amadeus

Productivity Suite

For Selling Platform Connect

User Guide

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Before you start

Purpose of this guide

This guide explains how to use the Productivity Suite in Amadeus Selling Platform Connect.

Audience

This document is intended for travel agents.

Latest version of this guide

1. Go to the following link:
   https://servicehub.amadeus.com/c/portal/view-solution/8530404/en_US/
2. If you are asked to log in, select .
   If you are a new user, click **Register** to get access to Amadeus Service Hub.
3. To print, download or view the guide in full screen, click .
4. To receive alerts each time that the page is updated, click .
   To set notification preferences, click your name at the top of the screen, then select **My account > Subscriptions and notifications**.

Feedback on this guide

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

Email your comments and suggestions to: servicehub.travelchannels@amadeus.com

What's New

Release	New or Changed Features
26.1	The menu bar of Selling Platform Connect has been redesigned for better user experience.
N/A Jan 2023	• This is a new standalone guide. Its content is split off from the Amadeus Selling Platform Connect user guide. • To avoid duplicate and outdated information, sections on how to create and manage Smart Flows, Smart Triggers, Quality Monitor rules and File Finishing rules respectively have been removed from this guide. You can find the related information in the following guides: ◦ *Smart Flows* guide. ◦ *Smart Triggers* guide. ◦ *Quality Monitor* guide. ◦ *File Finishing* guide.

1. Getting started with Productivity Suite

What is Productivity Suite?

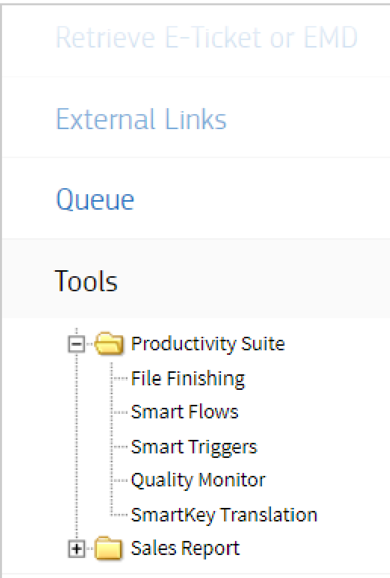
Productivity Suite is a suite of tools that increases the quality of the booking file (or PNR in cryptic mode) by streamlining the overall booking flow. Each tool can be activated or deactivated individually, which means each agency can choose only the tools it requires.

Productivity Suite consists of the following tools:

Tool	Information on how to use
Smart Flows	See *Smart Flows* on page 11
Smart Triggers	See *Smart Triggers* on page 16
Quality Monitor	See *Quality Monitor* on page 23
Smart Key Translation	See *Smart Key Translation* on page 20
Using autocomplete	See *Using autocomplete* on page 25
File Finishing	See *Adding missing elements using file finishing* on page 30

How to access Productivity Suite

In the **Main page** navigation menu, select **Tools > Productivity Suite**.



What user roles are available in Productivity Suite?

Role	Description
User	This role is assigned by default to any agent who requires access to Selling Platform Connect. Any user can perform the following actions with Productivity Suite tools: • Run Smart Flows. • Create and manage personal Smart Flows.
Office Administrator	This role is assigned specifically to an office administrator. An office administrator can perform the following actions with Productivity Suite tools: • Create and manage personal and office Smart Flows. • Share or stop sharing items. An office administrator can be granted the rights to manage all the Productivity Suite tools or to manage individual tools only.

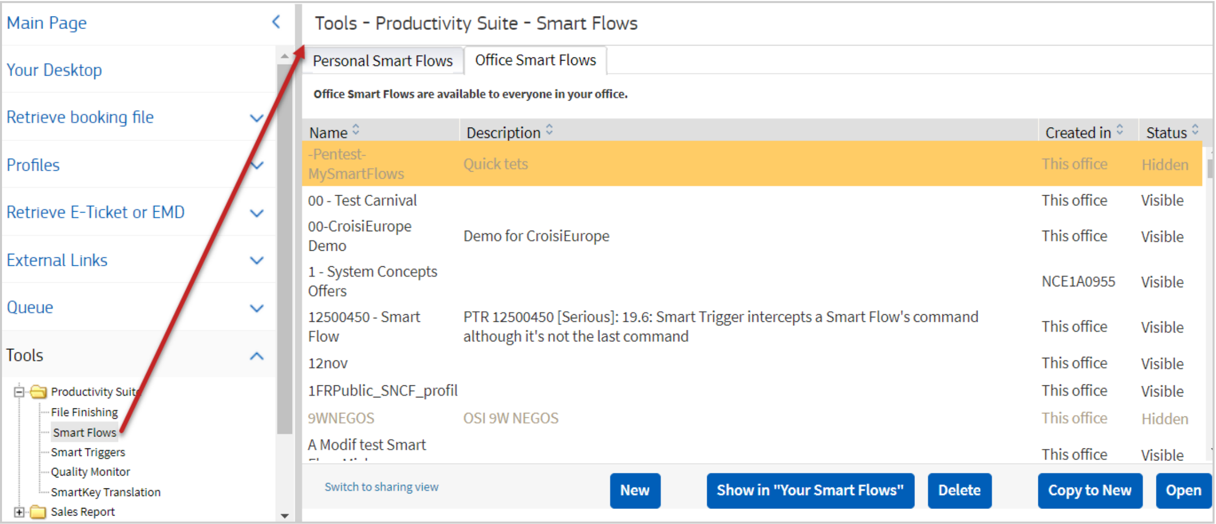
Explanation: main list page

The **Main List** page is the default page for each Productivity Suite tool. It displays all the items that have been created at user or office level.

For each item, the **Created in** column shows the office in which the item was created. Items can be shared with other offices. For more information, see *Sharing items in productivity suite* on page 9.

You can sort the columns in the list by clicking the title bars. The buttons at the bottom allow you to manage items, depending on the tool you are using.

Example: Main list page for Smart Flows



If you are an office administrator, the **Switch to Sharing View** link is also displayed at the bottom of the list of office-level items.

How is credit card information stored in Productivity Suite?

Credit card information is stored in a non-encrypted format. Therefore, you should not add credit card numbers to any content in Productivity Suite.

Some Smart Flows accept input during run time. If the required input is a credit card number, this information is sent to the central system and encrypted immediately.

However, you should not store any credit card number as source code of the Smart Flow because this is not encrypted.

2. Sharing items in productivity suite

What is sharing?

Sharing allows **Productivity Suite** items to be shared between offices.

What are the prerequisites for sharing?

You must be the office administrator for all the offices that want to share an item.

Which items can be shared?

You can share office-level Smart Flows.

Sharing restrictions

- An item can only be shared and edited from the office in which it was created.
- After it is shared, an item cannot be renamed.

Activating and deactivating shared items

If applicable, you can activate and deactivate a shared item in an individual office without affecting its status (active or deactivated) in the other offices.

Deleting shared items

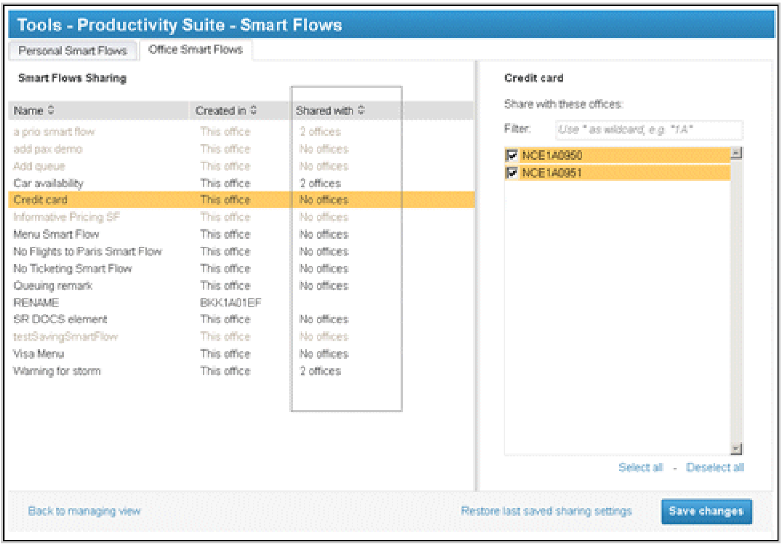
- You can only delete a shared item from the office where it was created.
  If a sharing office does not want to use the shared item, it can be deactivated or hidden in that office.
- When a shared item is deleted, it is deleted in all the offices that share it.

How to view the sharing status of an item

1. In the **Main List** page, click **Switch to Sharing View**.
   For each item in the list:
   - The **Created in** column shows the office in which the item was created.
   - The **Shared with** column shows the office with which the item is currently shared or the number of sharing offices, when there is more than one.
2. Click **Back to Managing View** to return to the **Main List** page.

How to share or stop sharing an item

1. Select the item that you want to share on the **Main List** page.
   You must have created the item that you want to share or stop sharing.
2. Click **Switch to Sharing View**.
3. Select or clear the offices that you want to share or stop sharing the item with.
   These are all the offices to which you currently have login access.



4. To filter the list of offices displayed, use the **Filter** field.
5. To confirm your selection, click **Save Changes**.
6. Click **Back to Managing View** to return to the **Main List** page.

3. Smart Flows

What is the Smart Flows tool?

The Smart Flows tool allows a user or office administrator to build and launch predefined, customisable workflows.

Smart Flows are triggered on request to help users complete repetitive booking and fulfilment tasks.

You can create Smart Flows at the following levels:

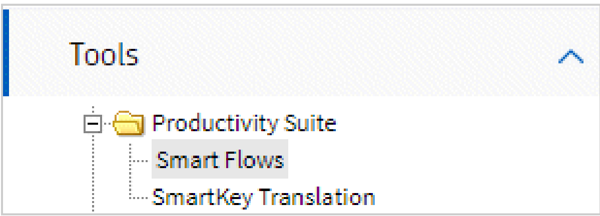
- **Personal**
  The Smart Flow is only available to the user who creates it. Any user can create and edit a personal Smart Flow.
- **Office**
  The Smart Flow can be made available to other users in the same office. You must have the office administrator role to create, share and edit an office Smart Flow.

What are the prerequisites for accessing Smart Flows?

The optional **Productivity Suite** module must be activated by a site parameter before you can access Smart Flows.

How to access Smart Flows

1. In the navigation menu, expand the **Tools** submenu.
2. Select **Productivity Suite > Smart Flows**.



How to create and manage Smart Flows

See the *Smart Flows* guide for more information.

What are the two types of editor in Smart Flows?

- Smart Flow Editor
  This editor is available to users and office administrators.
  It allows you to enter cryptic commands and easily add questions and variables to these commands.
- Advanced Language Editor
  This editor is only available to office administrators.
  It allows you to create a Smart Flow using a specific language defined for Smart Flows. For more information, see *What is the Smart Flow advanced language?* below.
  You can also test a Smart Flow directly from the **Advanced Language Editor** before saving it. See *How to Test a Smart Flow*.

Switching between editors

You can only switch between editors if you are an office administrator.

When you first create a new Smart Flow that has not yet been saved, you can switch from the **Smart Flow Editor** to the **Advanced Language Editor** by clicking on the **Advanced Language Editor** link. Provided you have not saved any changes in the **Advanced Language Editor**, you can undo the switch and return to the **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 Editor**.

When you reopen an existing Smart Flow, it opens in the editor that it was last saved in. If it opens in the **Advanced Language Editor**, you can no longer switch between editors.

What is the Smart Flow advanced language?

The Smart Flow advanced language is a logical syntax language that is compiled by structuring specific statements in basic sentence format. It is used to create Smart Flows in the **Advanced Language Editor**, and it is an alternative to the default **Smart Flow Editor** that uses commands to build Smart Flows.

You can only use the Smart Flow advanced language using the **Advanced Language Editor** if you are an office administrator.

For more information about using the Smart Flow advanced language, see *Reference: Smart Flow Advanced Language Syntax*.

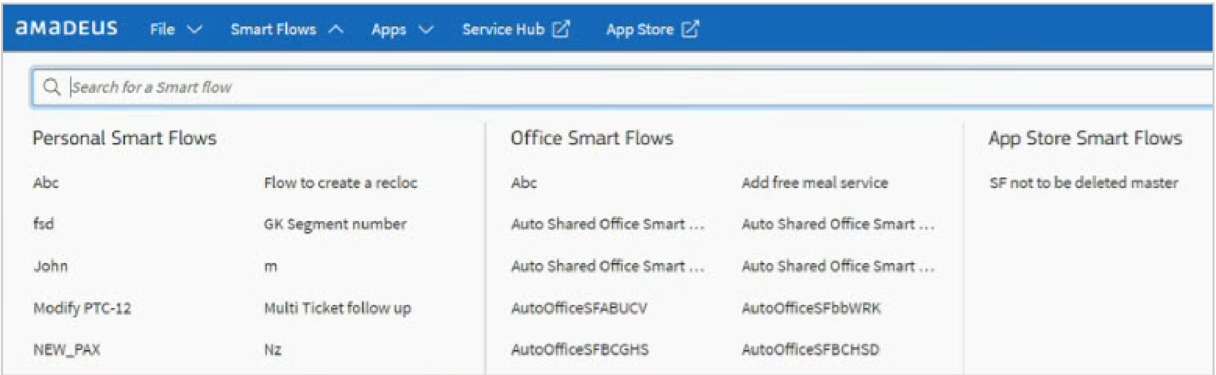
Running and stopping Smart Flows

How to run a Smart Flow

1. Make sure you have opened the booking file.
2. In the menu bar, click **Smart Flows**.

If you have both personal and office Smart Flows, these are shown.

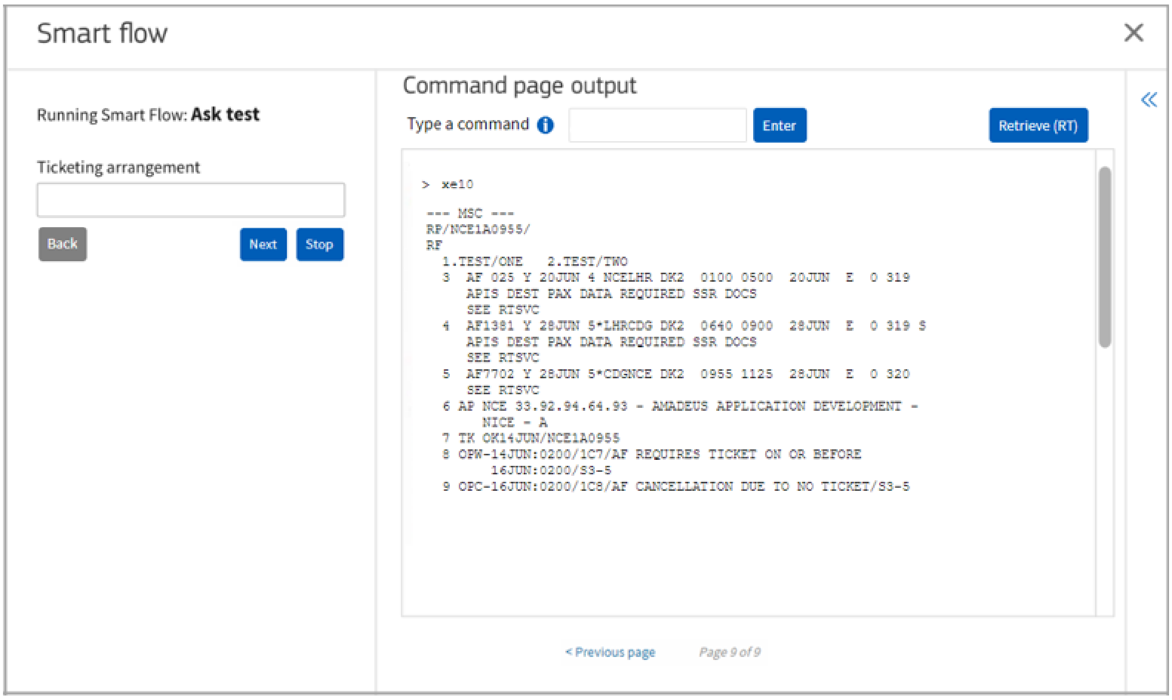
3. From the list of predefined workflows, select the one you want to run.



What happens when you run a Smart Flow?

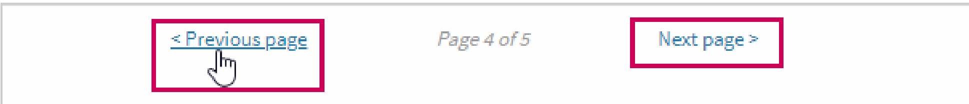
- If the Smart Flow contains questions or instructions, you can enter the responses in the **Smart Flow** dialog box using free text. If there is a list of options to choose from, you can select the correct response using the keyboard or mouse.
- The commands that are sent by the Smart Flow are echoed in the Command Page.
- If several booking files are open when you run a Smart Flow, the Smart Flow only affects the current booking file.
- When you run a Smart Flow from graphic mode, the cryptic response is displayed in the **Command Page Output** section of the **Smart Flow** dialog box. This cryptic display is read-only and cannot be edited.
- You can expand or collapse this **Command Page Output** section using the **Expand** and **Collapse** arrows.

Command page output section of Smart Flow window



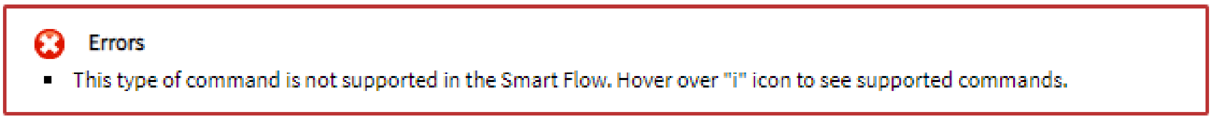
- If there is more than one page of **Command Page Output**, you can use the **Previous Page** and **Next Page** options to navigate from one page to another.

Navigation links in command page output



- You can use the **Retrieve (RT)** button to view PNR elements while the Smart Flow is running.
- To launch a corrective cryptic command while a Smart Flow is running:
  - Enter the command in the cryptic input field in **Command Page Output**.
  - Click **Go** to launch the command.
- When a cryptic command is not supported, an error message appears, showing how to find the list of supported commands.

Error message when command not supported



How to stop a Smart Flow

1. Run a Smart Flow.

   A prompt appears to confirm that the selected Smart Flow is running.
2. Click **Stop** or the icon.

You can only stop a Smart Flow when there is a prompt available.

4. Smart Triggers

What is the Smart Triggers tool?

Smart Triggers is a tool that launches extensions such as scripts or Smart Flows in Selling Platform Connect. For example, a Smart Trigger can be a rule that triggers the launch of a script when a certain command is entered in the prompt of the Command Page.

The different types of extensions that can be run are:

- Smart Flows
- Plus scripts
- Server-side scripts
- Smart Tools

Smart Flows and server-side scripts are advanced options that must be enabled by a site parameter.

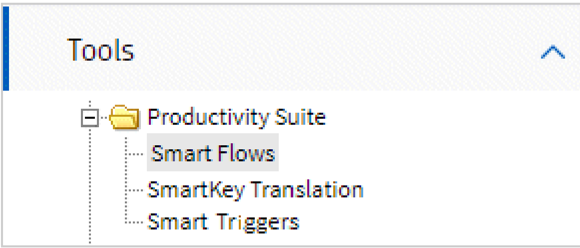
You must be an office administrator to define rules using the Smart Triggers tool.

What are the prerequisites for accessing Smart Triggers?

The optional **Productivity Suite** module must be activated by a site parameter before you can access Smart Triggers.

How to access Smart Triggers

1. In the navigation menu, expand the **Tools** submenu.
2. Select **Productivity Suite > Smart Triggers**.

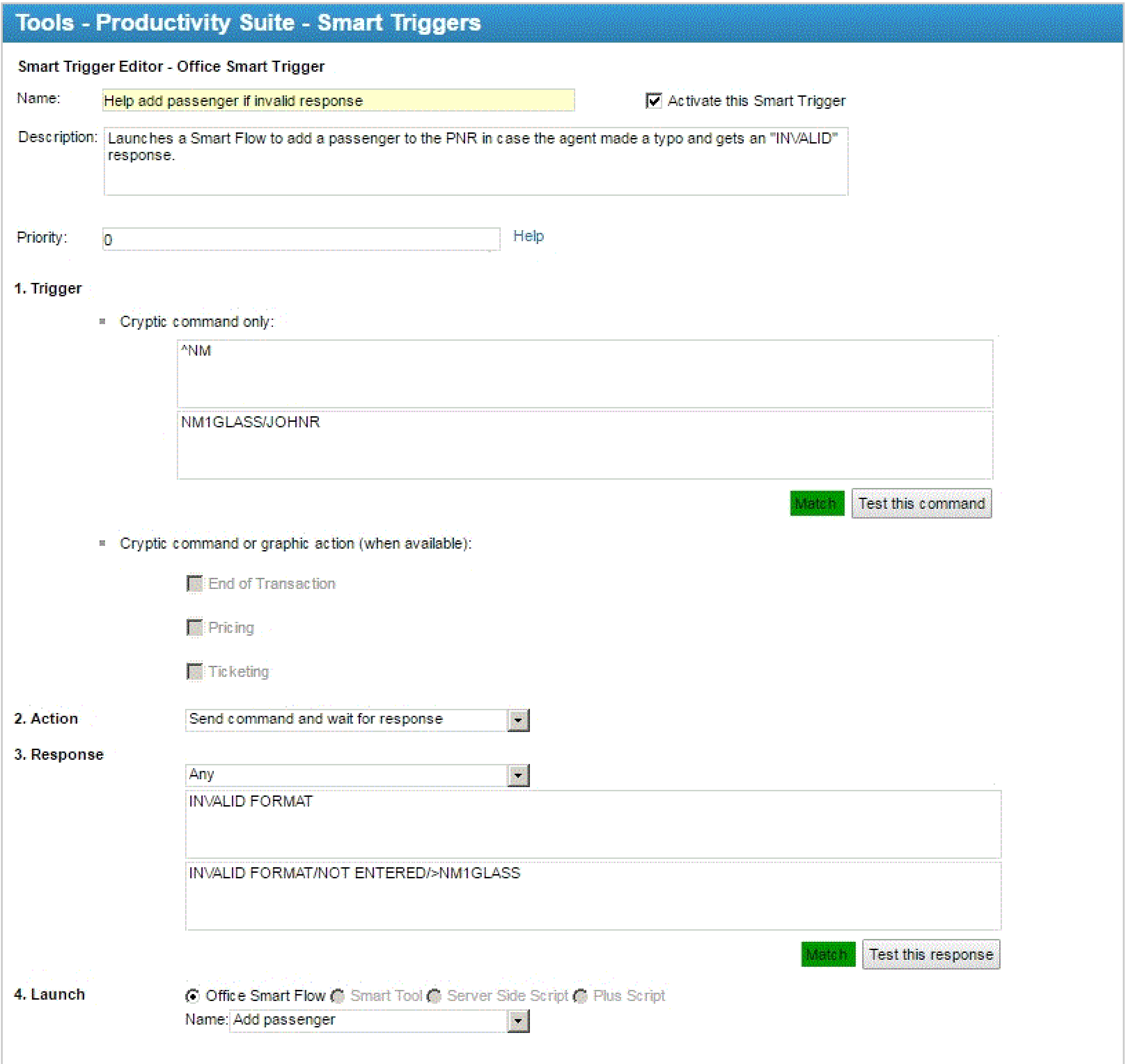


What are the different types of Smart Triggers?

Smart Trigger Type	Description
Smart trigger on command match	These Smart Triggers are used to launch a script instead of the standard response of a cryptic command. They intercept the command and launch the script. There is no response match on these Smart Triggers because there is no response from the Amadeus central system.
Smart trigger on response match	These Smart Triggers are used to launch a script in addition to the standard response of a cryptic command. They do not intercept the command but launch the script in addition to the result of the cryptic command. When creating this trigger type, the cryptic commands are filtered depending on response type and response match. For more information see *Explanation: Smart Trigger Editor Fields*.

You can also create a Smart Trigger that combines both types of trigger: command match and response match.

In the following example, the Smart Trigger intercepts any cryptic command beginning with **NM**. If the response in the Command Page contains the words **INVALID FORMAT**, the Smart Trigger launches an office Smart Flow to help the user add a passenger using the correct format.



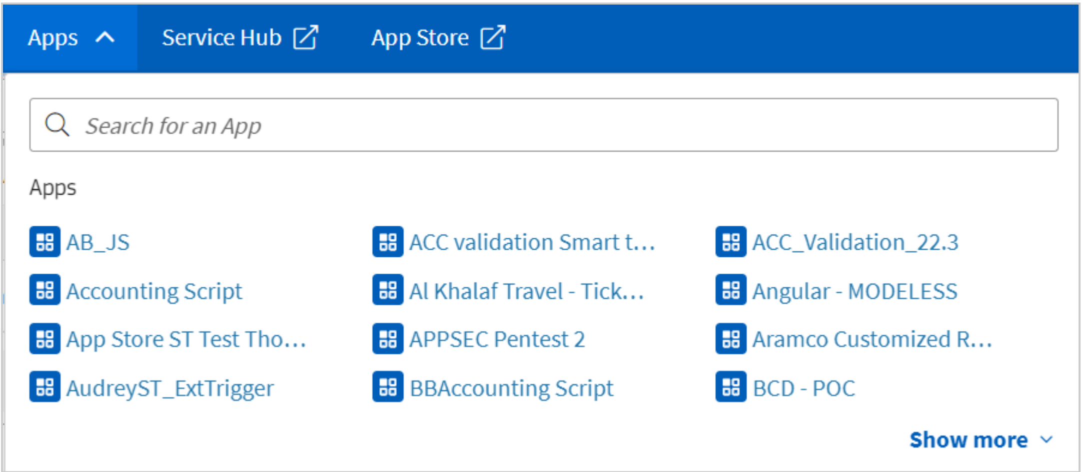
In this example, the command and response matches have been successfully tested using the **Test this command** and **Test this response** options.

How to create and manage Smart Triggers

See the *Smart Triggers* guide for more information.

How to run a script

1. Make sure you have opened the booking file.
2. In the menu bar, click **Apps**.
3. From the list of predefined scripts, select the one you want to run.


Apps
Service Hub
App Store
Search for an App
Apps
AB_JS
ACC validation Smart t…
ACC_Validation_22.3
Accounting Script
Al Khalaf Travel - Tick…
Angular - MODELESS
App Store ST Test Tho…
APPSEC Pentest 2
Aramco Customized R…
AudreyST_ExtTrigger
BBAccounting Script
BCD - POC
Show more

5. Smart Key Translation

What is the Smart Key Translator?

The Smart Key Translator allows you to translate Smart Keys from Amadeus Selling Platform to personal or office Smart Flows in Selling Platform Connect.

Any user can save Smart Key translations as personal Smart Flows but you must be an office administrator to save Smart Key translations as office Smart Flows.

How to access the Smart Key Translator

Expand the **Tools** submenu and click **Smart Key Translation**.

Translating smart keys to Smart Flows

How to translate a smart key to a Smart Flow

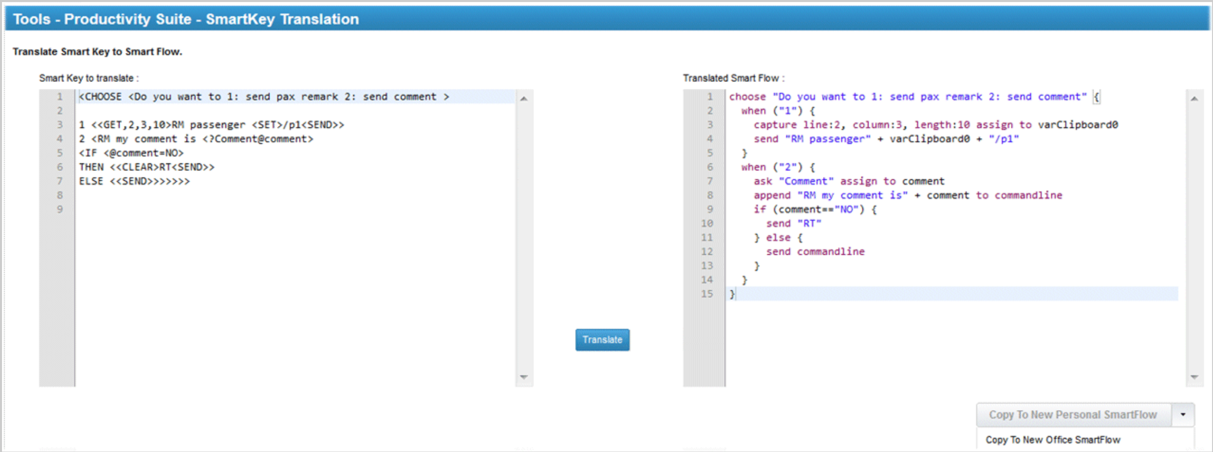
1. Copy the Smart Key that you want to translate and paste it in the **Smart Key to Translate** column of the Smart Key Translator.
2. Click **Translate**.

   The Smart Key appears as a Smart Flow in the **Translated Smart Flow** column and it can be edited if needed.
3. You can copy the translated Smart Flow either to a new personal Smart Flow or a new office Smart Flow using a **Copy to New** memory button. The previous selection is retained and displayed on the memory button for the duration of the session. To display the copy options, click the drop-down arrow on the **Copy to New** memory button.

   You must be an office administrator to copy a translated Smart Flow to a new office Smart Flow.
   a. To copy to a new personal Smart Flow, click **Copy to New Personal Smart Flow**.

      The **Advanced Language Editor** opens and displays the personal Smart Flow.
   b. To copy to a new office Smart Flow, click **Copy to New Office Smart Flow**.

      The **Advanced Language Editor** opens and displays the office Smart Flow.
4. Click **Save**.

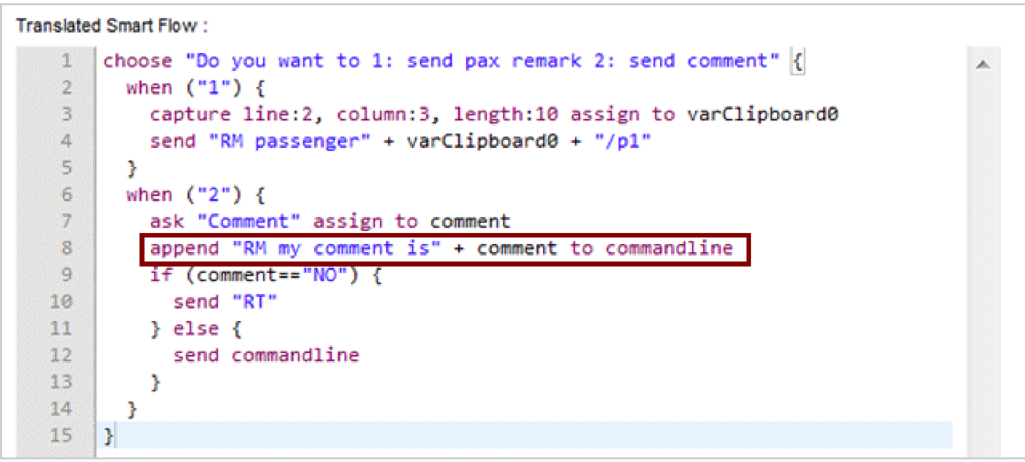


What if the smart key does not contain command code?

If you are translating a Smart Key that does not contain any command code and contains only text, insert the Smart Key between the **append.... to commandline** syntax.

The value inserted between 'append' and 'to' is placed in the command line while waiting to be modified or executed.

Append to... command line



Reference: which smart keys can be translated to Smart Flows

Command Code	Command Description
`<SEND` `<send`	Send command
`<?`	Prompt action

Command Code	Command Description
<CHOOSE <choose	Choose command
<@	Use variable
<TODAY> <today>	Today date value
<SET> <set>	Paste the save value
<GET> <get>	Copy selected text
<REPEAT UNTIL <repeat until	Repeat until instruction
<*	Add a comment
<IF THEN ELSE> <if then else>	If then else instruction
[	Optional prompt
<%	Add an embedded Smart Key

6. Quality Monitor

What is Quality Monitor?

Quality Monitor uses rules, defined by an office administrator, to check that the booking file complies with the correct booking process. It displays blocking, warning and information messages that prompt the user to apply corrections before completing a booking.

Quality Monitor is executed when the user:

- Enters a cryptic command or its equivalent graphical action that is defined in a rule as a trigger for Quality Monitor checks.
  Or:
- Clicks **Check All** in the Quality Monitor checklist.

What is the Quality Monitor editor?

The **Quality Monitor Editor** is used to create and edit rules and add checks to these rules. You can also activate and deactivate rules in the editor.

For information on the autocomplete functionality, refer to *Using autocomplete* on page 25.

What is the Quality Monitor language?

The Quality Monitor language is used to write the check definitions of a Quality Monitor rule. The first instruction of a check definition can be an **if** instruction or a **choose** instruction.

What are the prerequisites for accessing Quality Monitor?

The optional **Productivity Suite** module must be activated by a site parameter before you can access Quality Monitor.

How to access Quality Monitor

In the **Tools** submenu of the **Main Page** navigation menu, expand **Productivity Suite** and click **Quality Monitor**.

How to create and use Quality Monitor rules

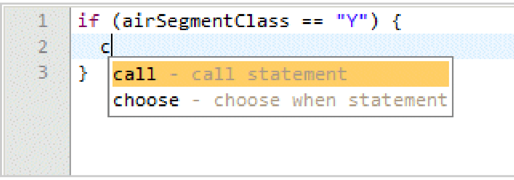
For information on how to create and manage rules, checks and triggers commands, with examples, see the *Quality Monitor* guide.

For information on the Agency Manager Inside (AMI) Quality Monitor, see the *Amadeus Selling Platform Connect Tools* guide.

7. Using autocomplete

What is autocomplete?

Autocomplete is a feature that automatically completes the statements you are typing in the **Advanced Language Editor** or **Quality Monitor Editor**. Inside the editor you can display a list of available proposals and select the appropriate statement instead of manually typing it.



Where can I find information on autocomplete?

In the **Advanced Language Editor**, click **How to Write Advanced Smart Flows**.

How to display autocomplete

1. Place the cursor on a line in the editor.
2. Press **Ctrl+space bar**.
3. To display more specific proposals based on alphabetical filtering, enter the first letter of the statement and press **Ctrl+space bar**.
   The available autocomplete proposals are displayed.

How to select a proposed statement in autocomplete

1. To highlight a proposal, press the **up-arrow** or **down-arrow** key.
2. To select a proposal, press **Enter** when the proposal is highlighted.
   Alternatively, use the mouse to highlight and select a proposal.

How does autocomplete work with insert variables?

You can display autocomplete for an insert variable and for the property of the insert variable.

Example Instruction:`if (Airsegment.where(Airline == ”AF”).count>=1`

In this example, autocomplete is available for the 'Airsegment' insert variable and the 'Airline' property of that variable.

How to display autocomplete for insert variables

1. Place the cursor within the brackets of the **if** condition and press **Ctrl+space bar**.
   All supported insert variables are displayed.
2. Select a variable.
3. Place the cursor within the brackets after the 'where' clause of the variable and press **Ctrl+space bar**.
   All properties associated with the insert variable are displayed.

How to exit autocomplete

- Press **Esc** or the **left-arrow** or **right-arrow** key.
  Or:
- Click outside the autocomplete suggestion area.
  Or:
- Select a proposal.

Reference: Smart Flow statements supported by autocomplete

Statement	Text Inserted When Selected
if	**if** (condition) { }

if else	**if** (condition) {
	}
	else {
	}

else	**else** { }
when	**when** (“”) { }

choose when	**choose** “” {
	when (“”) {
	}
	when (“”) {
	}
	}

Statement	Text Inserted When Selected

choose until when	**choose** “” **until** “” {
	when (“”) {
	}
	when (“”) {
	}
	}

send	**send** “COMMAND”
ask	**ask** “question” **assign to** variable
mandatory ask	**mandatory ask** “question” **assign to** variable
ask email	**ask email** “question” **assign to** variable
mandatory ask email	**mandatory ask email** “question” **assign to** variable
ask number	**ask number** “question” **assign to** variable
mandatory ask number	**mandatory ask number** “question” **assign to** variable
ask date	**ask date** “question” **assign to** variable
mandatory ask date	**mandatory ask date** “question” **assign to** variable
ask date with format DDMM	**ask date** “question” with format DDMM **assign to** variable
mandatory ask date with format DDMM	**mandatory ask date** “question” with format DDMM **assign to** variable
ask date with format DDMMYY	**ask date** “question” with format DDMMYY **assign to** variable
mandatory ask date with format DDMMYY	**mandatory ask date** “question” with format DDMMYY **assign to** variable
ask date with format DDMON	**ask date** “question” with format DDMON **assign to** variable
mandatory ask date with format DDMON	**mandatory ask date** “question” with format DDMON **assign to** variable
ask date with format DDMONYY	**ask date** “question” with format DDMONYY **assign to** variable
mandatory ask date with format DDMONYY	**mandatory ask date** “question” with format DDMONYY **assign to** variable
ask date with format DDMONYYYY	**ask date** “question” with format DDMONYYYY **assign to** variable
mandatory ask date with format DDMONYYYY	**mandatory ask date** “question” with format DDMONYYYY **assign to** variable
ask date with format MMYY	**ask date** “question” with format MMYY **assign to** variable
mandatory ask date with format MMYY	**mandatory ask date** “question” with format MMYY **assign to** variable
ask with format	**ask** “question” with format “regular expression” **assign to** variable

Statement	Text Inserted When Selected

group ask	**group** {
	ask “question” **assign to** variable1
	ask “question” **assign to** variable2
	}

group mandatory ask	**group** {
	mandatory ask “question” **assign to** variable1
	mandatory ask “question” **assign to** variable2
	}

ask until	**ask** “question” **until** “exit” {
	when (“”) {
	}
	}

mandatory ask until	**mandatory ask** “question” **until** “exit” {
	when (“”) {
	}
	}

call	**call** “name”
capture	**capture** line:1, column:1, length:1 **assign to** variable
select	**select** “question” from “option 1, option 2, option 3” **assign to** variable

Reference: Quality Monitor statements supported by autocomplete

Statement	Text Inserted when Selected
if	**if** (condition) { }
when	**when** (“”) { }

choose when	**choose** “” {
	when (“”) {
	}
	when (“”) {
	}
	}

send	**send** “COMMAND”
send auto	**send auto** “COMMAND”

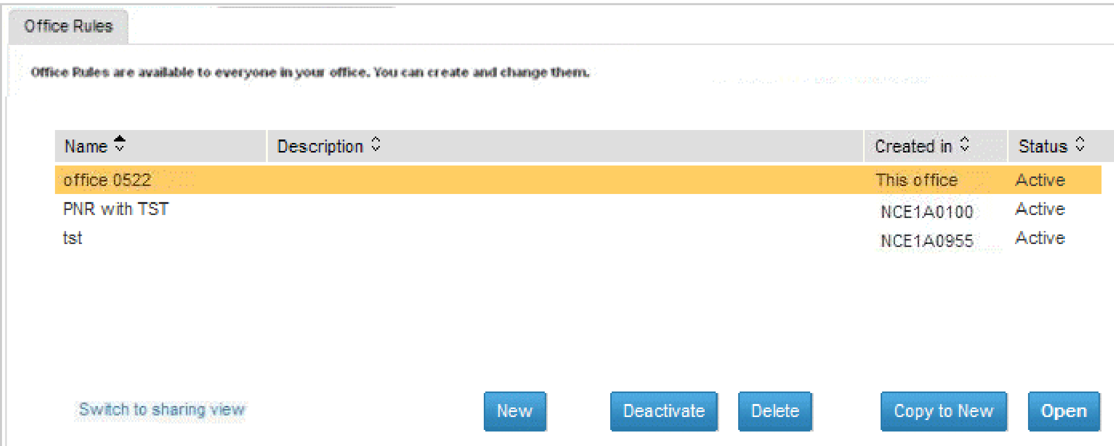
Statement	Text Inserted when Selected
call	**call** “NAME”
set status	**set status** “WARNING” **Note:** The statuses (INFO, WARNING, BLOCKING) are also supported by Autocomplete.

8. Adding missing elements using file finishing

What is file finishing?

The File Finishing tool in **Productivity Suite** allows an office administrator to build business rules that add missing elements to a booking file.

When File Finishing rules are executed, the relevant mid- and back-office information is added to the booking file without any action from the user.



When are file finishing rules executed?

File Finishing rules are executed when a user enters one of the following in the Command Page or its graphical equivalent in the booking file:

- ET
- ER
- ERK
- ETK

The user will then see the results of the File Finishing rules in the Command Page or booking file.

If the **Intelligent rule sending** feature for File Finishing is activated, and a booking file is saved multiple times, File Finishing only executes the matching rules once. If **Intelligent rule sending** is not activated, File Finishing executes all the matching rules every time the booking file is saved.

File finishing and automated queueing

Because File Finishing rules typically run before the booking file is saved to the PNR in the Amadeus reservation system, File Finishing for automated queueing is not supported.

What are the prerequisites for managing file finishing rules?

The optional **Productivity Suite** module must be activated by a site parameter before you can access the tool to manage File Finishing rules.

How to access file finishing rules management

In the **Tools** submenu of the **Main Page** navigation menu, expand **Productivity Suite** and click **File Finishing**.

How to create and use file finishing rules

See the *File Finishing* guide for more information.