



Businessclass.com - FL processes

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Step 1 - Starting point



Question

No linked steps

Businessclass.com - FL processes

On the global market apart from our B2B Partner ***Businessclass.com***, there is another company offering similar services called ***Business-class.com***.

The above may cause confusion among the customers, who may be contacting us for reservations made with the company that is not our B2B Partner.

If you receive such interaction, please follow below steps:

1. Ensure that you can not find any order record neither with the order reference number nor with any alternative details as stated in the standard verification process [here](#)
2. Inform the customer that no reservation record can be found in our system based on the provided details, which means that the booking was not created on our sites.
3. Advise the customer to refer to the booking confirmation email for any contact details/link to the agency websites, where the booking was created.
4. Clarify that unfortunately, we cannot help as the reservation was created with another company and we don't have visibility on its record.

You may find useful phone scripts to handle such cases [here](#).

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Step 2

Question

Parent step: 1

Processes exceptions

1. Redirect to CR Step 11
2. Baggage/seating not provided claims Step 12
3. Applicable fees Step 13

Step 3

Solution

Parent step: 1

Who is Business Class?

BusinessClass.com offers a premium travel search engine. The site is aimed at those who fly in First Class, Business Class, and Premium Economy cabins and stay in the finest hotels & resorts. Within our cooperation, ETG's content is provided in terms of flights offers on BusinessClass.com.

Partner's website:

<https://www.businessclass.com/about>

Step 4

 Solution

Parent step: 1

General info about ETG - BC cooperation

Live date of the partnership: 19JUN23

Markets:

The partnership starts with below markets:

US, CA, AU, IN, UK, IE, NO, SE, DK

Booking flow & branding:

Businessclass.com customers will complete the booking process on whitelisted sites branded as BC, i.e:

<https://us.flights.businessclass.com/>

Customers are NOT aware of any ETG brand, the only place where Gotogate is mentioned is T&C on the respective sites.

Therefore all communication with the customer needs to be held under Businessclass.com branding.

Payments:

ETG is the MoR of all transactions, meaning that the charge that the customer sees on his bank account is from ETG.

Post-booking handling:

All the booking inquiries are handled by ETG as per standard ETG processes. Please note that **Redirect to CR** and **Baggage/seating service not provided** processes require the usage of designated templates and contact forms. For more details check the **Processes Exceptions** chapter.

The BC customers have access to MyPortal and can take advantage of all available ETG self-service tools.

ETG mobile App is not available to BC customers.

Applicable fees:

All Businessclass.com orders are exempted from service fees (cost is incorporated into pricing). For more details check the **Processes Exceptions** chapter.

Ancillaries:

Standard post-sale ETG ancillaries are offered to Businessclass.com customers.

In terms of add-ons offered during booking flow, ETG does not facilitate accommodation and car rentals - BC uses its own providers.

No mark-ups are added on the top of the provider cost for YY ancillaries.

Step 5

Solution

Parent step: 1

SLAs for BC

The following terms may be revised.

Currently, applicable SLAs are as per ETG:

- Abandoned% <15%
- ASA - 300 sec
- Email - 2 business days
- CS in English & available 24/7

Step 6

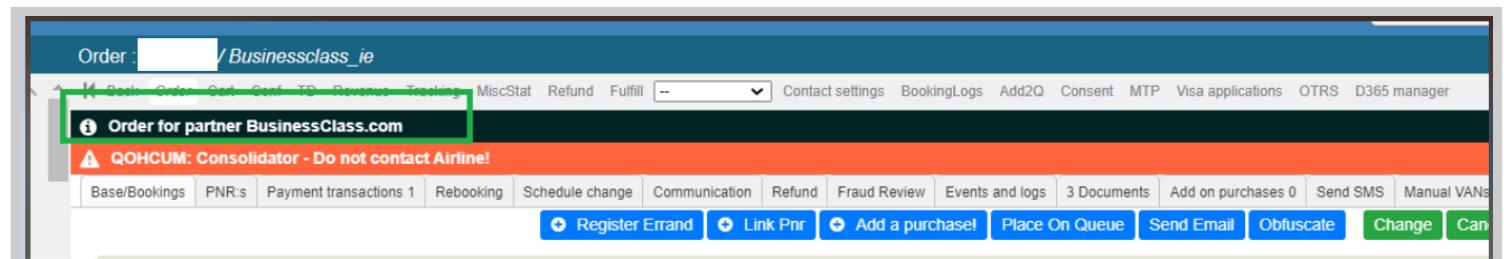
Solution

Parent step: 1

How is a BC order shown in Edvin?

The branding is presented in Edvin as shown below:

1. With the banner '*Order from partner BusinessClass.com*'



2. In the below sections of the order view:

The screenshot shows the Edvin order management interface. At the top, the URL 'Order : [REDACTED] /Businessclass_uk' is displayed. Below the URL, there is a toolbar with various buttons like 'Register Errand', 'Link Pnr', 'Add a purchase', 'Place On Queue', 'Send Email', 'Change', 'Cancel', and 'Modify order'. A red box highlights the URL 'Businessclass_uk'. The main content area has tabs for 'Base/Bookings', '1/1 VAN:s', 'PNR:s', 'Payment transactions 1', 'Rebooking', 'Schedule change', 'Communication', 'Refund', 'Product Pricing', 'Fraud Review', 'Events and logs', '2 Documents', and 'Add'. Under 'Customer', there is a table with fields for Name and Address. Under 'Order', there is a table with fields for Order number, Order ID, and Site, Accounting company, where 'businessclass_uk' is highlighted with a red box.

Standard ETG Order Number is also available in Edvin and this reference is disclosed to the customer.

Step 7

Solution

Parent step: 1

Resending the confirmation email

The same procedure as to all other orders, the agent needs to navigate to the Conf tab.

If the confirmation email does not have the correct branding (Businessclass.com), press the regenerate button first and then resend the confirmation email to the customer:

The screenshot shows the 'Regenerate Confirmation Message' screen. It has a 'Receipt#1' dropdown, a 'Regenerate Confirmation Message' button, and a 'Show All' link. A message states: 'If the Confirmation message for any reason is incorrectly generated, this will regenerate the confirmation message and store a new copy.' At the bottom are 'Reset' and 'Regenerate' buttons.

The image of the confirmation email that you see in Edvin is exactly the same as the confirmation email that the customer receives.

Step 8

Solution

Parent step: 1

Invoice request

The customer is able to create a business receipt by clicking on the Contact Us page on the confirmation email:

The screenshot shows a snippet of a confirmation email. It starts with a welcome message: 'Thank you for booking your trip with us! Here's important information about your reservation, and some great offers just for you.' Below this, there is a section titled 'Important information about your trip on My Bookings'. A red box highlights the 'My Bookings' button. Another button below it is 'Fare Rules'.

The log-in requires ETG's order number and the email address registered in the booking.

The customer can also use MyPortal to create a business receipt for their order:

The screenshot shows the MyPortal interface. At the top, there is a section titled "Extra products" with four options: "Check-in", "Lost Baggage Service", "Special Meal", and "Checked baggage". Below this is a "Customize your trip" section with the same four options. A "See all products" button is located at the bottom right of this section. The middle section is titled "Passengers and baggage" and contains fields for "Elis:" (with a dropdown arrow) and "Email" and "Phone number". The bottom section is titled "Payment" and contains three buttons: "Create invoice" (which is highlighted with a red box), "Print confirmation", and "Send confirmation".

Step 9

Solution

Parent step: 1

Communication with the customer

Genesys phone

All the communication with the customer is handled through standard ETG Genesys' queues, interactions will arrive to the respective market's queue. No exceptional opening script to be used.

Genesys email

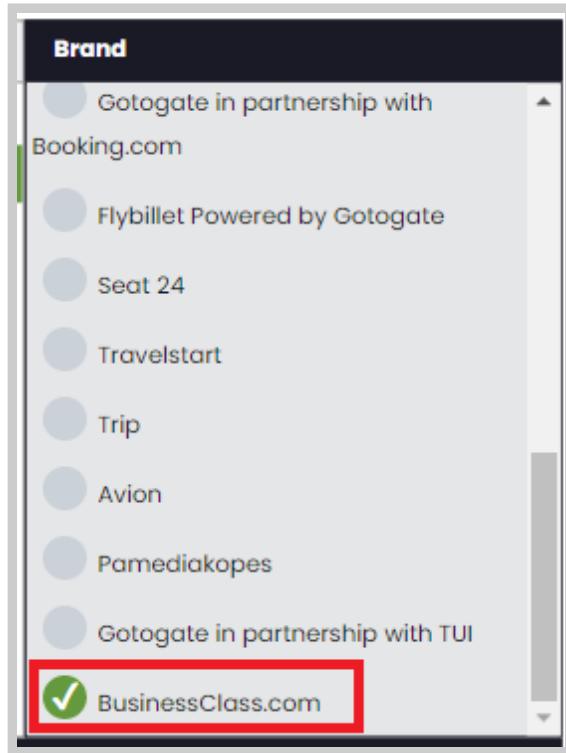
Use the ETG canned responses for the email handling.

Genesys contact email address for BC customers: customerservice@flights.businessclass.com

Please note that the email contact form is not available on the *Contact Us* page. The customers can find relevant email addresses in the T&C.

Etrack

Use the ETG Etrack templates and always make sure that the correct language category and brand (Businessclass.com) is selected:



ATTENTION: Choosing the Businessclass.com branding is crucial, as customers must receive all the correspondence only from the designated brand's email addresses.

Standard routines apply to scenarios when the email needs to be sent from Etrack.

Step 10

Solution

Parent step: 1

Schedule change handling

Businessclass.com - Schedule change handling

General Information	<p>General info about ETG - BC cooperation</p> <p>We should NOT charge a schedule change fee, for any scenario.</p>
	<p>Follow Schedule change Description guidelines for normal schedule change cases.</p> <p>Exception: Do NOT change a sc fee.</p>
How to handle normal SC case	<p>Phone</p> <p>Emails (Genesys Q)</p> <p>Manual handling Q_(Incoming sc notifications from airline)</p> <p>Support</p> <p>Responsible team: each team per division of their market. For more information, click here.</p>
How to handle VI SC case	<p>Incoming sc notifications from the airline</p> <p>Phone</p> <p>Emails (Genesys Q)</p> <p>Support</p> <p>Responsible team: BOM SC team</p>

Step 11

Solution

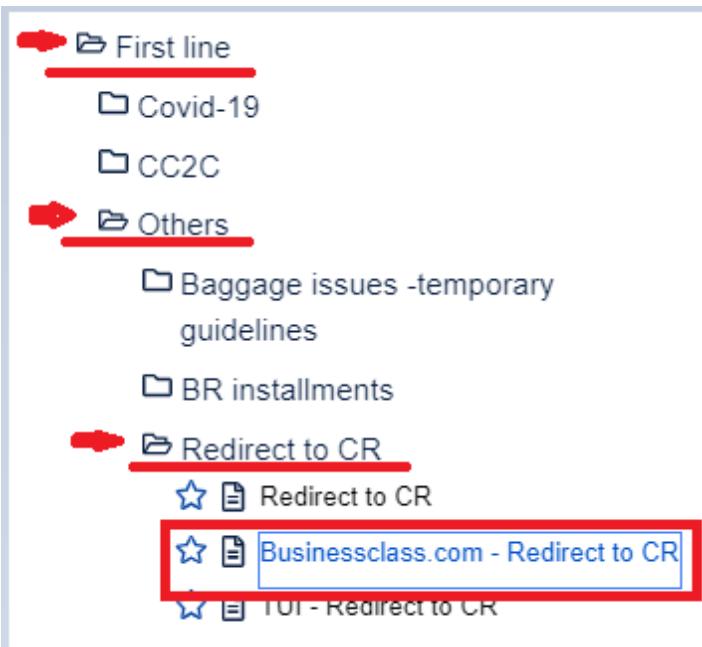
Parent step: 2

Redirect to CR

We can refer a customer to contact our CR Department when there is a need for compensation or if we need to refund an amount paid by the customer by receiving a receipt.

For any other queries where the customer is complaining about our service, fees, processes, etc we should not refer to a complaint. It's up to the customer how to proceed.

Follow the standard process, but when escalating the BC order-related case, always remember to send the no-reply email with the title: "**Businessclass.com - Redirect to CR**" through Edvin that can be found under "First line - Others - Redirect to CR" folder:



For more info regarding the whole process check [here](#)

Step 12

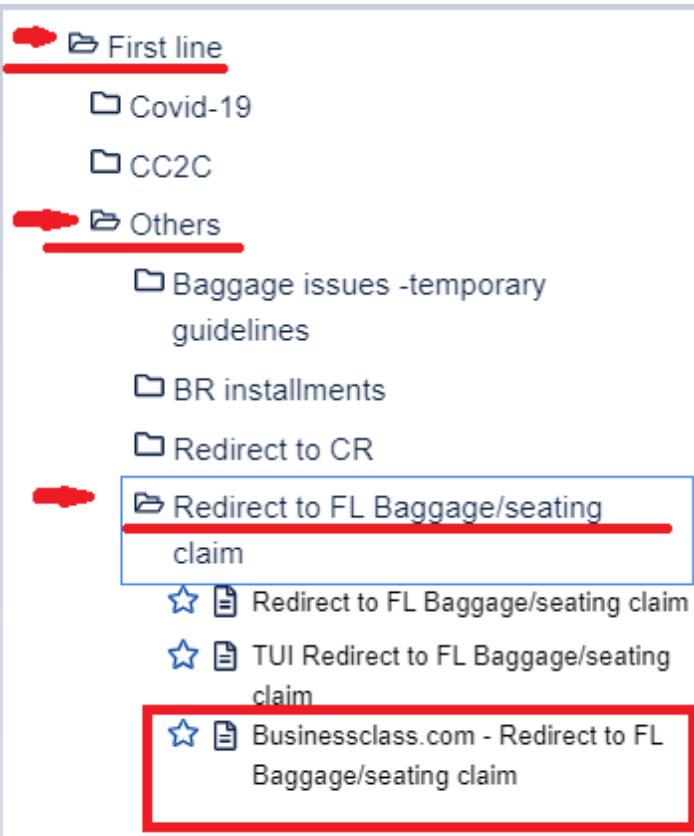
 Solution

Parent step: 2

Baggage/seating not provided claims

Baggage and seating claims are no longer reviewed by Customer Relations, instead, those types of claims are handled by First Line. Do not refer customers to the Customer Relations contact form.

Follow the standard process, but when escalating the B.com phase 1 order-related case, always remember to send the no-reply email with the title: **"Businessclass.com - 'Redirect to FL Baggage/seating claim'** through Edvin that can be found under "First line - Others - Redirect to CR" folder:



For more info regarding the whole process check [here](#)

Step 13

 Solution

Parent step: 2

Applicable fees

Configurations in Edvin are set to reflect the no service fee rule for [Businessclass.com](#) orders in terms of Add-on cart and Modify order pricelists.

Businessclass.com	
<i>Respective service fees (voluntary and involuntary)</i>	<i>NO *</i>
<i>Ancillary Markup (manual handling by agent)</i>	<i>For all types of add-on products (regardless of whether it is LCC or GDS) only provider cost will be charged!</i>

* Edvin Add-on cart and Modify order configurations are set to reflect zero fees for Businessclass.com

orders.