# Deloitte.

**Documentation of Business Rules**

Release 2

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# Contents

# Trigger Events

This section contains details of the different events, where they originate and how they are expected to behave.

| Event | Source System | Destination System | Delivery Method | Message Recipients |
|---|---|---|---|---|
| **Cancellation** | TEDS | SALESFORCE | SMS Email | FLIGHT PASSENGERS |
| **Disruption Rebooking** | TEDS | SALESFORCE | SMS Email | BOOKING PASSENGERS |
| **Scheduled Rebooking** | TEDS | SALESFORCE | Email | BOOKING PASSENGERS |
| **Delay** | TEDS | SALESFORCE | SMS | FLIGHT PASSENGERS |
| **New Info** | TEDS | SALESFORCE | SMS | FLIGHT PASSENGERS |
| **Manual Message** | SALESFORCE | SALESFORCE | SMS Email | SELECTED PASSENGERS |

# Business Rules

This section provides details of the Business Rules applicable for the application, how they affect the functionality scoped for this implementation and their respective purpose. A fine-grained distinction regarding the time to departure is made for the Delay Filter rules.

| Rule | Logic | Applicable for | Purpose |
|------|-------|----------------|---------|
| **Override Stop Filter** | Disable sending messages where filter is applicable | • Cancellation<br>• Disruption Rebooking<br>• Scheduled Rebooking<br>• Delay<br>• New Info | Provide opportunity for operations team to control automatic messages |
| **Override Pause Filter** | Create messages in a paused state where filter is applicable | • Cancellation<br>• Disruption Rebooking<br>• Scheduled Rebooking<br>• Delay<br>• New Info | Provide opportunity for operations team to control automatic messages |
| **Cancellation Filter Time to Departure** | Only send cancellation messages if the time to departure is less than 48 hours | • Cancellation | Avoid communicating cancellations for flights far from departure |
| **Delay Filter Flight Close/Medium Time to Departure** | Only send delay information if the delay difference is more than 10 min for flights short and medium time from departure | • Delay | Limit the amount of delay messages sent |
| **Delay Filter Flight Far from Departure Initial** | Only send initial delay message if the delay is more than 1h for flights far from departure | • Delay | Limit the amount of delay messages sent |
| **Delay Filter Flight Far from Departure Subsequent** | Only send subsequent delay messages if the delay difference is more than 30m for flights far from departure | • Delay | Limit the amount of delay messages sent |

| Delete Message Information | Delete message and contact information in Salesforce and Marketing Cloud older than 30 days | • Marketing Cloud<br>• Salesforce | Regulation compliance |
| --- | --- | --- | --- |

# Templates

This section provides an overview of the template types initially available in the system for use by various events. Two versions of each template type are made available where applicable, for Email and SMS message types.

| Template Type | Applicable Event | Message Type |
|---|---|---|
| **Delay Template** | • Delay Event | • SMS |
| **Cancellation Template** | • Cancellation Event | • SMS<br>• Email |
| **Rebooking Template** | • Scheduled Rebooking Event<br>• Disruption Rebooking Event | • SMS<br>• Email |
| **New Info Template** | • New Info Event | • SMS<br>• Email |

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