible]		This office	Hidden
zf scroll bar		This office	Visible

The Smart Flows list is the default page in the Smart Flows Manager. It displays all the Smart Flows that have been created, the columns can be sorted by clicking on the title bars.

When you create a Smart Flow, you can set its status to visible or hidden depending on whether or not you want to be able to view it in the dropdown Smart Flow menu (Figure 2) on the main toolbar of Selling Platform Connect.

Figure 2



Personal and Office Smart Flows explained

Personal Smart Flows are only available to the user who created them. Office level Smart Flows are created by a user with admin rights and are available to everyone in the office. Only Office level Smart Flows are available for sharing.

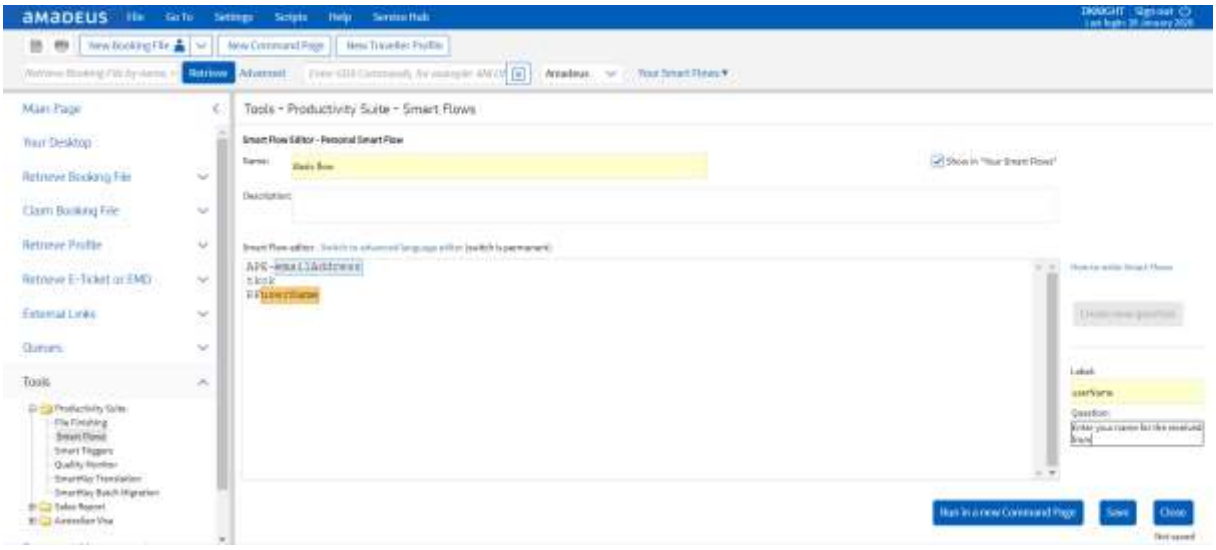
Creating Smart Flows

There are two Smart Flow editors to cater for different user requirements, basic and advanced. The basic Smart Flow editor will open by default when you click on New.

Basic editor

The basic editor (Figure 3) allows you to type cryptic commands and easily apply questions to these commands.

Figure 3



Tools - Productivity Suite - Smart Flows

Smart Flow Editor - Personal Smart Flow

Name: Basic flow

☑ Show in "Your Smart Flows"

Description:

Smart Flow editor · Switch to advanced language editor (switch is permanent)

```
APE-emailAddress
t.look
RFuserName
```

Label: userName

Question: Enter your name for the received from

Using the Basic Smart Flow editor

1. In the Smart Flow manager, click 'New'.

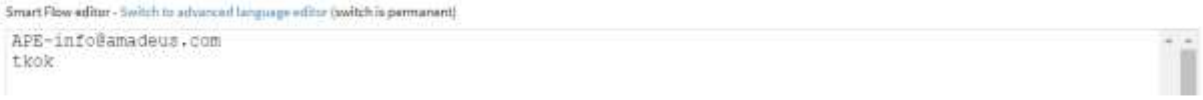
2. For tips on how to write commands for Smart Flows, move the mouse over the link entitled How to write Smart Flows (Figure 5).

3. Enter a name for your Smart Flow.

4. Enter an optional description to describe what your Smart Flow will do, who has created the Smart flow etc.

5. Add the content of your Smart Flow by entering one command per line (Figure 4).

Figure 4

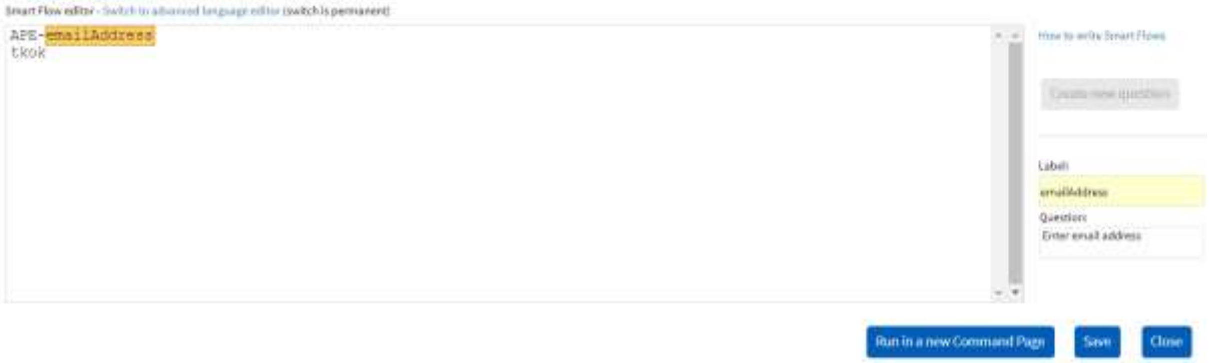


Smart Flow editor - Switch to advanced language editor (switch is permanent)

```
APE-info@amadeus.com
tkok
```

6. Now highlight the part of the command that will be different each time e.g. the surname and click 'Create new question', next give the label a name and type a question (Figure 5).

Figure 5



Smart Flow editor - Switch to advanced language editor (switch is permanent)
How to write Smart Flows
Create new question
Run in a new Command Page
Save
Close

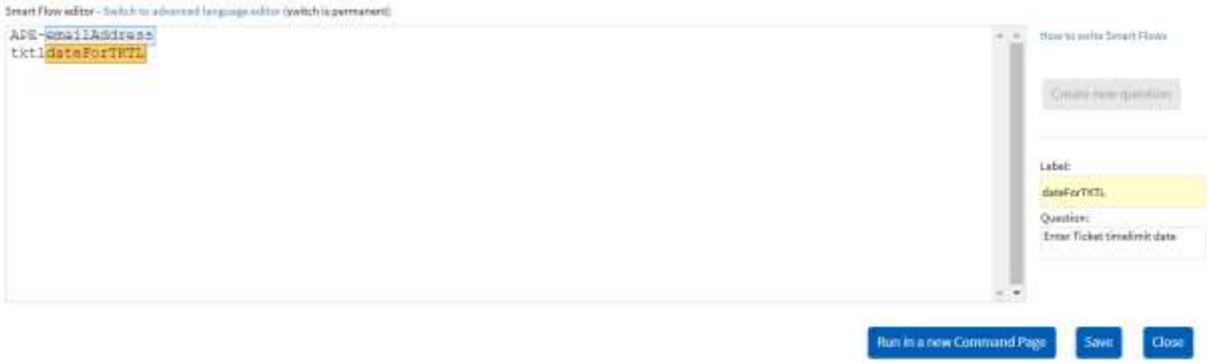
```
APE-emailAddress
tkok
```

Label: emailAddress

Question: Enter email address

7. Carry on until you have created questions for each variable part of the command (Figure 6).

Figure 6



Smart Flow editor - Switch to advanced language editor (switch is permanent)

```
APE-emailAddress
tktldateForTKTL
```

Label: dateForTKTL

Question: Enter Ticket timelimit date

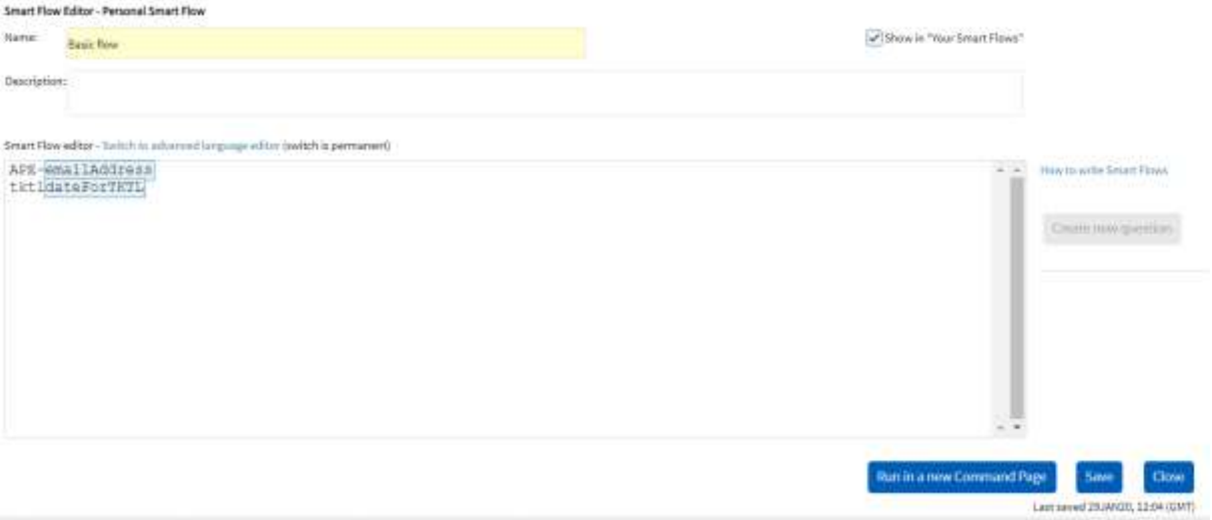
8. Before you save your Smart Flow, you have the option to ‘Run in a new Command Page’ to ensure your Smart Flow behaves the way you need it to. You can test both personal and office-level Smart Flows before saving them using the ‘Run in a new Command Page’ button; this ensures they do not affect any live bookings if you are working in a Production OID.

9. If you want your Smart Flow to be visible on the Smart Flow menu, check the box that says ‘Show in Your Smart Flows’.

10. Once you are satisfied your Smart Flow is correct click ‘Save’.

11. When the Smart Flow has been saved the date and time will appear under the ‘Save’ button (Figure 7).

Figure 7



Smart Flow Editor - Personal Smart Flow

Name: Basic flow

☑ Show in "Your Smart Flows"

Description:

Smart Flow editor - Switch to advanced language editor (switch is permanent)

```
APE-emailAddress
tktldateForTKTL
```

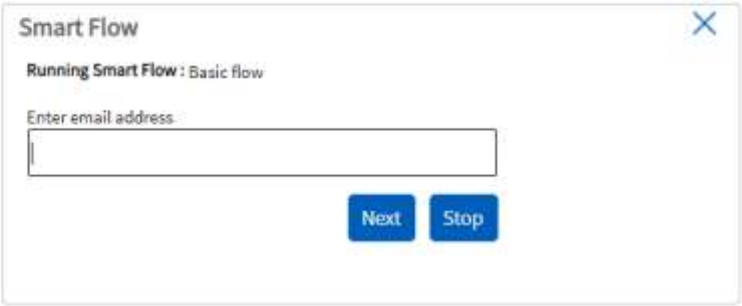
Last saved 23JAN20, 12:04 (GMT)

12. Click the ‘Close’ button to return to the Smart Flow list where you should see your newly created Smart Flow.

13. This is how the above Smart Flow example should look when you launch it;

The first pop up box will contain the questions from the first line of the syntax (Figure 8).

Figure 8

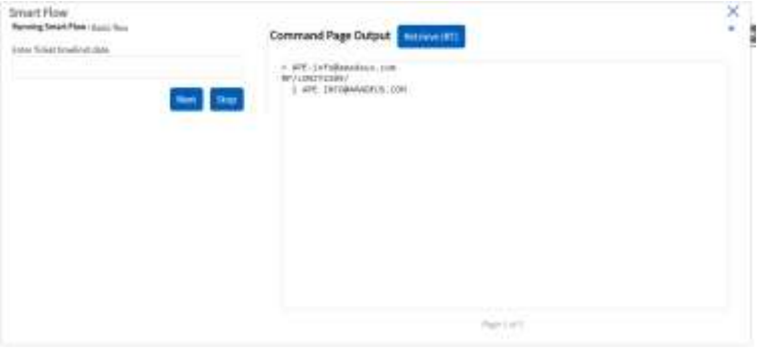


Running Smart Flow : Basic flow

Enter email address

The second pop up box will contain the question on the second line of the syntax (Figure 9).

Figure 9



Running Smart Flow : Basic flow

Enter Ticket timelimit date

```
> APE-info@amadeus.com
RP/[illegible]/
  1 APE INFO@AMADEUS.COM
```

14. The name field and service request commands including the data the user has entered into the boxes will be transmitted to the Command page or Graphical page depending on which area you are using in Selling Platform Connect.

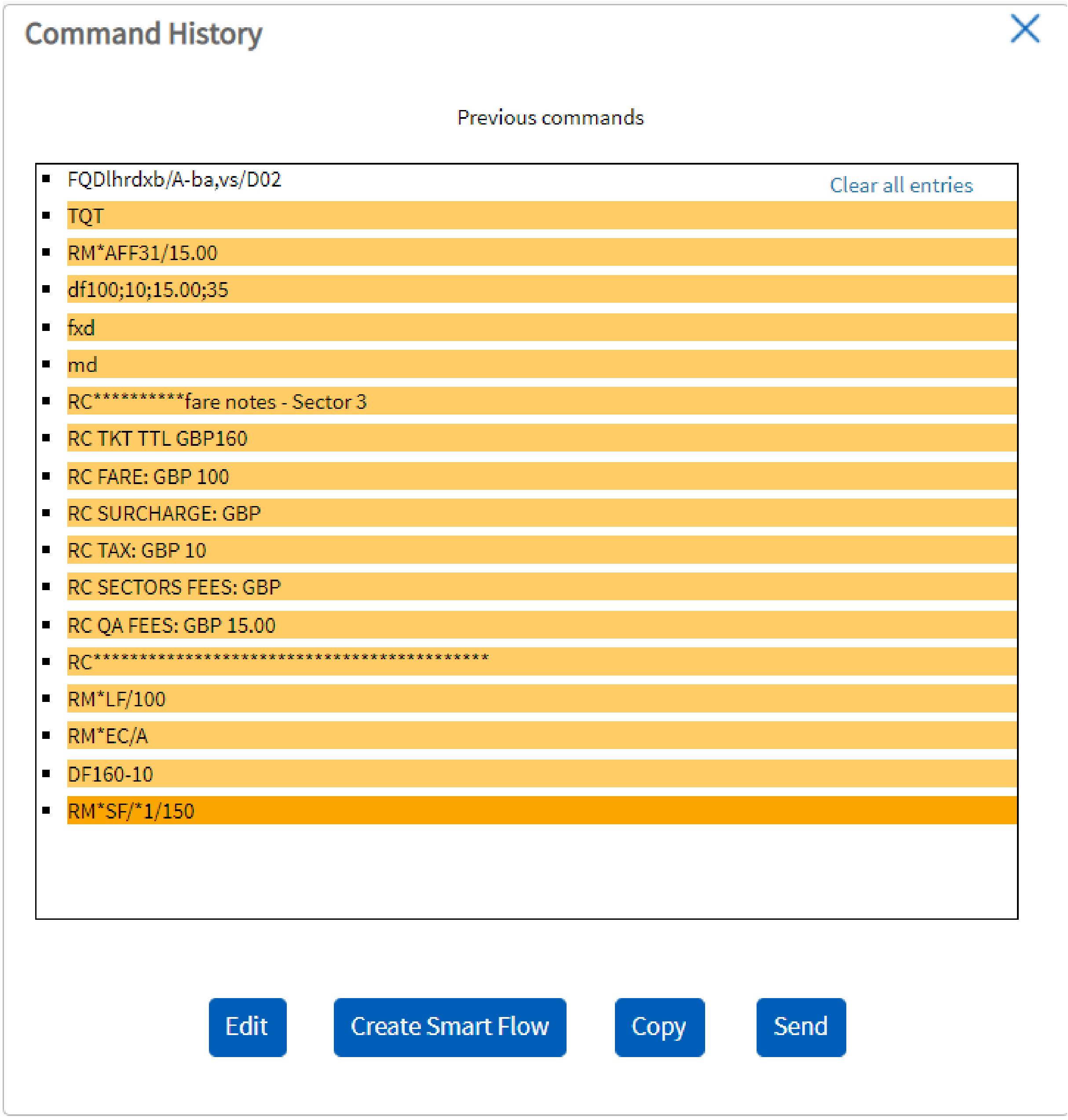
⚠ **Warning:** We strongly advise against storing credit card information in Smart Flows to ensure you are PCI DSS compliant or any passenger sensitive data for security reasons.

Create a Smart Flow using Command History

1. From the command page launch the Command History using the icon ⟲ in the top right of the screen or by holding Alt + right arrow together.

2. Highlight the entries you would like to include in your Smart Flow (hold Shift to highlight multiple lines) and click on 'Create Smart Flow' (Figure 10).

Figure 10



- FQDlhrdxb/A-ba,vs/D02
- TQT
- RM*AFF31/15.00
- df100;10;15.00;35
- fxd
- md
- RC**********fare notes - Sector 3
- RC TKT TTL GBP160
- RC FARE: GBP 100
- RC SURCHARGE: GBP
- RC TAX: GBP 10
- RC SECTORS FEES: GBP
- RC QA FEES: GBP 15.00
- RC***
- RM*LF/100
- RM*EC/A
- DF160-10
- RM*SF/*1/150

3. Follow steps 2 through to 10 from Using the basic Smart Flow editor to complete your Smart Flow.

Advanced language editor

Is only available to the Smart Flow or Office Administrator. Should you need to add an advanced language Smart Flow to a basic user please use this workaround.

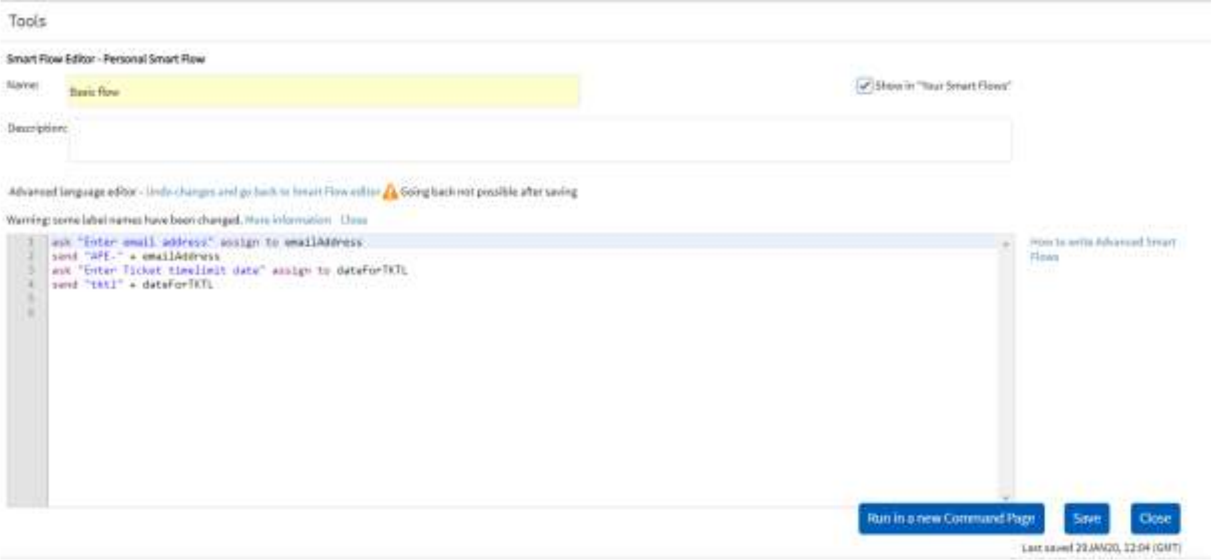
The Advanced Language Editor can be accessed from the switch link (Figure 11) and allows you to create a Smart Flow using a specific language defined for Smart Flows (Figure 12).

The advance language uses some basic elements of computer programming language, to understand the elements available and construct the syntax see section Advanced Smart Flow Language.

Figure 11

Smart Flow editor - Switch to advanced language editor (switch is permanent)

Figure 12



Tools

Smart Flow Editor - Personal Smart Flow

Name: Basic flow

☑ Show in "Your Smart Flows"

Description:

Advanced language editor - Undo changes and go back to Smart Flow editor ⚠ Going back not possible after saving

Warning: some label names have been changed. More information Close

```
ask "Enter email address" assign to emailAddress
send "APE-" + emailAddress
ask "Enter Ticket timelimit date" assign to dateForTKTL
send "tktl" + dateForTKTL
```

Last saved 20JAN20, 12:04 (GMT)

You can switch from the basic Smart Flow editor to the advanced language editor provided you have the necessary admin rights.

When you first create a new Smart Flow that has not yet been saved, you can switch from basic to advanced language editor by clicking on the advanced language editor link. If you do not save any changes, you can undo the switch and return to the basic Smart Flow editor by clicking on ‘Undo Changes and Go Back to Smart Flow Editor’ however, you will lose any changes you made in the advanced language.

When you reopen an existing Smart Flow it opens in the editor that it was last saved in; you cannot switch back to the basic editor if it was saved in the advanced editor.

Using the Advance Smart Flow editor

1. In the Smart Flow manager, click ‘New’.

2. Enter a name for your Smart Flow.

3. Enter an optional description to describe what your Smart Flow will do, who has created the Smart flow etc.

4. Click on the link to ‘Switch to the advance language editor’.

5. Type your Smart Flow syntax into the editor, see section Advanced Smart Flow Language.

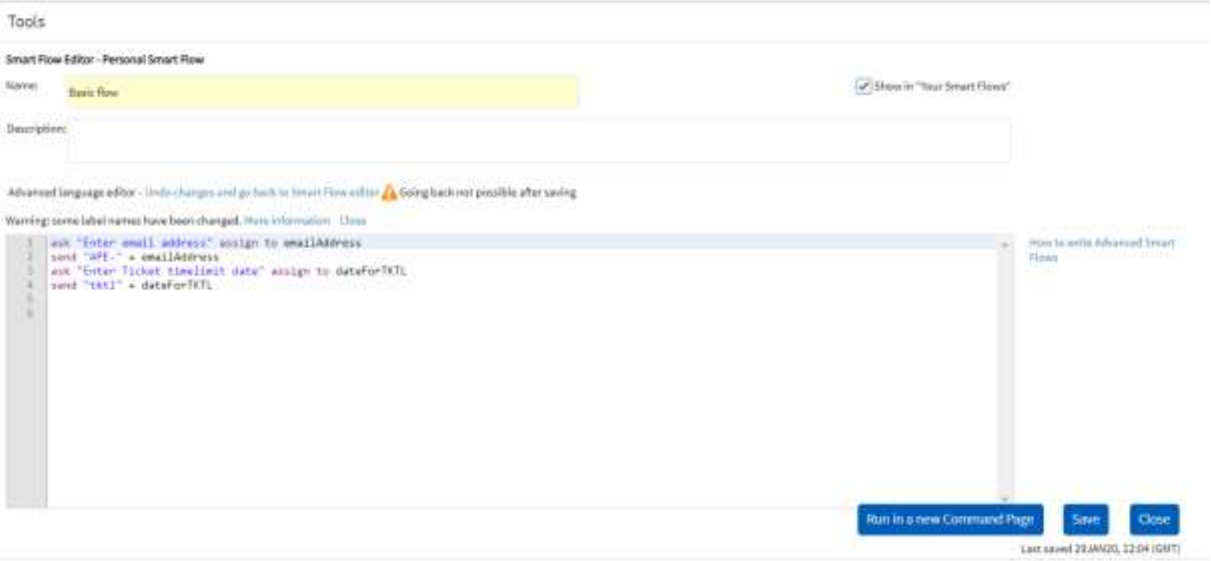
6. Before you save your Smart Flow, you have the option to ‘Run in a new Command Page’ to ensure your Smart Flow behaves the way you need it to.

7. If you want your Smart Flow to be visible on the Smart Flow menu check the box that says ‘Show in Your Smart Flows’.

8. Once you are satisfied your Smart Flow is correct click ‘Save’.

9. When the Smart Flow has been saved the date and time will appear under the ‘Save’ button (Figure 13).

Figure 13



Tools

Smart Flow Editor - Personal Smart Flow

Name: Basic flow

☑ Show in "Your Smart Flows"

Description:

Advanced language editor - Undo changes and go back to Smart Flow editor ⚠ Going back not possible after saving

Warning: some label names have been changed. More information Close

```
ask "Enter email address" assign to emailAddress
send "APE-" + emailAddress
ask "Enter Ticket timelimit date" assign to dateForTKTL
send "tktl" + dateForTKTL
```

Last saved 20JAN20, 12:04 (GMT)

10. Click the ‘Close’ button to return to the Smart Flow list where you should see your newly created Smart Flow.

Advanced Smart Flow language

The Smart Flow language is a logical syntax language that is compiled by structuring specific statements together. It is used to create Smart Flows in advanced mode in the Advance language editor.

Glossary of statements

Statement	Description
//	Used to inactivate a command or add notes to the Smart Flow
append	Is used to build a commandline; combine the data stored in variables or combine a variable with a string.
ask	Allows you to create a question and store the answer in a variable. Variables are ways to store values to use later.
ask date	Allows you to create a question that only accepts a date as the answer (see supported formats), the answer will be stored in a variable.
ask date with format	Allows you to create a question that only accepts a date as the answer in a predefined format (see supported formats), the answer will be stored in a variable.
ask e-mail	Allows you to create a question that only accepts an email as the answer, the answer will be stored in a variable.
ask number	Allows you to create a question that only accepts a number as the answer, the answer will be stored in a variable.
ask with format	Allows you to ask a question where the response needs to match a regular expression format.
ask until	Allows you to ask a list of questions until the user chooses the chosen exit statement.
assign	is used to add a fixed value to a variable overriding any previous values in that variable.
call	Is used to call another Smart Flow from within the running Smart Flow.
capture	Allows you to capture data from the command page, the data will be stored in a variable.
choose	Allows you to create a menu of radio buttons with an action(s) sitting behind each option.
choose until	Allows you to create a menu of radio buttons with an action(s) sitting behind each option, the menu will stay open until the user decides to exit.

choose with input	Allows you to write free text instruction describing various option with an action(s) sitting behind each option.
group	This keyword is used to group questions together, the questions within the group will appear on a single form to the user.
if, else	Allows you to create a condition that evaluates to true or false. If true the first action(s) will be taken if false the second action will be executed.
mandatory	Allows you to ensure a question is mandatory, the field cannot be left empty. Mandatory precedes any of the following ask questions; • ask • ask date • ask date with format • ask email • ask number • ask with format • ask until e.g. mandatory ask "What is the first name of the passenger" assign to firstName
select	Allows you to create a dropdown menu of predefined options and store the choice in a variable.
send	Sends cryptic entries with or without variable data.

Glossary of Variables

Statement	Description
commandline	If append is used this variable can be used to build a cryptic command.
lastCommand	If a Smart Flow that was launched by a Smart Trigger then the command that triggered will be saved inside the lastCommand variable.
today	Is a variable with predefined data, the data stored in today is todays date in the following format DDMMM.

To display a list of available statements open the advanced Smart Flow editor (Figure 14) and press Ctrl + Space Bar together (Figure 15), this will display a dropdown menu you can select from.

Figure 14

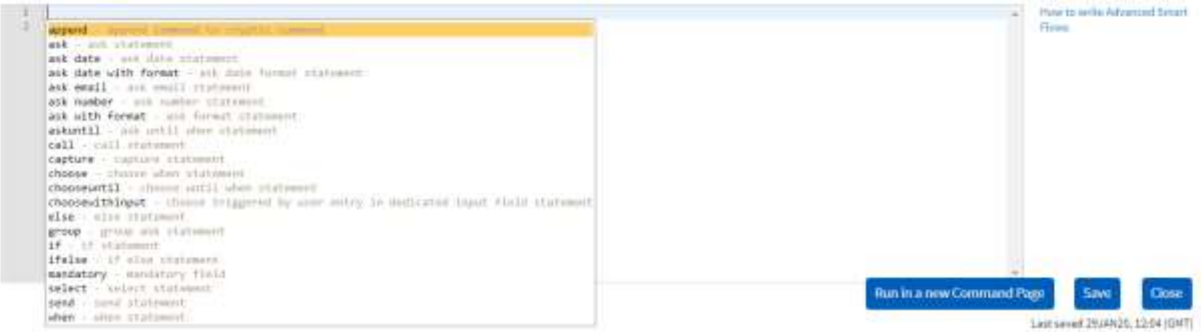
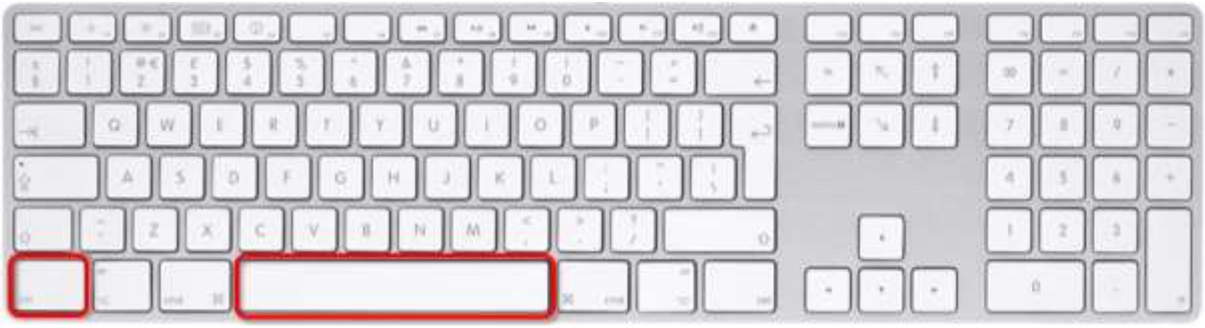

append - append command for [illegible]
ask - ask statement
ask date - ask date statement
ask date with format - ask date format statement
ask email - ask email statement
ask number - ask number statement
ask with format - ask format statement
askuntil - ask until when statement
call - call statement
capture - capture statement
choose - choose when statement
chooseuntil - choose until when statement
choosewithinput - choose triggered by user entry in dedicated input field statement
else - else statement
group - group ask statement
if - if statement
ifelse - if else statement
mandatory - mandatory field
select - select statement
send - send statement
when - when statement
How to write Advanced Smart Flows
Run in a new Command Page
Save
Close
Last saved 29JAN20, 12:04 (GMT)

Figure 15



Selecting from the menu will add the selected statement in the correct format.

//

// is used to inactivate a command or add comments to the Smart Flow which are only readable in the Smart Flow editor but has no interaction on the flow.

<u>Example 1:</u>

A command needs to be temporarily deactivated but kept in the flow so that it can be activated should it be needed again:

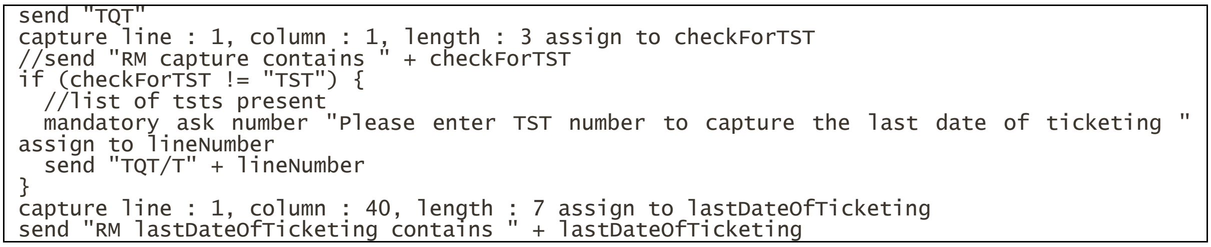
//send "RM capture contains " + checkForTST

<u>Example 2:</u>

A description in the flow to explain an action or the purpose of a section:

//list of tsts present

Figure 16



```
send "TQT"
capture line : 1, column : 1, length : 3 assign to checkForTST
//send "RM capture contains " + checkForTST
if (checkForTST != "TST") {
  //list of tsts present
  mandatory ask number "Please enter TST number to capture the last date of ticketing " 
assign to lineNumber
  send "TQT/T" + lineNumber
}
capture line : 1, column : 40, length : 7 assign to lastDateOfTicketing
send "RM lastDateOfTicketing contains " + lastDateOfTicketing
```

append

append is used to combine the data stored in variables, combine a variable with a string e.g. building up a cryptic command subject to choices made for optional elements.

Figure 17

```
group {
  mandatory ask "<h1>Frequent flyer details</h1>

  Frequent flyer airline" with format "[a-zA-Z]{2}" assign to airline
  mandatory ask number "Frequent flyer number" assign to FFNnumber
  mandatory ask number "Passenger number holding the card" assign to passengerNumber
}
send "VFFD" + airline
ask "If you want to restrict the airlines being sent this frequent flyer card please add the
airline codes with comma separation
e.g BA
BA, AA
If not just enter to continue the Smart Flow" assign to restrictedAirlines
append "FFN" + airline + "-" + FFNnumber to commandline
if (resticted Airlines != "") {
  append "," + restrictedAirlines to commandline
}
append "/P" + passengerNumber to commandline
send commandline
```

Figure 18

Here the ,<restrictedAirlines> is only added if an one was entered

restrictedAirlines – provided (BA)	restrictedAirlines – not provided
FFNAA-3435,BA/P1	FFNAA-3435/P1

ask

ask prompts you with an optional question, an ask question must be assigned to a variable (Figure 19).

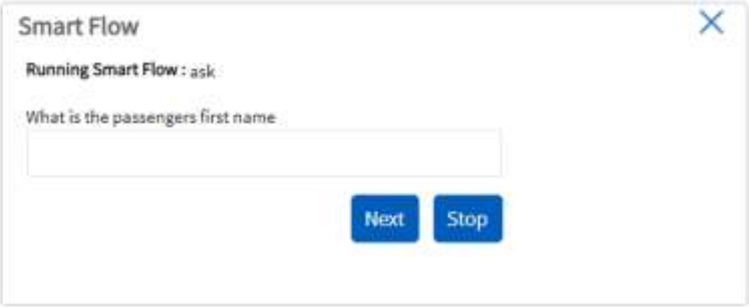
The sentence within the quotes e.g. "What is the passenger first name" is the question that appears in the prompt when a Smart Flow is running (Figure 20). The word after assign to is the name of the variable e.g. firstName.

It is helpful to think of variables as containers that hold information. Their sole purpose is to label and store data, this data can then be used throughout your Smart Flow.

Figure 19

```
mandatory ask "What is the passengers first name" assign to firstName
mandatory ask "What is the passengers last name" assign to lastName
send "NM1" + lastName + "/" + firstName
```

Figure 20



Running Smart Flow : ask

What is the passengers first name

When you are naming variables, think hard about the names. Try your best to make sure that the name you assign your variable is accurately descriptive and understandable to another administrator who may be trying to amend or troubleshoot the Smart Flow. That other administrator could also be you when you revisit a Smart Flow that you wrote months or even years earlier.

It is also helpful (although not strictly necessary) to use camelCase as a naming convention for variables. This is where a name is formed of multiple words that are joined together as a single word, the first letter of each of the multiple words is capitalised so that each word that makes up the name can easily be read e.g. firstName, phoneNumber, formOfPayment etc.

ask date

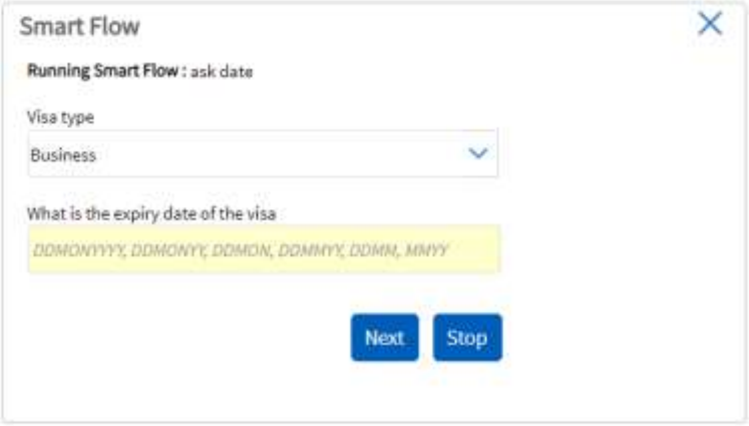
ask date (Figure 21) ensures the user will have to answer the question with a date (Figure 22) with any one of these supported formats:

- DDMM e.g. 2501
- DDMMYY e.g. 250117
- DDMON e.g. 25JAN
- DDMONYY e.g. 25JAN17
- DDMONYYYY e.g. 25JAN2017
- MMYY e.g. 0117

Figure 21

```
group {
              select "Visa type" from "Business,Leisure" assign to visaType
  mandatory ask date "Visa expiry date" assign to visaExpiryDate
}
send "RM passengers " + visaType + " visa is valid until " +  visaExpiryDate
```

Figure 22



Smart Flow

Running Smart Flow : ask date

Visa type

Business

What is the expiry date of the visa

DDMONYYYY, DDMONYY, DDMON, DDMMYY, DDMM, MMYY

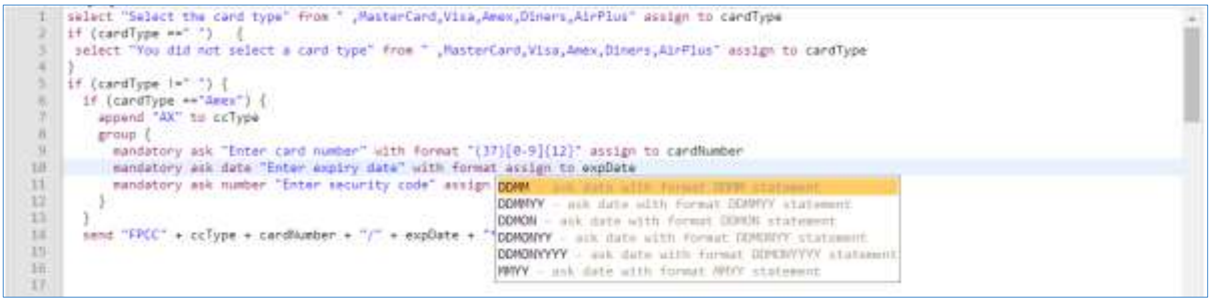
ask date with format

ask date with format ensures the user will have to answer the question with a specified date format (Figure 24Figure 24) from one of the supported formats below:

- DDMM e.g. 2501
- DDMMYY e.g. 250117
- DDMON e.g. 25JAN
- DDMONYY e.g. 25JAN17
- DDMONYYYY e.g. 25JAN2017
- MMYY e.g. 0117

To see the available date formats press CTRL + Space Bar for a dropdown menu (Figure 23) to choose from.

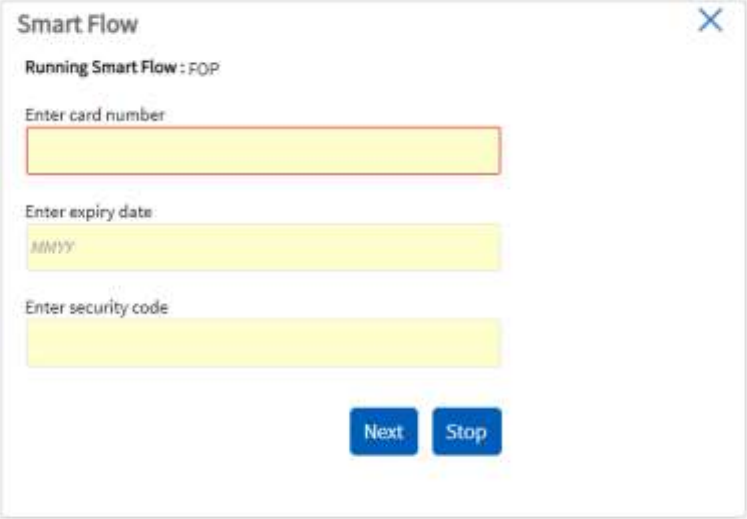
Figure 23



```
select "Select the card type" from " ,MasterCard,Visa,Amex,Diners,AirPlus" assign to cardType
if (cardType ==" ")   {
 select "You did not select a card type" from " ,MasterCard,Visa,Amex,Diners,AirPlus" assign to cardType
}
if (cardType !=" ") {
  if (cardType =="Amex") {
    append "AX" to ccType
    group {
      mandatory ask "Enter card number" with format "(37)[0-9]{12}" assign to cardNumber
      mandatory ask date "Enter expiry date" with format assign to expDate
      mandatory ask number "Enter security code" assign
    }
  }
  send "FPCC" + ccType + cardNumber + "/" + expDate + "
```

DDMM - ask date with format DDMM statement
DDMMYY - ask date with format DDMMYY statement
DDMON - ask date with format DDMON statement
DDMONYY - ask date with format DDMONYY statement
DDMONYYYY - ask date with format DDMONYYYY statement
MMYY - ask date with format MMYY statement

Figure 24



Smart Flow

Running Smart Flow : FOP

Enter card number

Enter expiry date

MMYY

Enter security code

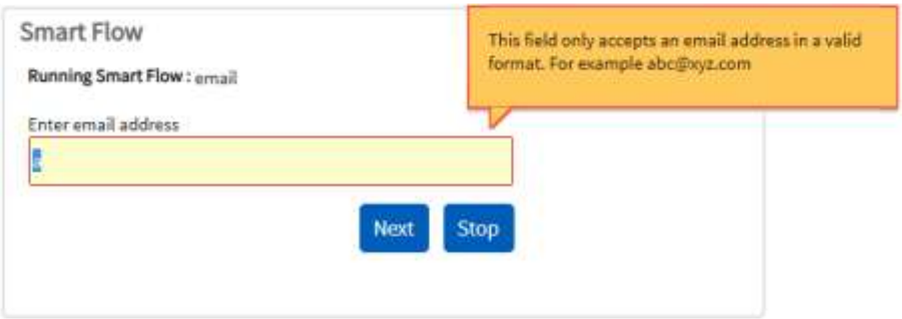
ask email

ask email (Figure 25) ensures the user can only type an e-mail address (Figure 26). The e-mail address must contain an @ symbol.

Figure 25

```
ask email "Enter email address" assign to emailAddress
send "APE-" + emailAddress
```

Figure 26



Smart Flow

Running Smart Flow : email

Enter email address

This field only accepts an email address in a valid format. For example abc@xyz.com

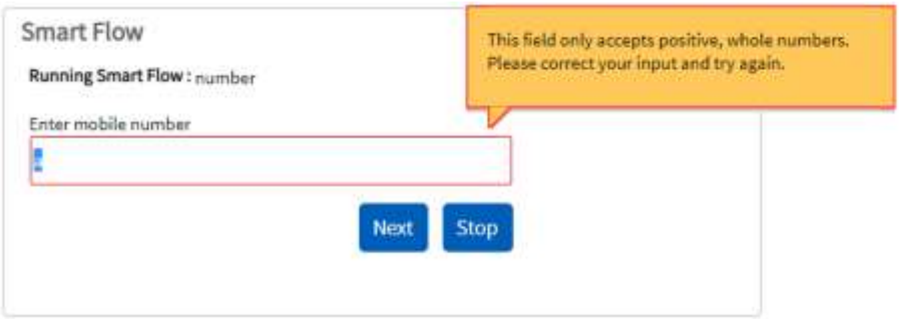
ask number

ask number (Figure 27) ensures the user can only type a number (Figure 28). Note that a number cannot contain spaces if used to ask for a phone number. Only characters 0 to 9 are permitted.

Figure 27

```
ask number "Enter mobile number" assign to mobileNumber
send "APM-" + mobileNumber
```

Figure 28



Smart Flow

Running Smart Flow : number

Enter mobile number

This field only accepts positive, whole numbers. Please correct your input and try again.

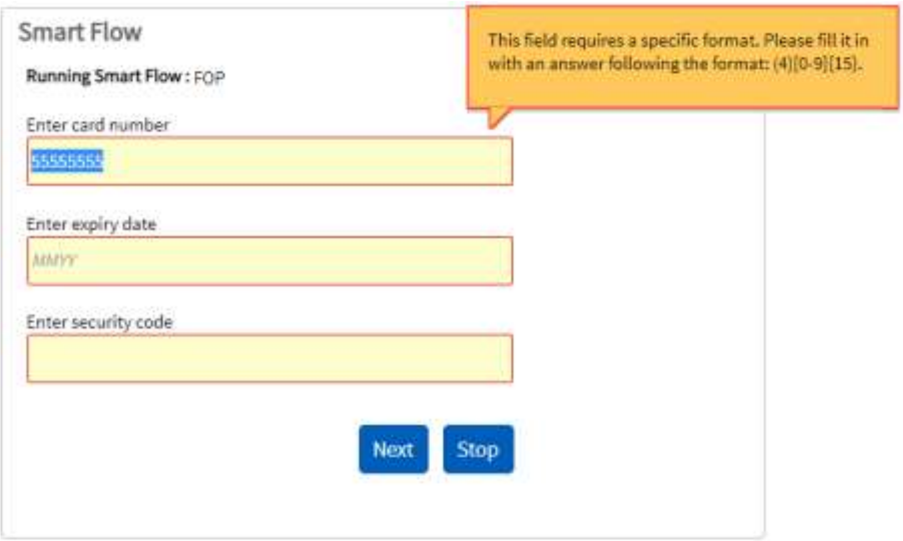
ask with format

ask with format (Figure 29) ensures the user can only type a response that matches the given regular expression (Figure 30).

Figure 29

```
select "Select the card type" from " ,MasterCard,Visa,Amex,Diners,AirPlus" assign to
cardType
if (cardType ==" ")   {
 select "You did not select a card type" from " ,MasterCard,Visa,Amex,Diners,AirPlus"
assign to cardType
}
if (cardType !=" ") {
  if (cardType =="Amex") {
    append "AX" to ccType
    group {
      mandatory ask "Enter card number" with format "(37)[0-9]{12}" assign to cardNumber
      mandatory ask date "Enter expiry date" with format  MMYY assign to expDate
      mandatory ask number "Enter security code" assign to secCode
    }
  }
```

Figure 30



Smart Flow

Running Smart Flow : FOP

This field requires a specific format. Please fill it in with an answer following the format: (4)[0-9][15].

Enter card number: 55555555

Enter expiry date: MMYY

Enter security code:

To learn more about Regular Expressions and to build and test your patterns we recommend you use one of the many free regex testing websites on line.

Below are a few examples:

- RegExr: http://regexr.com:
- Regex Tester and Debugger https://www.regextester.com/:
- Regex 101 https://regex101.com/:

ask until

ask until allows you to ask a list of questions (Figure 31) until the user chooses the chosen exit statement, in this example the exit statement is the number 4 (Figure 32).

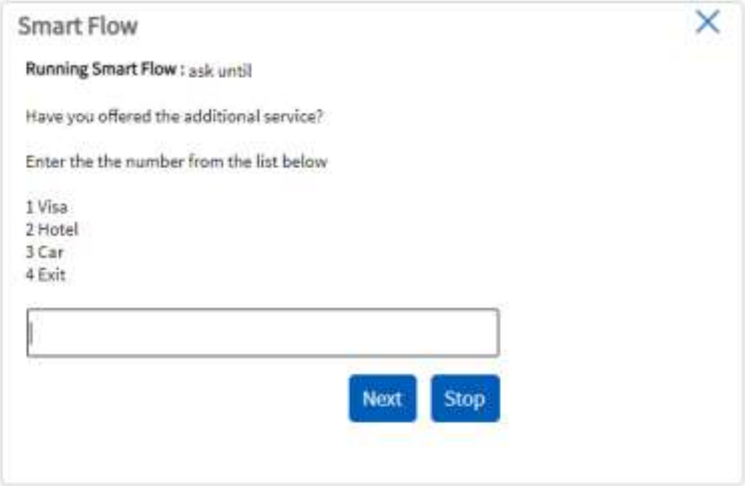
Figure 31

```
ask "Have you offered the additional service?

Enter the the number from the list below

1 Visa
2 Hotel
3 Car
4 Exit
" until "4"{
              when ("1") {
                            send  "RM  advice  for  Visa  given  for  the  passenger  for  their
destination/transit point"
              }
              when ("2") {
                            send "RM hotel options given"
              }
  when ("3") {
              send "RM car options given"
  }
}
```

Figure 32



Smart Flow

Running Smart Flow : ask until

Have you offered the additional service?

Enter the the number from the list below

1 Visa
2 Hotel
3 Car
4 Exit

assign

Assign is used to add a fixed value to a variable overriding any previous values in that variable.

update data into the variable following the to (overrides the previous value in the variable)

In the example below the Smart Flow the full descriptions of a select statement are encoded using assign. (Figure 35). For example, if the selected content of the variable gender is Male, then the if condition replaces Male with M in the variable.

Figure 33

```
select "<b>gender</b>" from "Male,Female,Male Infant,Female Infant,Undisclosed
gender,Unspecified gender" assign to gender
if (gender == "Male"){
  assign "M" to gender
}
if (gender == "Female"){
  assign "F" to gender
}
if (gender == "Male Infant"){
  assign "MI" to gender
}
if (gender == "Female Infant"){
  assign "FI" to gender
}
if (gender == "Undisclosed gender"){
  assign "U" to gender
}
if (gender == "Unspecified gender"){
  assign "X" to gender
}
```

call

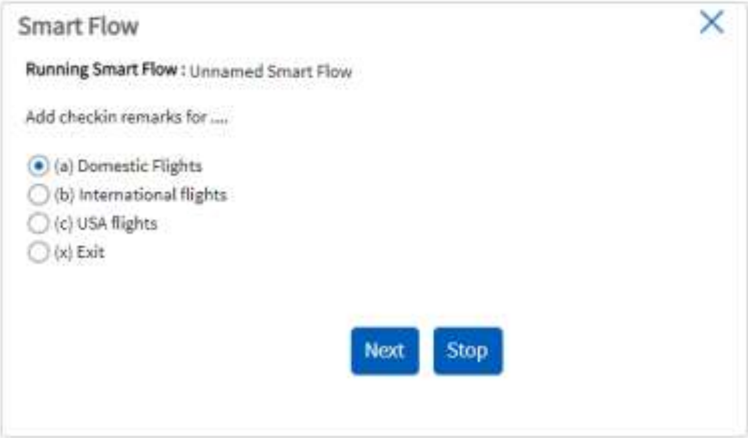
The call keyword is used to call another Smart Flow from within the running Smart Flow. The call keyword is followed by the name of the Smart Flow to call; the name is surrounded by double quotes (Figure 34). Note the called Smart Flow name is case sensitive.

In the example below the Smart Flow I am calling if you choose the USA flights option is called USA checkin remarks (Figure 35). The call statement will first look for the target Smart Flow among the Office level Smart Flows if not found it will then look for the Smart Flow among the agent's Personal Smart Flows.

Figure 34

```
choose "Add checkin remarks for ...." until "Exit" {
              when ("Domestic Flights") {
                           mandatory ask "Which sectors are domestic? e.g. 2 or 3,6" assign
to domSectors
    send "RIR for domestic flights please be at the airport/s" + domSectors
    send "RIR 60 minutes before scheduled departue time/s" + domSectors
              }
              when ("International flights") {
                           mandatory ask "Which sectors are international? e.g. 2 or 3,6"
assign to intSectors
    send "RIR for international flights please be at the airport/s" + intSectors
    send "RIR at least 120 minutes before scheduled departue time/s" + intSectors
              }
  when ("USA flights") {
              call "USA checkin remarks"
  }
}
```

Figure 35



Smart Flow

Running Smart Flow : Unnamed Smart Flow

Add checkin remarks for ....

- ● (a) Domestic Flights
- ○ (b) International flights
- ○ (c) USA flights
- ○ (x) Exit

capture

capture allows you to capture part of the cryptic screen (Figure 36). The capture instruction is followed by three parameters:

- Line: followed by a number to indicate which line of the screen the beginning of the string is captured.
- Column: followed by a number to indicate which column of the screen the beginning of the string is captured.
- Length: followed by a number to indicate the length of the string that is captured.

Figure 36

```
send "TQT"
capture line : 1, column : 1, length : 3 assign to checkForTST
//send "RM capture contains " + checkForTST
if (checkForTST != "TST") {
  //list of tsts present
  mandatory ask number "Please enter TST number to capture the last date of ticketing "
assign to lineNumber
  send "TQT/T" + lineNumber
}
capture line : 1, column : 40, length : 7 assign to lastDateOfTicketing
send "RM lastDateOfTicketing contains " + lastDateOfTicketing
```

Capture must also have a variable name in order to store the information you have captured.

Capture can only capture text that was generated after initialising the Smart Flow. You may want to use commands like RT or RE within the Smart Flow, to re-generate past context.

A tip is to check the captured data by sending a RM back to the PNR with the content e.g. from above Smart Flow:

send "TQT"

capture line : 1, column : 1, length : 3 assign to checkForTST

send "RM capture contains " + checkForTST

choose

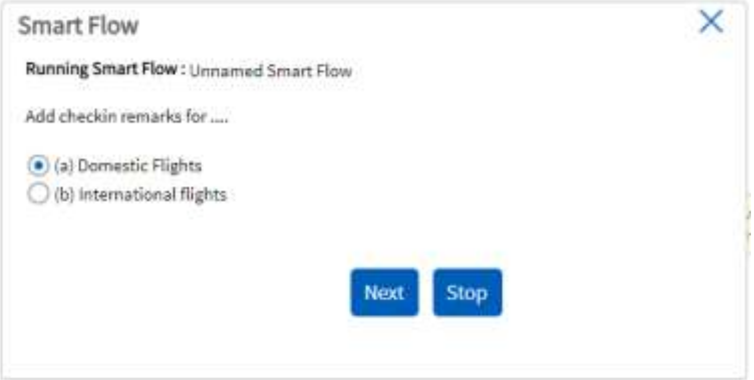
The choose statement is used to provide the user with a limited number of options to perform certain actions (Figure 37). The different options are proposed with radio buttons to the user. The user can only select one of the options by choosing the appropriate radio button (Figure 38).

Every option (radio button) is associated to a when which has a block of instructions enclosed in brackets, this indicates what actions need to be performed when the user selects the option (radio button). Once a choice has been made the content of when statement is executed.

Figure 37

```
choose "Add checkin remarks for ...."{
  when ("Domestic Flights") {
                           mandatory ask "Which sectors are domestic? e.g. 2 or 3,6" assign
to domSectors
    send "RIR for domestic flights please be at the airport/s" + domSectors
    send "RIR 60 minutes before scheduled departue time/s" + domSectors
             }
             when ("International flights") {
                           mandatory ask "Which sectors are international? e.g. 2 or 3,6"
assign to intSectors
    send "RIR for international flights please be at the airport/s" + intSectors
    send "RIR at least 120 minutes before scheduled departue time/s" + intSectors
             }
}
```

Figure 38



Smart Flow

Running Smart Flow : Unnamed Smart Flow

Add checkin remarks for ....

● (a) Domestic Flights
○ (b) International flights

choose until

The choose until works in a similar way to the choose statement. The main difference with the choose until instruction is that the menu will stay open until the user decides to exit (Figure 39Figure 39).

Once a choice has been made, the block of instructions associated with the when statement are executed. Once finished the flow goes back to the menu so you can choose another option (radio button) or the same option again, this will happen until the exit statement is chosen.

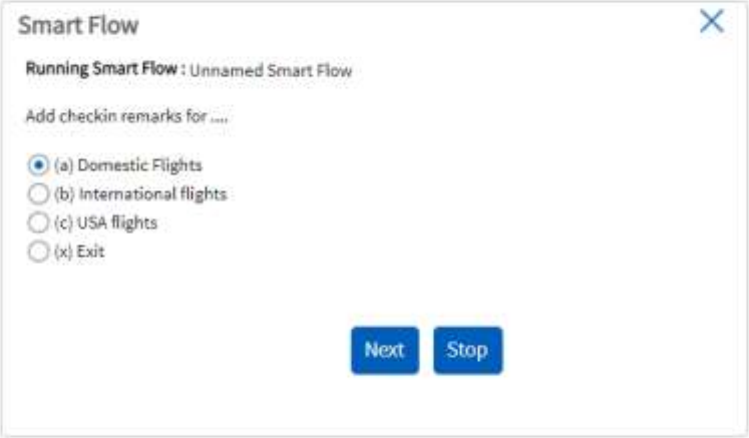
The example shown below (Figure 40) will display three radio button options to the user.

The exit statement could be simply the word Exit though any other statement can be used e.g. Finished, Close, I'm done etc.

Figure 39

```
choose "Add checkin remarks for ...." until "Exit" {
              when ("Domestic Flights") {
                            mandatory ask "Which sectors are domestic? e.g. 2 or 3,6" assign
to domSectors
    send "RIR for domestic flights please be at the airport/s" + domSectors
    send "RIR 60 minutes before scheduled departue time/s" + domSectors
              }
              when ("International flights") {
                            mandatory ask "Which sectors are international? e.g. 2 or 3,6"
assign to intSectors
    send "RIR for international flights please be at the airport/s" + intSectors
    send "RIR at least 120 minutes before scheduled departue time/s" + intSectors
              }
  when ("USA flights") {
              call "USA checkin remarks"
  }
}
```

Figure 40



Smart Flow

Running Smart Flow : Unnamed Smart Flow

Add checkin remarks for ....

● (a) Domestic Flights
○ (b) International flights
○ (c) USA flights
○ (x) Exit

choose with input

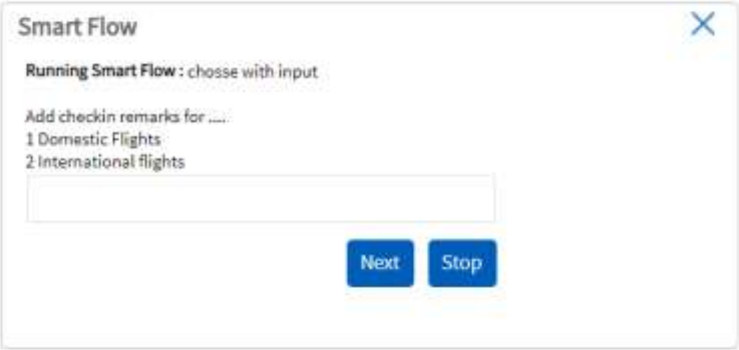
The choose with input statement is used to provide the user with a limited number of options to perform certain actions (Figure 41). The different options are listed in the description allowing the user to input the predefined alphanumeric entry in the text box. (Figure 42).

Every entry is associated to a when which has a block of instructions enclosed in brackets, this indicates what actions need to be performed when the user inputs the entry. Should the entry not match the when statement then the user will remain in the choose with input until the a matched input has been entered.

Figure 41

```
choose "Add checkin remarks for ....
1 Domestic Flights
2 International flights" with input{
  when ("1") {
             mandatory ask "Which sectors are domestic? e.g. 2 or 3,6" assign to
domSectors
    send "RIR for domestic flights please be at the airport/s" + domSectors
    send "RIR 60 minutes before scheduled departue time/s" + domSectors
             }
             when ("2") {
                           mandatory ask "Which sectors are international? e.g. 2 or 3,6"
assign to intSectors
    send "RIR for international flights please be at the airport/s" + intSectors
    send "RIR at least 120 minutes before scheduled departue time/s" + intSectors
             }
}
```

Figure 42



Smart Flow

Running Smart Flow : chosse with input

Add checkin remarks for ....
1 Domestic Flights
2 International flights

group

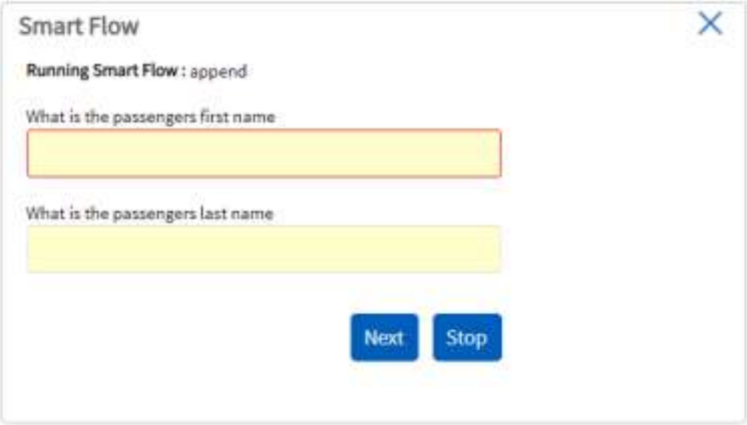
The group keyword (Figure 43) allows you to group several questions together so they appear in a single pop up box.

The word group is typed and immediately after it is followed by an opening bracket **{**. The closing bracket **}** is placed after the last ask question. Brackets or curly brackets are used to enclose the questions you would like to appear together (Figure 44).

Figure 43

```
group {
              mandatory ask "What is the passengers first name" assign to firstName
              mandatory ask "What is the passengers last name" assign to lastName
}
append firstName + " "  + lastName to fullName
send "NM1" + lastName + "/" + firstName
send "RIR all fare rules readback to " + fullName
```

Figure 44



Smart Flow

Running Smart Flow : append

What is the passengers first name

What is the passengers last name

The group command can only include ask and/or select instructions and must include at least one ask and/or select instruction.

if, else

if, else perform different actions depending on whether a condition is matched or not (Figure 45).

The if instruction is always followed by a condition between parenthesis (), if the condition is true the first block of instructions that is enclosed by the curly brackets is executed (Figure 46) else the second block of instructions is executed.

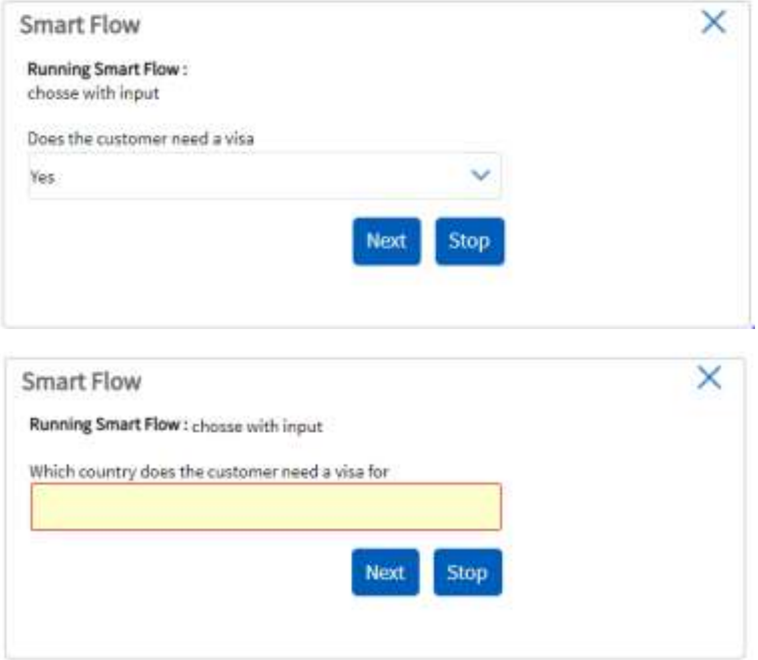
The terms being compared can be a variable or a constant.

- == verifies whether the two terms are equal.
- != verifies whether the two terms are different.
- > verifies whether the first term is greater than the second term.
- < verifies whether the first term is less than the second term.
- >= verifies whether the first term is greater than or equal to the second term.
- <= verifies whether the first term is less than or equal to the second term.

Figure 45

```
select "Does the customer need a visa" from "Yes,No" assign to visaYesNo
if (visaYesNo == "Yes") {
             mandatory ask "Which country does the customer need a visa for" assign to
visaCountry
  send "RM I have advised the customer that they need a visa for " + visaCountry
}
else {
             send "RM The customer does not need a visa"
}
```

Figure 46



Smart Flow

Running Smart Flow :
chosse with input

Does the customer need a visa

Yes

Smart Flow

Running Smart Flow : chosse with input

Which country does the customer need a visa for

mandatory

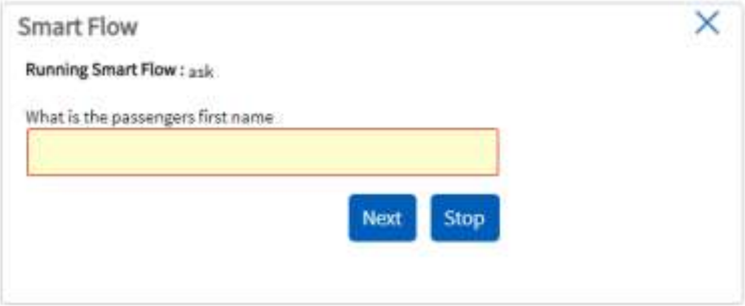
Preceding any of the following questions with the word mandatory (Figure 47) ensures the user cannot leave the question empty. Any mandatory questions are highlighted yellow (Figure 48).

- ask
- ask with format
- ask email
- ask number
- ask date
- ask date with format
- ask until

Figure 47

```
mandatory ask "What is the passengers first name" assign to firstName
mandatory ask "What is the passengers last name" assign to lastName
send "NM1" + lastName + "/" + firstName
```

Figure 48



Smart Flow

Running Smart Flow : ask

What is the passengers first name

select

select allows the user to choose an option from a drop-down menu (Figure 49). The options will be pre-defined in the Smart Flow (Figure 50).

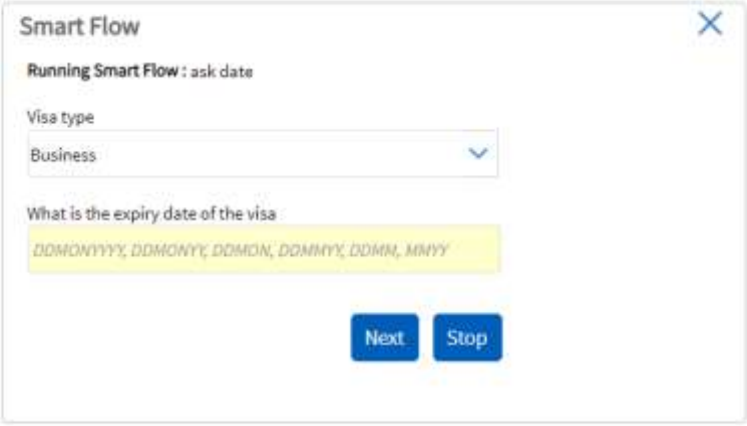
select must be followed by a question enclosed in quotes. After the question the word from and then a list of options separated by commas and enclosed in quotes e.g. "Business,Leisure". As with ask a select question must have a variable name.

note spaces before or after a comma in the select list is a character which will be stored in the variable. There is no limit to the number of options that can be offered.

Figure 49

```
group {
              select "Visa type" from "Business,Leisure" assign to visaType
  mandatory ask date "Visa expiry date" assign to visaExpiryDate
}
send "RM passengers " + visaType + " visa is valid until " +  visaExpiryDate
```

Figure 50



Smart Flow

Running Smart Flow : ask date

Visa type

Business

What is the expiry date of the visa

DDMONYYYY, DDMONYY, DDMON, DDMMYY, DDMM, MMYY

In order to select an option from a select question dropdown menu the user can:

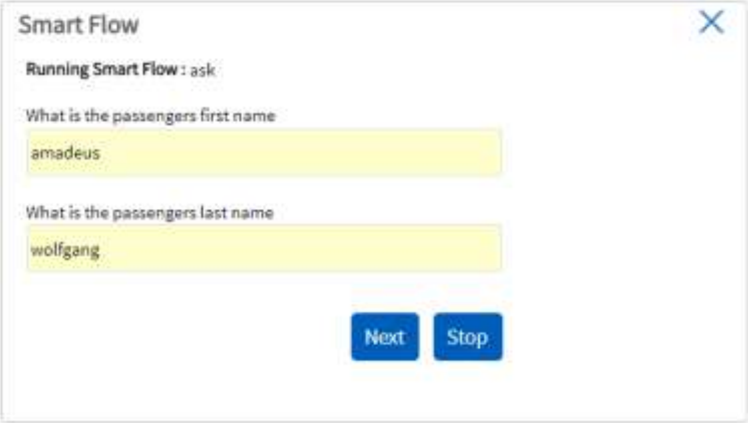
- Use the mouse to open the dropdown list then select the correct option using your mouse.
- Use the arrow down/up keys to scroll through the options.
- Use the keyboard to type the option (if you know it) and it will find the option in the list.

send

send allows you to send cryptic entries. Cryptic entries can be sent on their own or with variables (Figure 51) to pass the data you have collected in the questions into the cryptic commands (Figure 52). Variables do not need to be used in the order in which they are asked for.

Figure 51

```
group {
              mandatory ask "What is the passengers first name" assign to firstName
              mandatory ask "What is the passengers last name" assign to lastName
}
append firstName + " "  + lastName to fullName
send "NM1" + lastName + "/" + firstName
send "RIR all fare rules readback to " + fullName
```



Running Smart Flow : ask

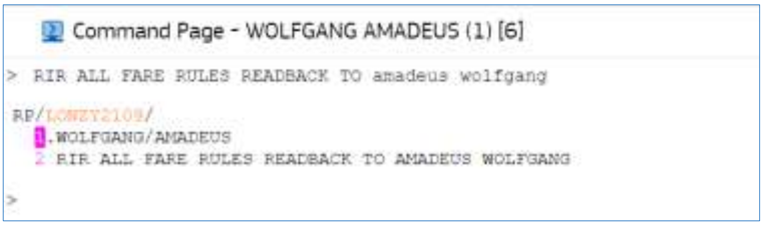
What is the passengers first name

amadeus

What is the passengers last name

wolfgang

Figure 52



```
> RIR ALL FARE RULES READBACK TO amadeus wolfgang

RP/LONZY2109/
  1.WOLFGANG/AMADEUS
  2 RIR ALL FARE RULES READBACK TO AMADEUS WOLFGANG

>
```

variables

Variables are designed to hold the values gathered from an append, ask, assign, capture or select and can be used in if conditions and send commands.

If you reuse a variable name inside the same Smart Flow or the variable name is found in a called smart flow then you will find the ask, assign or select will be prefilled with the last saved data in the variable which can then either be kept or overwritten.

There are 3 predefined variables in Smart Flows:

- commandline
- lastCommand
- today

Below you will find description for those 3.

commandline

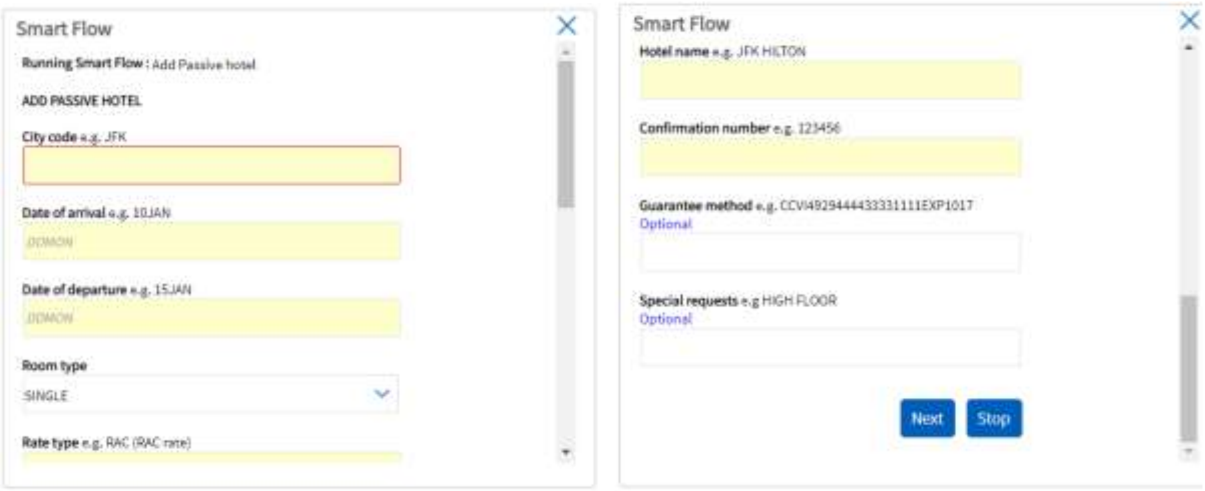
commandline is used to construct cryptic entries and variables in a sequence to form a commandline. This is useful if you have data that is optional to send in a cryptic command. In the example below (Figure 53) the guarantee is optional in the passive hotel command (Figure 54).

Figure 53

```
group {
  mandatory ask "<b>ADD PASSIVE HOTEL</b>

  <b>City code</b> e.g. JFK" assign to CITY
  mandatory ask date "<b>Date of arrival</b> e.g. 10JAN" with format DDMON assign to INDATE
  mandatory ask date "<b>Date of departure</b> e.g. 15JAN" with format DDMON assign to OUTDATE
  select                           "<b>Room                           type</b>"                  from
"SINGLE,TWIN,DOUBLE,KING,STANDARD,MODERATE,SUPERIOR,EXECUTIVE,SUITE" assign to ROOMTYP
  mandatory ask "<b>Rate type</b> e.g. RAC (RAC rate)" assign to RATETYP
  mandatory ask "<b>Rate currency</b> e.g. GBP" assign to CUR
  mandatory ask "<b>Daily rate</b> e.g. 150.00" assign to DLYRATE
  select "Is the rate inclusive of Breakfast
  <font color=red>Change to No if not included</font>" from "Yes,No" assign to Breakfast
  mandatory ask "<b>Hotel name</b> e.g. JFK HILTON" assign to HTLNAME
  mandatory ask "<b>Confirmation number</b> e.g. 123456" assign to CONFNO
  ask "<b>Guarantee method</b> e.g. CCVI4929444433331111EXP1017
  <font color=\"blue\">Optional</font>" assign to GTEETYPE
  ask "<b>Special requests</b> e.g HIGH FLOOR
  <font color=\"blue\">Optional</font>" assign to SPECIAL
}
append "HU1AHK1" + CITY + INDATE + "-" +  OUTDATE + "/RT-" + ROOMTYP + "/SR-" + RATETYP +"/"
+ CUR + DLYRATE + " " + HTLNAME + "/BS-91299999/CF-" + CONFNO to commandline
if (GTEETYPE!=""){
  append "/G-" + GTEETYPE to commandline
}
if (SPECIAL!=""){
  append "/SI-" + SPECIAL to commandline
}
send commandlinesend commandline
```

Figure 54



Smart Flow

Running Smart Flow : Add Passive hotel

ADD PASSIVE HOTEL

City code e.g. JFK

Date of arrival e.g. 10JAN

DDMON

Date of departure e.g. 15JAN

DDMON

Room type

SINGLE

Rate type e.g. RAC (RAC rate)

Smart Flow

Hotel name e.g. JFK HILTON

Confirmation number e.g. 123456

Guarantee method e.g. CCVI4929444433331111EXP1017

Optional

Special requests e.g HIGH FLOOR

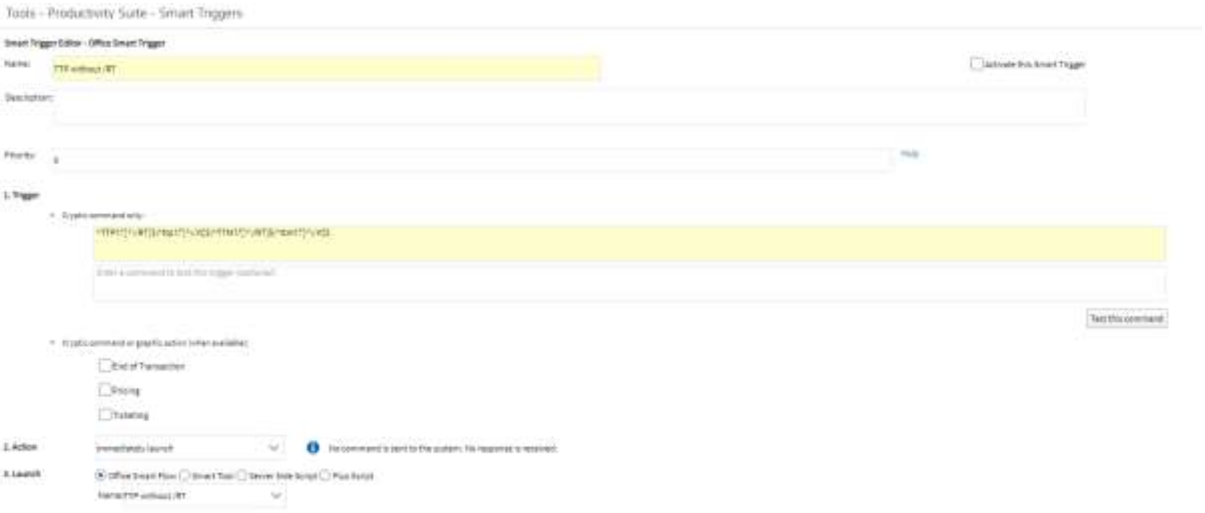
Optional

lastCommand

If the Office Smart Flow is launched by a Smart Trigger, the variable lastCommand contain the command which triggered this smart trigger. It will be empty if the Smart Flow was not opened by a Smart Trigger. Hence, it is recommended that Smart Flows using the lastCommand variable are hidden from “Your Smart Flows”.

Smart Trigger for TTP without /RT (Figure 55) will result in the lastCommand containing the TTP entry allowing the /RT to be added using the send element. (Figure 56)

Figure 55



Tools - Productivity Suite - Smart Triggers

Smart Trigger Editor - Office Smart Trigger

Name: TTP without /RT

□ Activate this Smart Trigger

Description:

Priority: 1

1. Trigger

- Cryptic command only:

[illegible]

Enter a command to test the trigger (optional)

- Cryptic command or graphic action (when available):

□ End of Transaction

□ Pricing

□ Ticketing

2. Action: Immediately launch

No command is sent to the system. No response is received.

3. Launch: ● Office Smart Flow ○ Smart Tool ○ Server Side Script ○ Plus Script

Name: TTP without /RT

Figure 56

```
send lastCommand + "/RT"
capture line : 1, column : 1, length : 50 assign to variable
```

```
if (variable == "OK ETICKET") {
  send "QE30-RT"
  send "RFQM"
}
else {}
```

today

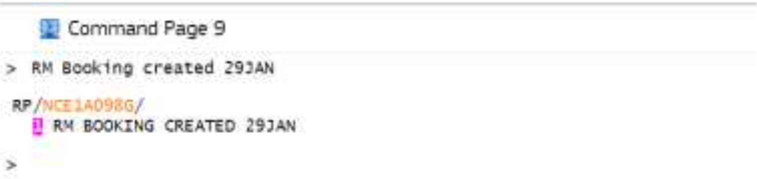
The today variable already has a value in place. It is used to get the value of the date (todays date) when executing a Smart Flow (Figure 57).

When using the today variable the date will be returned in the format DDMMM e.g. 29JAN (Figure 58).

Figure 57

```
send "RM Booking created " + today
```

Figure 58



```
> RM Booking created 29JAN

RP/NCE1A098G/
  1 RM BOOKING CREATED 29JAN

>
```

HTML

HTML 'Hypertext Markup Language' allows you to format the questions in Smart Flows (Figure 60). Without HTML, all text will be the same size, colour, weight etc. It is not necessary to use HTML when creating Smart Flows but if you do want to insert it (Figure 59), the following exhaustive list is supported.

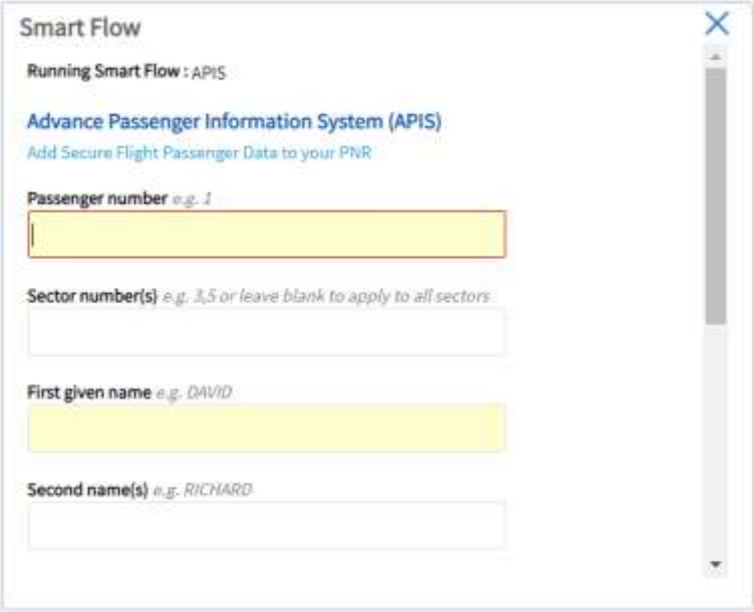
Element	Type	Type
<div>	Tag	Defines a division or a section e.g. <div>This is a division</div>
<span>	Tag	Is used to group inline-elements e.g. <p>This text is <span style=\"color:blue\">blue</span></p>
<p>	Tag	Defines a paragraph e.g. <p>This is a paragraph. With a sentence. This is another sentence</p>.
<h1>	Tag	Defines a heading, h1 is the most important heading e.g. <h1>This is a heading</h1>
<h2>	Tag	Defines a heading e.g. <h2>This is a heading</h2>
<h3>	Tag	Defines a heading e.g. <h3>This is a heading</h3>
<i>	Tag	Specifies italic text e.g. <i>This is italic text</i>
<b>	Tag	Specifies bold text e.g. <b>This is bold text</b>
<u>	Tag	Specifies underlined text e.g. <u>This is underlined text</u>
<br>	Tag	Specifies a line break e.g. This is a sentence.<br> This sentence will be on another line.
<font>	Tag	Specifies a font (must include an attribute) e.g. <font color=\"red\" size=\"6\">Some red size 6 text</font>
style	Attribute	Allows you to set the style of a HTML element e.g. <p style=\"color:red\">Some red text</p>
color	Attribute	Allows you to specify the color of the text e.g. <font color=\"red\">Some red text</font>
size	Attribute	Allows you to define the text size, browser default is 3 e.g. <font size=\"6\">Some font size 6 text</font>
color	SubAttribute	Allows you to specify the color of the text e.g. <span style=\"color:red\">Some red text</span>
font-size	SubAttribute	Allows you to define the font size <span style=\"font-size:2\">Some font size 2 text</span>
font-weight	SubAttribute	Allows you to define the font weight <p style=\"font-weight:bold\">Some bold text</p>

text-decoration	SubAttribute	Allows you to add decoration <p style=\"text-decoration:underline\">Some underlined text</p>

Figure 59

```
group {
  mandatory ask "<h1><font color=\"#005EB8\">Advance Passenger Information System
(APIS)</font></h1><font color=\"#00A9E0\">Add Secure Flight Passenger Data to your
PNR</font><br><br><b>Passenger number</b> <i><font color=\"#787875\">e.g. 1</font></i>" with
format "^\d{1,2}$" assign to PaxNum
  ask "<b>Sector number(s)</b> <i><font color=\"#787875\">e.g. 3,5 or leave blank to apply
to all sectors</font></i>" with format "^\d{1,2}$|^\d{1,2}\-\d{1,2}$|^\d{1,2}\,\d{1,2}$"
assign to SectorNos
  mandatory ask "<b>First given name</b> <i><font color=\"#787875\">e.g. DAVID</font></i>"
with format "^[a-zA-Z\s]{2,}\b$" assign to FirstName
  ask "<b>Second name(s)</b> <i><font color=\"#787875\">e.g. RICHARD</font></i>" with format
"^[a-zA-Z\s]{2,}\b$" assign to MiddleName
  mandatory ask "<b>Surname</b> <i><font color=\"#787875\">e.g. SMITH</font></i>" with format
"^[a-zA-Z\s]{2,}\b$" assign to Surname
  mandatory ask date "<b>Date of birth</b> <i><font color=\"#787875\">e.g.
10JAN77</font></i>" with format DDMONYY assign to DateBirth
  select "<b>Gender</b>" from "Male,Female,Male Infant,Female Infant,Undisclosed
Gender,Unspecified Gender" assign to Gender
  select "<b>Document type</b>" from "None (basic info only),Passenger Passport,Approved
Identity Document,Passport Card,Crew Member Certificate,A-Identity Card,C-Identity Card,I-
Identity Card" assign to TravelDocType
}
```

Figure 60



Smart Flow

Running Smart Flow : APIS

Advance Passenger Information System (APIS)

Add Secure Flight Passenger Data to your PNR

Passenger number *e.g. 1*

Sector number(s) *e.g. 3,5 or leave blank to apply to all sectors*

First given name *e.g. DAVID*

Second name(s) *e.g. RICHARD*

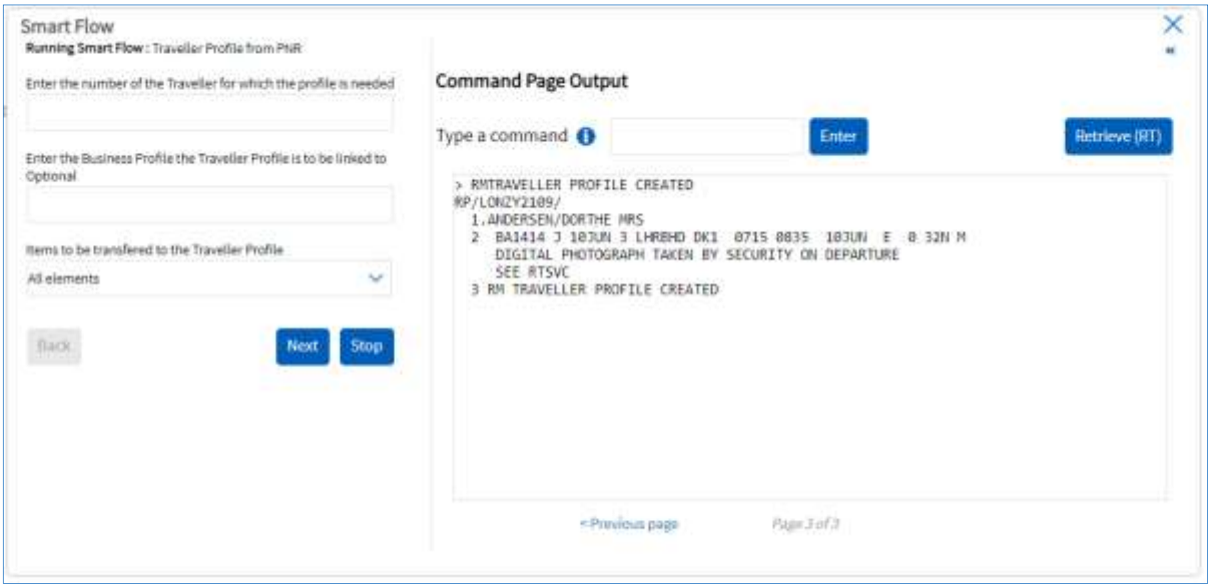
Running a Smart Flow

1. In either Booking file or Command Page click on ‘Your Smart Flows’ on the main toolbar of Selling Platform Connect to display the list of active Smart Flows.

2. Click on the link for the Office or Personal Smart Flow that you want to run.

When you run a Smart Flow, the commands that are sent by the Smart Flow are echoed in the Command Page Output (Figure 63).

Figure 61



Smart Flow

Running Smart Flow : Traveller Profile from PNR

Enter the number of the Traveller for which the profile is needed

Enter the Business Profile the Traveller Profile is to be linked to Optional

Items to be transfered to the Traveller Profile

All elements

Command Page Output

Type a command

```
> RMTRAVELLER PROFILE CREATED
RP/LONZY2109/
  1.ANDERSEN/DORTHE MRS
  2  BA1414 J 10JUN 3 LHRBHD DK1  0715 0835  10JUN  E  0 32N M
     DIGITAL PHOTOGRAPH TAKEN BY SECURITY ON DEPARTURE
     SEE RTSVC
  3 RM TRAVELLER PROFILE CREATED
```

“Retrieve (RT)” button

The “Retrieve (RT)” button allows you to re-display the open PNR.

Whitelisted cryptic commands

The free text box with the "Enter" button allows a limited set of whitelisted cryptic commands to be entered. The commands can be seen when hovering over the ⓘ and are listed below:

- RT and combinations (Blacklist on RTQ, RTU, RT<<Recloc>>,FXP/FXA etc (to retrieve, price and create TST))
- Profile Display (All variants starting with PD)
- XE (for deleting element numbers)
- AN, AE, AA, AD
- SN, SE, SA, SD
- Fare Display (FQD, FQF, FQN)
- TQT & TQM (and variants)
- M (to move down)
- MD, MU, MT, MB (with suffixes for combinations)

"Back" button

Allows the user to go back one step in the Smart Flow to correct data sent to the Smart Flow. When the back button is selected the pop up will be returned containing the data sent by the Smart Flow.

The recommended protocol will be to:

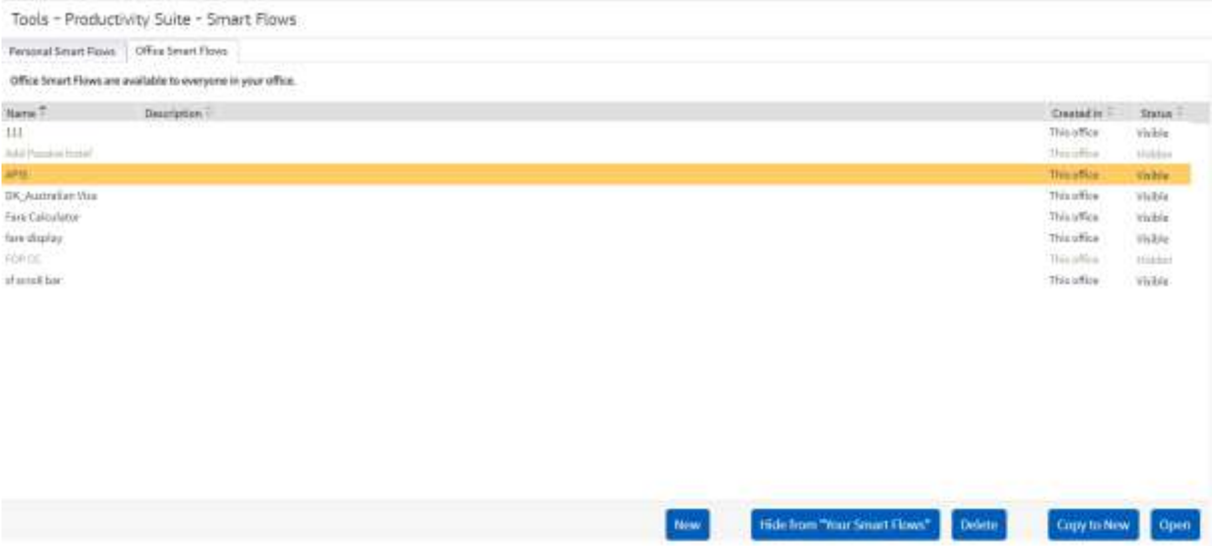
1. Use the "Retrieve (RT)" button to delete the sent commands by entering XE <line numbers>
2. Update the data in the fill in boxes where correction is needed and submit the data to continue the flow.

When the pop up is first returned the back button is grayed out but once the Smart flow has moved from one pop up to another the back button is enabled.

Opening a Smart Flow

1. In the Smart Flow Manager, select the Smart Flow you want to open by clicking on the line it is located on to highlight it (Figure 62).
2. Click on ‘Open’.
3. Alternatively, you can simply double-click on the line the Smart Flow is located on.

Figure 62



Tools - Productivity Suite - Smart Flows

Personal Smart Flows | Office Smart Flows

Office Smart Flows are available to everyone in your office.

Name	Description	Created in	Status
111		This office	Visible
Add Passive hotel		This office	Hidden
APIS		This office	Visible
DK_Australian Visa		This office	Visible
Fare Calculator		This office	Visible
fare display		This office	Visible
FOP CC		This office	Hidden
sf scroll bar		This office	Visible

Editing a Smart Flow

1. In the Smart Flow list, select the Smart Flow you want to edit, the Smart Flow will be opened in the mode that it was last saved, either command-based mode or advanced language mode.

2. Update the fields as required and click on 'Save'.

Hiding a Smart Flow

1. In the Smart Flow list, select the Smart Flow you want to hide.

2. Click on 'Hide from Your Smart Flows'. The hidden Smart Flow is no longer available in the Your Smart Flows menu on the main toolbar but can still be triggered by Smart Triggers and called by Quality Monitor rules.

Copying a Smart Flow

1. In the Smart Flow list, select the Smart Flow you want to copy.

2. Select 'Copy to New'.

3. Give your Smart Flow a new name and make any required changes to the Smart Flow language.

4. Click on 'Save'.

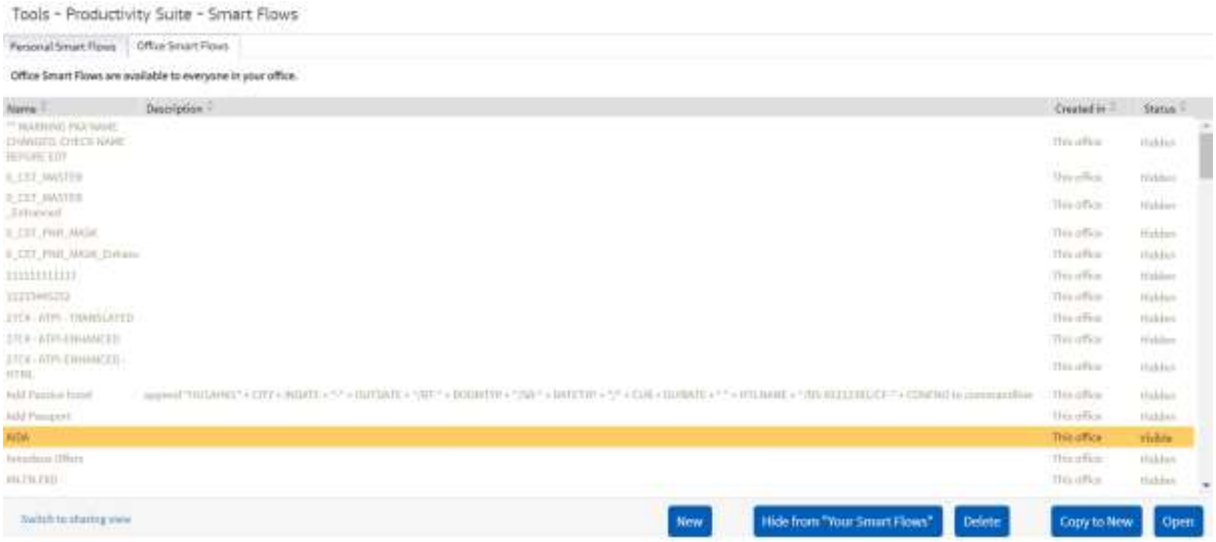
Sharing a Smart Flow

1. In the Smart Flow list, select the Smart Flow you want to share.

2. Click on 'Switch to sharing view' (Figure 63).

3. Select the offices you want to share with (Figure 64) and click on 'Save changes'.

Figure 63



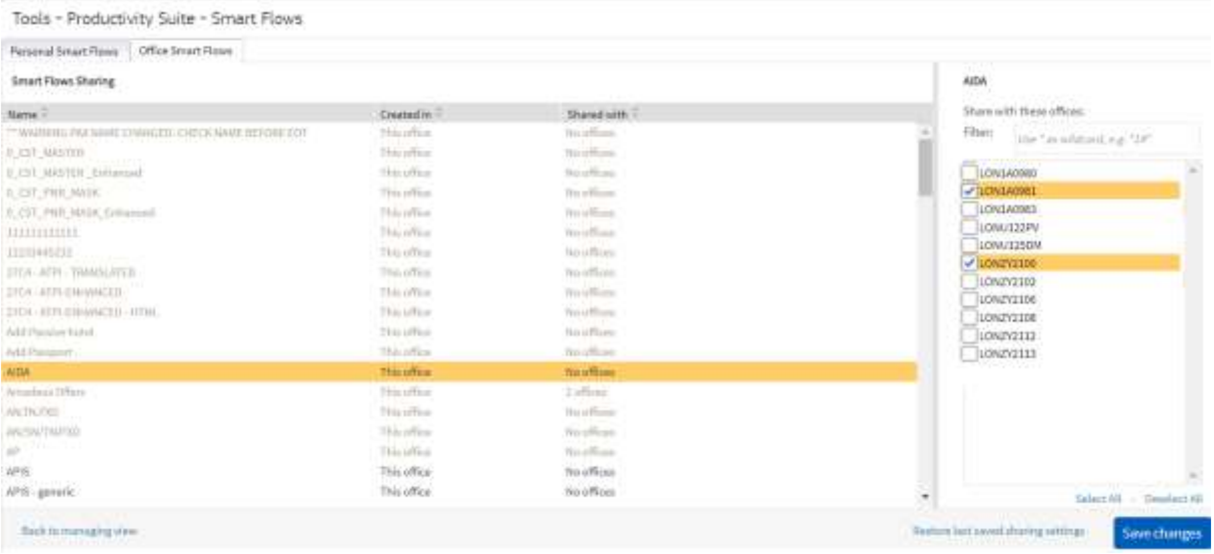
Tools - Productivity Suite - Smart Flows

Personal Smart Flows | Office Smart Flows

Office Smart Flows are available to everyone in your office.

Name	Description	Created in	Status
** WARNING PAX NAME CHANGED CHECK NAME BEFORE EOT		This office	Hidden
0_CST_MASTER		This office	Hidden
0_CST_MASTER _Enhanced		This office	Hidden
0_CST_PNR_MASK		This office	Hidden
0_CST_PNR_MASK_Enhanc		This office	Hidden
111111111111		This office	Hidden
11223445232		This office	Hidden
2TC4 - ATPI - TRANSLATED		This office	Hidden
2TC4 - ATPI-ENHANCED		This office	Hidden
2TC4 - ATPI ENHANCED - HTML		This office	Hidden
Add Passive hotel	append("HULAHKS" + CITY + INDATE + "/" + OUTDATE + "/BT" + DOUBTYP + "/SW" + DATETYP + "/" + CUR + OUTDATE + "" + HTLNAME + [illegible]	This office	Hidden
Add Passport		This office	Hidden
AIDA		This office	Visible
Amadeus Offers		This office	Hidden
ANLTN.FXD		This office	Hidden

Figure 64



Tools - Productivity Suite - Smart Flows

Personal Smart Flows | Office Smart Flows

Smart Flows Sharing

Name	Created in	Shared with
** WARNING PAX NAME CHANGED CHECK NAME BEFORE EOT	This office	No offices
0_CST_MASTER	This office	No offices
0_CST_MASTER _Enhanced	This office	No offices
0_CST_PNR_MASK	This office	No offices
0_CST_PNR_MASK_Enhanced	This office	No offices
111111111111	This office	No offices
11223445232	This office	No offices
2TC4 - ATPI - TRANSLATED	This office	No offices
2TC4 - ATPI-ENHANCED	This office	No offices
2TC4 - ATPI-ENHANCED - HTML	This office	No offices
Add Passive hotel	This office	No offices
Add Passport	This office	No offices
AIDA	This office	No offices
Amadeus Offers	This office	2 offices
ANLTN.FXD	This office	No offices
ANLSN/TAXFXD	This office	No offices
AP	This office	No offices
APIS	This office	No offices
APIS - generic	This office	No offices

AIDA

Share with these offices:

Filter: Use * as wildcard, e.g. "1A"

☐ LON1A0980
☑ LON1A0981
☐ LON1A0983
☐ LONU122PV
☐ LONU125DM
☑ LONZY2100
☐ LONZY2102
☐ LONZY2106
☐ LONZY2108
☐ LONZY2112
☐ LONZY2113

Deleting a Smart Flow

1. In the Smart Flow list, select the Smart Flow you want to delete.
2. Click on ‘Delete’.
3. In the Delete Smart Flow pop-up window, click on ‘Delete’ to confirm the deletion.

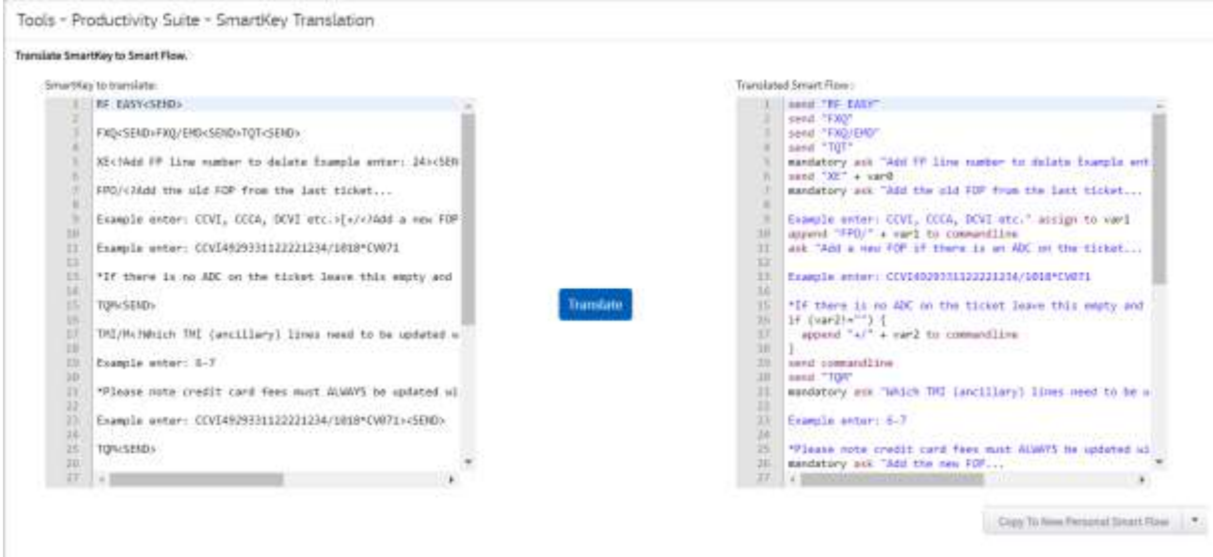
⚠ **Warning:** When deleting an Office-level Smart Flow, please make sure that Smart Flow is not in use by a Quality Monitor rule or a Smart Trigger as you risk blocking the agent in their booking flow.

Smart Key translation tool

The Smart Key Translation tool is a module within Productivity Suite which allows an agent and/or office administrator to translate Smart Keys from Sell Classic into Smart Flows in Sell Connect (Figure 65).

The output of the translation can be saved as a personal or Office Smart Flow. Most existing Smart Keys can be translated but as the syntax is different not all Smart Key commands can be translated into Smart Flows. Please refer to the table below for capabilities and limitations.

Figure 65


Tools - Productivity Suite - SmartKey Translation
Translate SmartKey to Smart Flow.
SmartKey to translate:
Translate
Translated Smart Flow:
Copy To New Personal Smart Flow

```
RF EASY<SEND>

FXQ<SEND>FXQ/EMD<SEND>TQT<SEND>

XE<!Add FP line number to delete Example enter: 24><SEN

FPO/<?Add the old FOP from the last ticket...

Example enter: CCVI, CCCA, DCVI etc.>[+/<?Add a new FOP

Example enter: CCVI4929331122221234/1018*CV071

*If there is no ADC on the ticket leave this empty and

TQM<SEND>

TMI/M<!Which TMI (ancillary) lines need to be updated w

Example enter: 6-7

*Please note credit card fees must ALWAYS be updated wi

Example enter: CCVI4929331122221234/1018*CV071><SEND>

TQM<SEND>
```

```
send "RF EASY"
send "FXQ"
send "FXQ/EMD"
send "TQT"
mandatory ask "Add FP line number to delete Example ent
send "XE" + var0
mandatory ask "Add the old FOP from the last ticket...

Example enter: CCVI, CCCA, DCVI etc." assign to var1
append "FPO/" + var1 to commandline
ask "Add a new FOP if there is an ADC on the ticket...

Example enter: CCVI4929331122221234/1018*CV071

*If there is no ADC on the ticket leave this empty and
if (var2!="") {
  append "+/" + var2 to commandline
}
send commandline
send "TQM"
mandatory ask "Which TMI (ancillary) lines need to be u

Example enter: 6-7

*Please note credit card fees must ALWAYS be updated wi
mandatory ask "Add the new FOP...
```

Command	Command description	Translatable
Macros (obsolete)	e.g: [repeat ... Until e]	No*
<SEND	Send command	Yes
<?	Prompt action	Yes
<CHOOSE	Choose command	Yes
<@	Use variable	Yes
<TODAY>	Today date value	Yes
<CLEAR>	Clear the history	No
<NEWLINE>	Add a new line (for queue)	No
<SET>	Paste the save value	Yes
<GET	Copy a selected text	Yes
<REPEAT UNTIL	Repeat until instruction	Yes
<*	Add a comment	Yes
<BOL>	Put the cursor on begin of line	No
<CLEAR TO EOL>	Clear from cursor to end of line	No
<IF THEN ELSE>	If then else instruction	Yes
<BACKSPACE>	Remove the previous character	No
<PA	Action key (3270)	No
<EOL	Put the cursor to end of line	No
<COLUMN	Put the cursor to column number of the response	No
<BOS	Put the cursor to the begin of the screen response	No
<DELETE>	Delete the next character after the cursor position	No
<NEXT FIELD>	Go to the next field (3270)	No
<LEFT ARROW>	Move the cursor to a left character in the response	No
<UP ARROW>	Move the cursor to a up character in the response	No
<RIGHT ARROW>	Move the cursor to a right character in the response	No

<SWITCH WINDOW>	Change the window for the next request (split window mode)	No
<WAIT FOR	Wait for a specific response (timeout) before continue	No
<LINE	Move the cursor to the line number	No
<PF	Function key (3270)	No
<DOWN ARROW>	Move the cursor to a down direction in the response	No
<EOS>	Move the cursor to the end of screen response	No
[ ]	Optional prompt	Yes
<PREVIOUS FIELD>	Move the cursor to the previous field (3270)	No
<ATTENTION>	Send an attention key (3270)	No
<%	Add an embedded Smart Key	Yes
	Echo/write to command page	Yes

* If the Smart Key is re-written with the supported Smart Flow syntax, then the Smart Key can be translated.