

# CATI User Guide



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Date : 10/05/2017



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## CATI

### 1. Goal

CATI is an administrator interface allowing each AF, KL and FB business to manage its own Market/Language combinations according to the communication preferences tables. Moreover, reference tables such as Domain, Group Type, Communication Type and Media are also the responsibility of business administrators to manage reference data.

### 2. Interface presentation

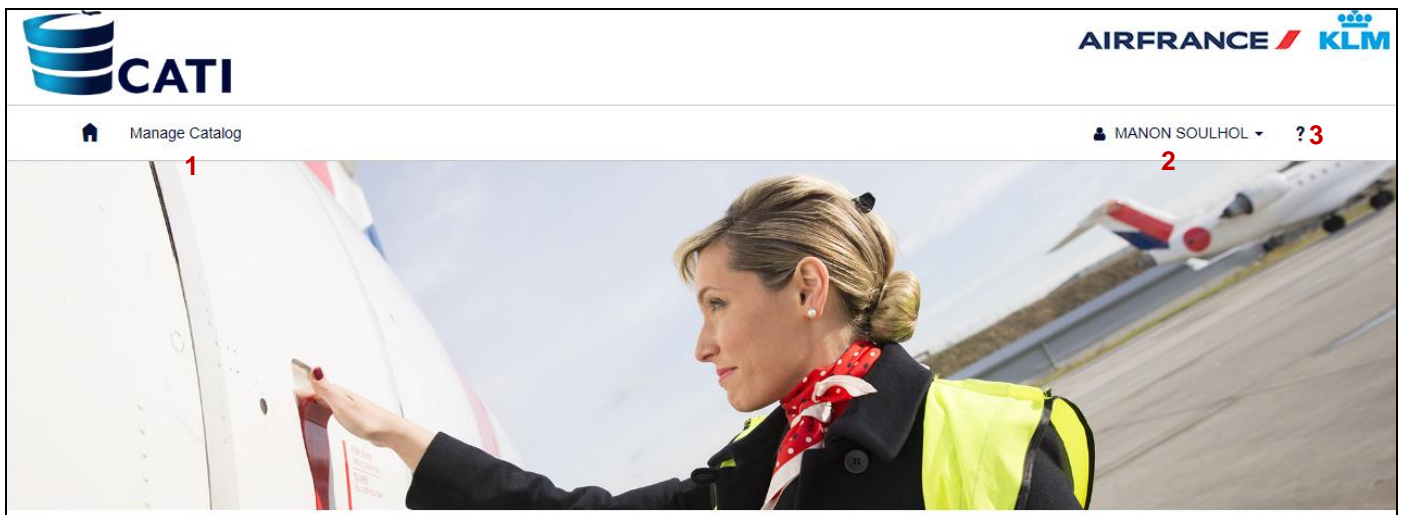
CATI environments are accessible via the following URLs:

- <http://cati-rct.airfrance.fr> for staging environment ;
- <http://cati.airfrance.fr> for live environment.

NB: screenshots used in this guide were taken from staging environment.

#### a. Homepage

After logging in CATI, you see the following homepage.



This page has the following functionalities:

- 1** → Access to Com Pref catalog
- 2** → Log out button
- 3** → Help (link to user guide)



# CATI – Communication Preferences Tables




## b. Access to catalog

When accessing the catalog, list of recorded communication preferences appears.

Functionalities for all catalogs are described below:

- 1 → Registered rows in CATI
- 2 → Export the table as a Microsoft Excel file
- 3 → Show/Mask columns
- 4 → Add a row in the table
- 5 → Direct access to a page
- 6 → Go to the following page
- 7 → Go to the last page
- 8 → List of tables



 **Manage Catalog**  MANON SOULHOL 

**Administration Reference Table** 2 3

**Comm. Preferences**





















Domain


Group type

























Comm. Type **8**

Country Market

Media

ID	Domain	G. type	Type	Description	Market	Default lang	Media	Mandat. opt	N	A	T	Actions
1	S	N	AF	Air France Newsletter	AE	EN	E	N	N	N	N	 
2	S	N	AF	Air France Newsletter	AM	EN	E	N	N	N	N	 
3	S	N	AF	Air France Newsletter	AO	EN	E	N	N	N	N	 
4	S	N	AF	Air France Newsletter	AR	ES	E	N	N	N	N	 
5	S	N	AF	Air France Newsletter	AT	DE <b>1</b>	E	N	N	N	N	 
6	S	N	AF	Air France Newsletter	AU	EN	E	N	N	N	N	 
7	S	N	AF	Air France Newsletter	BE	EN	E	N	N	N	N	 
8	S	N	AF	Air France Newsletter	BF	FR	E	N	N	N	N	 
9	S	N	AF	Air France Newsletter	BG	EN	E	N	N	N	N	 
10	S	N	AF	Air France Newsletter	BJ	FR	E	N	N	N	N	 

 **4**

  **1**                        



### Tables dans CATI

The different tables provided by CATI are the following:

- Communication Preferences
- Domain
- Group Type
- Communication Type
- Country Market
- Media



## 1. Communication Preferences

There are all communication preferences already registered in CATI.  
Each row has a domain, a com type, a group type, a market, one language or more and a media.

Administration Reference Table

Comm. Preferences

Domain

Group type

Comm. Type

Country Market

Media

ID	Domain	G. type	Type	Description	Market	Default lang	Media	Mandat. opt	N	A	T	Actions
1	S	N	AF	Air France Newsletter	AE	EN	E	N	N	N	N	
2	S	N	AF	Air France Newsletter	AM	EN	E	N	N	N	N	
3	S	N	AF	Air France Newsletter	AO	EN	E	N	N	N	N	
4	S	N	AF	Air France Newsletter	AR	ES	E	N	N	N	N	
5	S	N	AF	Air France Newsletter	AT	DE	E	N	N	N	N	
6	S	N	AF	Air France Newsletter	AU	EN	E	N	N	N	N	
7	S	N	AF	Air France Newsletter	BE	EN	E	N	N	N	N	
8	S	N	AF	Air France Newsletter	BF	FR	E	N	N	N	N	
9	S	N	AF	Air France Newsletter	BG	EN	E	N	N	N	N	
10	S	N	AF	Air France Newsletter	BJ	FR	E	N	N	N	N	

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151

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a. Add a row

→ Click on 

The following window appears :

×

Define Markets for a Communication Type

Communication Type

1 

AF

▼

Air France Newsletter

Domain

2 

F

▼

Group type

3 

C

▼

Media

4 

E

▼

Market

Market

Default languages

✎

None

Mandatory optin

✓

✕

N

✓

✕

A

✓

✕

T

✓


✕

Save

Cancel

- Fields **1 2 3 4** are pick lists.
- Market field must be entered manually (2 characters maximum).

Default Languages field is filled as following :

- Click on  to display the following window :

←

Default languages

None

Add default language

Language


+

8





# CATI – Communication Preferences Tables

- Write the language code (2 characters maximum), then click on  :



Default languages

None

Add default language


FR




- When all languages are filled, click on 

Mandatory optin, N, A and T fields must be ticked :


Mandatory optin





N





- ➔ When all fields completed, click on 



b. Update a row

➔ To update a row, click on  for the appropriate one.

The following window appears :

✕

Define Markets for a Communication Type

Communication Type

AF

▼

Air France Newsletter

Domain

S

▼

Group type

N

▼

Media

E

▼

Market

AE

Default languages

✎

1

EN

Mandatory optin

✓

✕

N

✓

✕

A

✓

✕

T

✓

✕

Save

Cancel

➔ When update is complete, click on 



## CATI – Communication Preferences Tables

### c. Delete a row

→ To delete an existing row, click on  for the appropriate one.

The following window appears :



→ To confirm, click on 

**BEWARE** : *this is an irreversible action that can have consequences on customers profiles, please make sure to have contacted RI IMO beforehand.*



2. Domain

There are communication domains identified for AFKL.

AIRFRANCE KLM

Manage Catalog MANON SOULHOL ▾

Administration Reference Table

Comm. Preferences

Comm. Type

Group type

Media

**Domain**

Country Market

#	Code ▾ 🔍	Name 🔍	French name 🔍	Actions
1	F	Flying Blue	Flying Blue	
2	M	Manuel	Manuel	
3	P	Privacy	Privee	
4	S	Sales	Ventes	

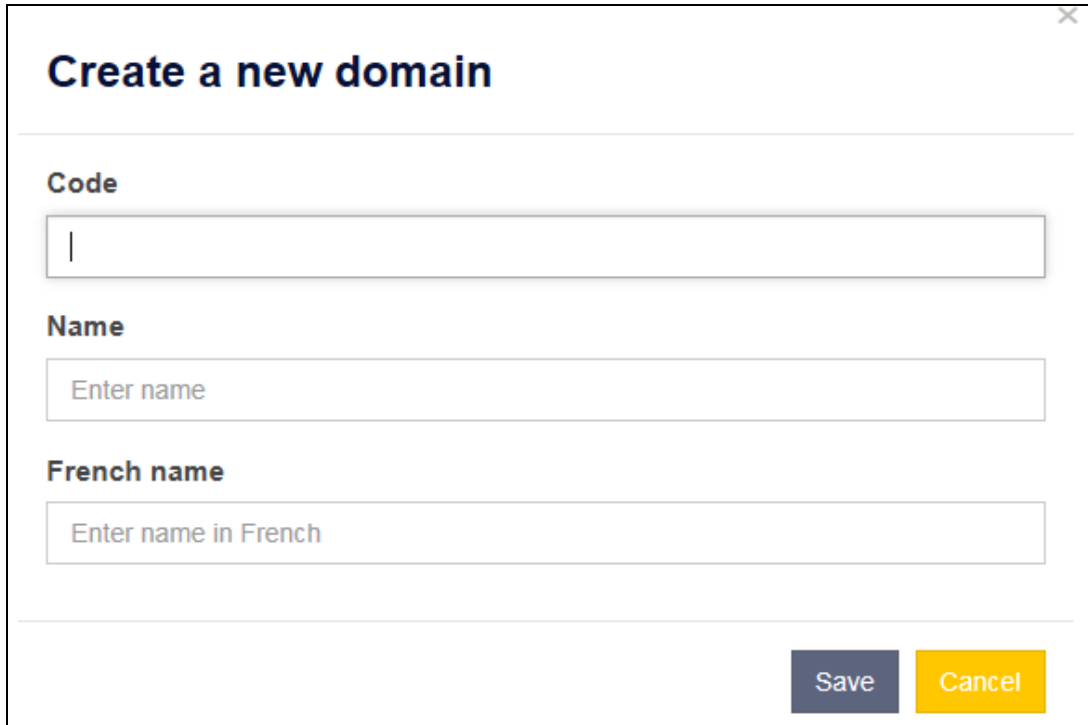


## CATI – Communication Preferences Tables

a. Add a row

→ Click on 

The following window appears :



**Create a new domain**

**Code**

|

**Name**

Enter name

**French name**

Enter name in French

Save Cancel

- Write the code (7 characters maximum)
- Write the names in English and French

→ When all is completed, click on 



## CATI – Communication Preferences Tables

### b. Update a row

→ To update a row, click on  for the appropriate one.

The following window appears :



The dialog box is titled "Update domain" and has a close button (X) in the top right corner. It contains three input fields: "Code" with the value "F", "Name" with the value "Flying Blue", and "French name" with the value "Flying Blue". At the bottom right, there are two buttons: "Save" (dark blue) and "Cancel" (yellow).

- Make the changes.
- **NB: code cannot be modified.**

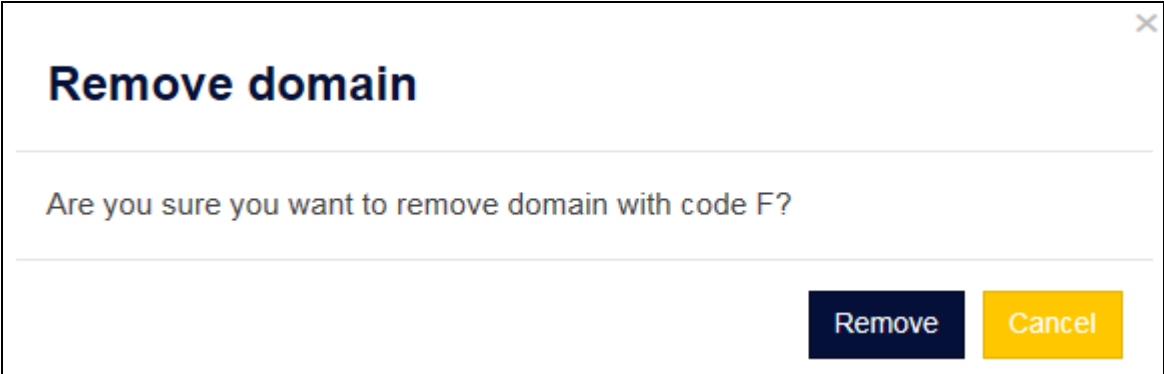
→ When update is complete, click on 



c. Delete a row

➔ To delete an existing row, click on  for the appropriate one.

The following window appears :



➔ To confirm, click on 



3. Group Type

There are communication types used by AFKL.

AIRFRANCE KLM

Manage Catalog

MANON SOULHOL ▾

Comm. Preferences

Comm. Type

**Group type**

Media

Domain

Country Market

Administration Reference Table

#

Code ▾ 🔍

Name 🔍

French name 🔍

Actions

1

C

Contact

Contact

2

GT MANU

Manuel Journal

Journal Manuel

3

M

Magazine

Magazine

4

N

Newsletter

Newsletter

5

S

Service

Service

+





a. Add a row

→ Click on 

The following window appears :

×

Create a new group type

Code

|

Name

Enter name

French name

Enter name in French

Save

Cancel

- Write the code (7 characters maximum)
- Write the names in English and French

→ When all is completed, click on 



b. Update a row

➔ To update a row, click on  for the corresponding one.

The following window appears :

×

## Update group type

Code

C

Name

Contact

French name

Contact

Save

Cancel

- Make the changes.
- **NB: code cannot be modified.**

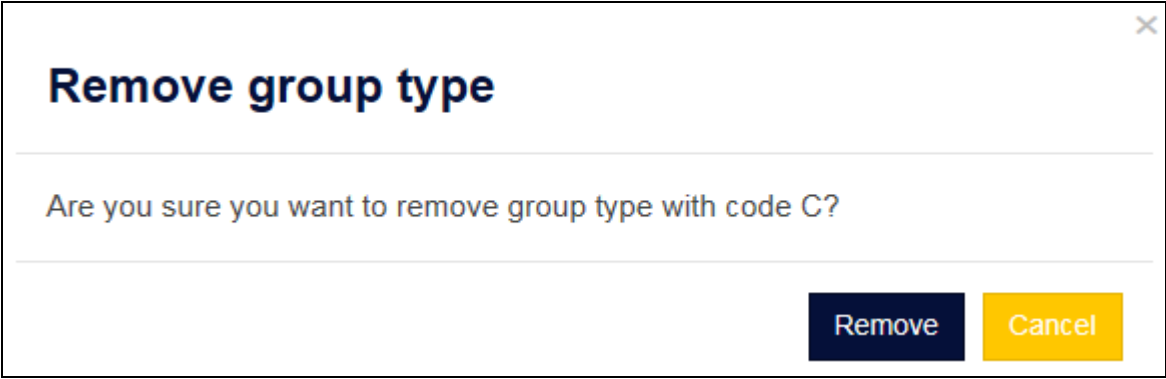
➔ When update is complete, click on 



c. Delete a row

➔ To delete an existing row, click on  for the appropriate one.

The following window appears :



➔ To confirm, click on 



## 4. Communication Type

There are Communication types used by AFKL.

Manage Catalog

MANON SOULHOL

Comm. Preferences

**Comm. Type**

Group type

Media

Domain

Country Market

#	Code	Name	French name	Actions
1	AF	Air France Newsletter	Newsletter Air France	
2	FB_CC	Information about Flying Blue Credit Cards	Information Flying Blue Carte de Credit	
3	FB_ESS	Essential Programme Information	Programme d'Information Essentiel	
4	FB_NEWS	FB Newsletter and Miles Overview	FB Newsletter and Miles Overview	
5	FB_PART	Flying Blue offers from our partners	Offres Flying Blue Partenaires	
6	FB_PROG	Programme Information	Information du Programme	
7	HOP	HOP! Air France Newsletter	Newsletter HOP! Air France	
8	KL	KLM Newsletter	Newsletter KLM	
9	KL_IFLY	KLM iFly Magazine	Magazine KLM iFly	
10	KLFDMAG	KLM Flying Dutchman Magazine	Magazine KLM Flying Dutchman	

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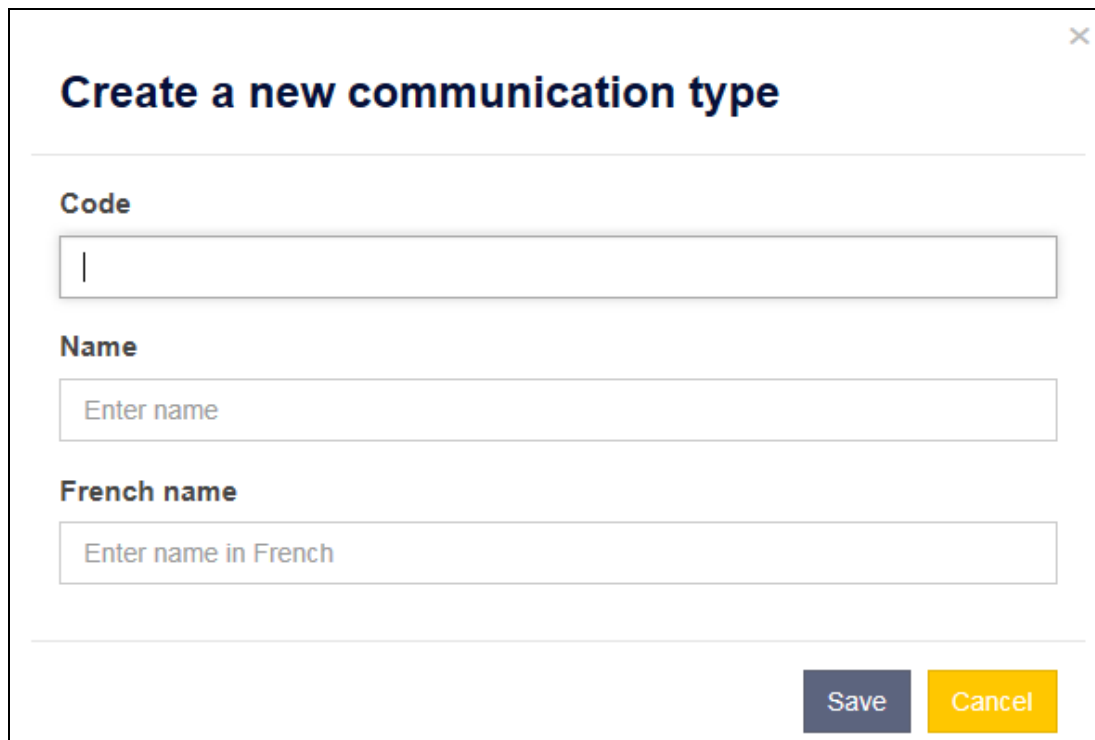


## CATI – Communication Preferences Tables

a. Add a row

→ Click on 

The following window appears :



**Create a new communication type**

**Code**

|

**Name**

Enter name

**French name**

Enter name in French

Save Cancel

- Write the code (7 characters maximum)
- Write the names in English and French

→ When all is completed, click on 



b. Update a row

➔ To update a row, click on  for the appropriate one.

The following window appears :

×

## Update communication type

Code

AF

Name

Air France Newsletter

French name

Newsletter Air France

Save

Cancel

- Make the changes.
- **NB: code cannot be modified.**

➔ When update is complete, click on 



c. Delete a row

➔ To delete an existing row, click on  for the appropriate one.

The following window appears :

×

Remove communication type

Are you sure you want to remove communication type with code AF?

Remove

Cancel

➔ To confirm, click on 



5. Country Market

There are Market/Language combinations used by AFKL.

AIRFRANCE KLM

Manage Catalog

MANON SOULHOL

Comm. Preferences

Comm. Type

Group type

Media

Domain

**Country Market**

Administration Reference Table

#	Country Code	Market	Actions
1	AA	AE	
2	AB	AC	
3	AE	AE	
4	AF	AF	
5	AG	AG	
6	AI	AI	
7	AL	AL	
8	AM	AM	
9	AN	AN	
10	AO	AO	

«

«

1

2

3

4

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25

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»





a. Add a row

➔ Click on 

The following window appears :

×

Create a new country market

Country Code

|

Market

Enter market

Save

Cancel

- Write the country code (2 characters maximum)
- Write the market code (3 characters maximum)

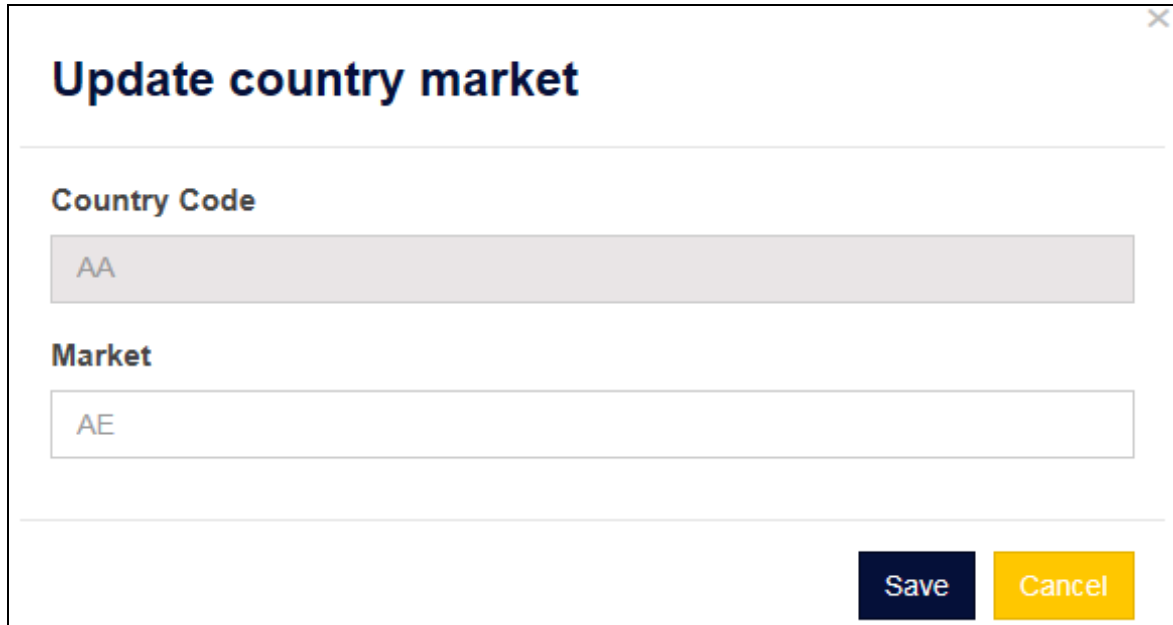
➔ When all is completed, click on 



### b. Update a row

→ To update a row, click on  for the appropriate one.

The following window appears :



The dialog box titled "Update country market" contains two input fields. The first field, labeled "Country Code", has the value "AA". The second field, labeled "Market", has the value "AE". At the bottom right of the dialog are two buttons: "Save" (dark blue) and "Cancel" (yellow).

- Make the changes.
- **NB: country code cannot be modified.**

→ When update is complete, click on 



c. Delete a row

➔ To delete an existing row, click on  for the appropriate one.

The following window appears :

×

**Remove country market**

---

Are you sure you want to remove country market with country code AD?

---

Remove

Cancel

➔ To confirm, click on 



6. Media

There are medias used for communications by AFKL.

AIRFRANCE KLM

Manage Catalog MANON SOULHOL ▾

Comm. Preferences

Comm. Type

Group type

Media

Domain

Country Market

+

Administration Reference Table

#Code ▾🔍Name 🔍French name 🔍Actions

1EEMAILEMAIL✎✕

2MManuelManuel✎✕

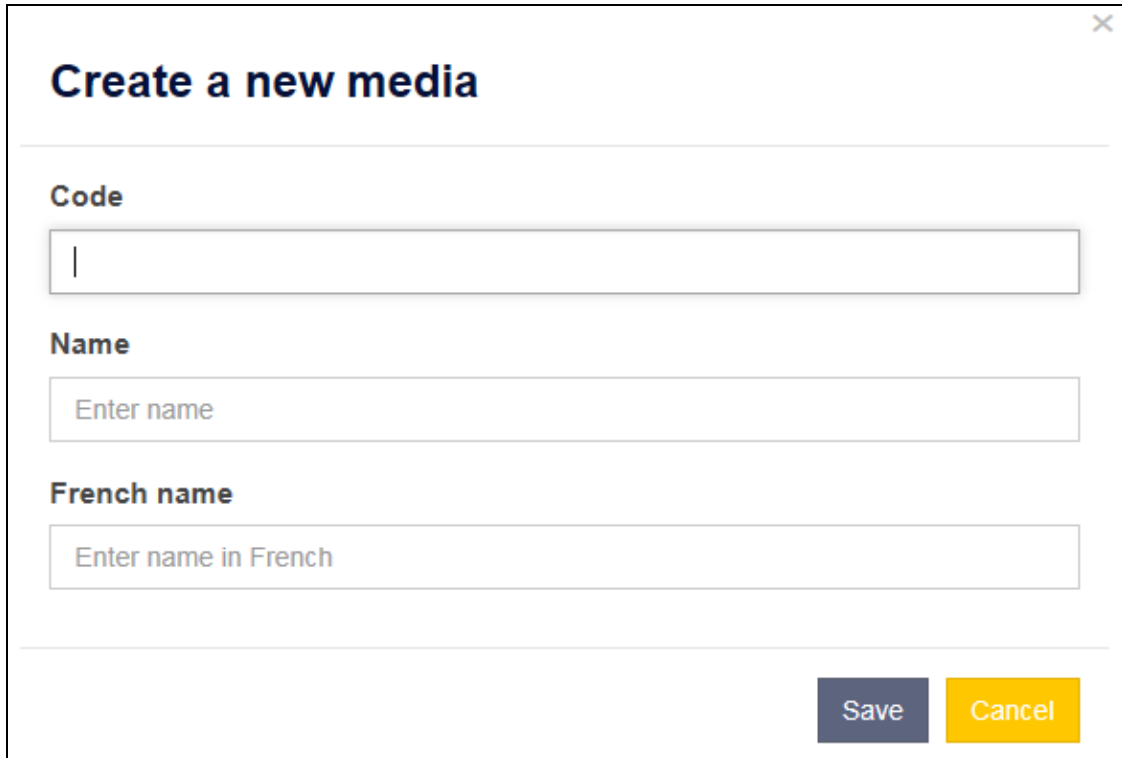


## CATI – Communication Preferences Tables

a. Add a row

→ Click on 

The following window appears :



The dialog box titled "Create a new media" contains three input fields: "Code" (with a single character placeholder), "Name" (with "Enter name" placeholder), and "French name" (with "Enter name in French" placeholder). At the bottom right are "Save" and "Cancel" buttons.

- Write the code (1 character maximum)
- Write the names in English and French

→ When all is completed, click on 



b. Update a row

→ To update a row, click on  for the appropriate one.

The following window appears :

×

## Update media

Code

E

Name

EMAIL

French name

EMAIL

Save

Cancel

- Make the changes.
- **NB: code cannot be modified.**

→ When update is complete, click on 



c. Delete a row

➔ To delete an existing row, click on  for the appropriate one.

The following window appears :

×

Remove media

Are you sure you want to remove media with code E?

Remove

Cancel

➔ To confirm, click on 
























## CATI functionalities





### 1. Display columns

For each table, you can display or mask one or many columns.





















→ Click on 


ID	Domain	G. type	Type	Description	Market	Default lang	Media	Mandat. opt	N	A	T	Actions
1	S	N	AF	Air France Newsletter	AE	EN	E	N	N	N	N	 
2	S	N	AF	Air France Newsletter	AM	EN	E	N	N	N	N	 
3	S	N	AF	Air France Newsletter	AO	EN	E	N	N	N	N	 
4	S	N	AF	Air France Newsletter	AR	ES	E	N	N	N	N	 
5	S	N	AF	Air France Newsletter	AT	DE	E	N	N	N	N	 
6	S	N	AF	Air France Newsletter	AU	EN	E	N	N	N	N	 
7	S	N	AF	Air France Newsletter	BE	EN	E	N	N	N	N	 
8	S	N	AF	Air France Newsletter	BF	FR	E	N	N	N	N	 
9	S	N	AF	Air France Newsletter	BG	EN	E	N	N	N	N	 
10	S	N	AF	Air France Newsletter	BJ	FR	E	N	N	N	N	 







  1 2 3 4 5 ... 151  

→ Tick the columns to display / Uncheck the columns to mask

ID	Domain	Type	Market	Default lang	Media	Mandat. opt	N	Actions
1	S	AF	AE	EN	E	N	N	 
2	S	AF	AM	EN	E	N	N	 
3	S	AF	AO	EN	E	N	N	 
4	S	AF	AR	ES	E	N	N	 
5	S	AF	AT	DE	E	N	N	 
6	S	AF	AU	EN	E	N	N	 
7	S	AF	BE	EN	E	N	N	 
8	S	AF	BF	FR	E	N	N	 
9	S	AF	BG	EN	E	N	N	 
10	S	AF	BJ	FR	E	N	N	 



  1 2 3 4 5 ... 151  

Select columns you want to display

☒ ID

☒ Domain

☐ Group type

☒ Type

☐ Description





















☒ Market























## 2. Rows filtering

You can filter the registered rows with some criteria.

→ Click on  for the field you want to filter

ID	Domain	G. type	Type	Description	Market	Default lang	Media	Mandat. opt	N	A	T	Actions
1	S	N	AF	Air France Newsletter	AE	EN	E	N	N	N	N	 
2	S	N	AF	Air France Newsletter	AM	EN	E	N	N	N	N	 
3	S	N	AF	Air France Newsletter	AO	EN	E	N	N	N	N	 
4	S	N	AF	Air France Newsletter	AR	ES	E	N	N	N	N	 
5	S	N	AF	Air France Newsletter	AT	DE	E	N	N	N	N	 
6	S	N	AF	Air France Newsletter	AU	EN	E	N	N	N	N	 
7	S	N	AF	Air France Newsletter	BE	EN	E	N	N	N	N	 
8	S	N	AF	Air France Newsletter	BF	FR	E	N	N	N	N	 
9	S	N	AF	Air France Newsletter	BG	EN	E	N	N	N	N	 
10	S	N	AF	Air France Newsletter	BJ	FR	E	N	N	N	N	 

→ Write the code/characters you only want to display

ID	Domain	G. type	Type	Description	Market	Default lang	Media	Mandat. opt	N	A	T	Actions
96	S	N	KL	KLM Newsletter	AE	EN	E	N	N	N	N	 
97	S	N	KL	KLM Newsletter	AO	EN	E	N	N	N	N	 
98	S	N	KL	KLM Newsletter	AR	EN	E	N	N	N	N	 
99	S	N	KL	KLM Newsletter	AT	EN	E	N	N	N	N	 
100	S	N	KL	KLM Newsletter	AU	EN	E	N	N	N	N	 
101	S	N	KL	KLM Newsletter	AW	EN	E	N	N	N	N	 
102	S	N	KL	KLM Newsletter	BE	EN	E	N	N	N	N	 
103	S	N	KL	KLM Newsletter	BH	EN	E	N	N	N	N	 
104	S	N	KL	KLM Newsletter	BQ	EN	E	N	N	N	N	 
105	S	N	KL	KLM Newsletter	BR	EN	E	N	N	N	N	 

**NB :** the icon  means a filter has been put for this column.



# CATI – Communication Preferences Tables

You can also add many filters.

→ Click on  for this other field you want to filter

Administration Reference Table

ID

Domain

G. type

Type

Description

Market

Default lang

Media

Mandat. opt

N

A

T

Actions

96	S	N	KL	KLM Newsletter	AE	EN	E	N	N	N	N	<div><div></div><div></div></div>
97	S	N	KL	KLM Newsletter	AO	EN	E	N	N	N	N	<div><div></div><div></div></div>
98	S	N	KL	KLM Newsletter	AR	EN	E	N	N	N	N	<div><div></div><div></div></div>
99	S	N	KL	KLM Newsletter	AT	EN	E	N	N	N	N	<div><div></div><div></div></div>
100	S	N	KL	KLM Newsletter	AU	EN	E	N	N	N	N	<div><div></div><div></div></div>
101	S	N	KL	KLM Newsletter	AW	EN	E	N	N	N	N	<div><div></div><div></div></div>
102	S	N	KL	KLM Newsletter	BE	EN	E	N	N	N	N	<div><div></div><div></div></div>
103	S	N	KL	KLM Newsletter	BH	EN	E	N	N	N	N	<div><div></div><div></div></div>
104	S	N	KL	KLM Newsletter	BQ	EN	E	N	N	N	N	<div><div></div><div></div></div>
105	S	N	KL	KLM Newsletter	BR	EN	E	N	N	N	N	<div><div></div><div></div></div>

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→ Write the code/characters you only want to display

Administration Reference Table

ID	Domain	G. type	Type	Description	Market	Default lang	Media	Mandat. opt	N	A	T	Actions
123	S	N	KL	KLM Newsletter	FR	FR	E	N	N	N	N	<div><div></div><div></div></div>
205	S	M	KL_IFLY	KLM iFly Magazine	FR	NL	E	N	N	N	N	<div><div></div><div></div></div>
<div><div></div></div>												

The displayed rows now match with the filters you added.

Exemple in screenshots : communication preferences from KLM (Newsletter and iFly) for France market.

→ To delete a filter, erase the code/characters written.

**NB:** if filters' row is masked, click on the icon to display it again.























3. Rows sorting

You can sort the rows from a column by ascending or descending order.

➔ Click on the column's name

Administration Reference Table

ID	Domain	G. type	Type	Description	Market	Default lang	Media	Mandat. opt	N	A	T	Actions
1	S	N	AF	Air France Newsletter	AE	EN	E	N	N	N	N	 
2	S	N	AF	Air France Newsletter	AM	EN	E	N	N	N	N	 
3	S	N	AF	Air France Newsletter	AO	EN	E	N	N	N	N	 
4	S	N	AF	Air France Newsletter	AR	ES	E	N	N	N	N	 
5	S	N	AF	Air France Newsletter	AT	DE	E	N	N	N	N	 
6	S	N	AF	Air France Newsletter	AU	EN	E	N	N	N	N	 
7	S	N	AF	Air France Newsletter	BE	EN	E	N	N	N	N	 
8	S	N	AF	Air France Newsletter	BF	FR	E	N	N	N	N	 
9	S	N	AF	Air France Newsletter	BG	EN	E	N	N	N	N	 
10	S	N	AF	Air France Newsletter	BJ	FR	E	N	N	N	N	 

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- The icon  means the rows are displayed by descending order.
- The icon  means the rows are displayed by ascending order.













## 4. Table export

You can export a CATI table in an Excel file.

➔ Display the table you want to export

➔ Click on the icon 

Administration Reference Table				
#	Code	Name	French name	Actions
1	C	Contact	Contact	 
2	GT MANU	Manuel Journal	Journal Manuel	 
3	M	Magazine	Magazine	 
4	N	Newsletter	Newsletter	 
5	S	Service	Service	 

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**NB:** if the downloading does not work, please try another web browser. If not, contact RI IMO.

**NB':** all existing columns for the table are exported in the Excel file, even if they are not displayed in CATI.