

The Amadeus e-Support Centre provides a single access point to a range of information and services such as troubleshooting and self-learning articles, real-time alerts, tips, product news and rollouts, and a document library.

This self-service web-based support tool is designed specifically for travel agents. It is accessible from the Amadeus Selling Platform.

This Quick Card shows you how to log and manage cases addressed to our support teams. It also teaches you how to create and maintain your profile.

Logging a Case

A case is an electronic record of your problem or request. You should log a case only if you can't find a satisfactory solution to your query in your e-Support Centre.

To log a case:

1. Click on [contact the Help Desk](#) next to the search results.
2. Enter the case details in the pop-up window as required, then click on **Next**.

Tip: The case description panel is limited to 1,200 characters. If you need more space, record your case with a partial description, then click on **Add** in the Updates section to finish the description.

3. Optionally, add attachments (screenshot, error message, copy of the PNR) that help clarify the problem.
4. Click on **Finish** to send your case to your Amadeus support team.

Viewing a List of Cases

Case records in your e-Support Centre are stored in the following categories from the main menu (you may not see all categories, depending on your organisation):

- **My Cases** - All cases created by yourself.
- **My Agency Cases** - All cases created by yourself, or any user from your agency.
- **My Agency Cases History** - All closed cases created in your agency.

Click on **Query** to search for a specific case.

Case #	Status	Date Created
1-157136151	Open	8/8/2007
1-157137101	Open	8/7/2007
1-155228221	Open	7/30/2007

Click on these arrows to sort out the columns.

To view the contents of any record in the list, click on the case number.

Tip: How to read the case status?

- **Open** - The Help Desk is working on the case.
- **Solved / Closed / Rejected** - The Help Desk has solved, closed, or rejected the case.
- **Waiting for Customer** - The Help Desk is waiting for your input.

Working with Case Details

Updating a Case

1. Click on the case number to open the case details.

Click here to update the case description panel.

Click here to request the case closure by the Help Desk.

Update	Type
Test interaction for Customer	Update for Customer
Still not working.	Customer Update

Attachment Name	Size	Type
Legend	2,454	gif
eTA_SELL_Webconfig_MMC	58,168	doc

Click here to attach an external file.

The case details view records all updates made by you (marked 'Customer Update'), and the Help Desk (marked 'Update for Customer').

2. Update the case as required.

71181

Contact First Name: Helen
Contact Last Name: Zadey
Account: CRM Internal Ac
Office Id: MMCTEST01

ntering TTP the first ticket was printed, but the next one is jammed half-way I opened and closed the printer lid but it didn't help. I also tried to remove the but they won't move. Please help, thanks.

I tried again, but the ticket still doesn't print.

Enter your updates. *Update:

Send to Help Desk Cancel

Click here to send your updates to your Amadeus Help Desk.

The case status automatically changes to **Open** after any update. It may subsequently change to **Waiting for Customer** when the Help Desk requires your input.

Note: Depending on your profile, you may be notified of the updates by email, or you may need to manually check the cases' menu list.

Searching for Cases

1. Click on **Query** from the cases' list.
2. Enter one or more query criteria, such as the case number, the office ID, the status, or the creation date.

Case #:
Office Id:
Status:
Date Created:
Title:
Priority:
Go Cancel

3. Click on **Go**.

Managing Your Profile and Preferences

Click on **My Profile** from the main menu to customize your settings, such as how you would like to receive the case notifications.

User Profile

Save Cancel

Mr/Ms:
*Last Name: McCabe
*First Name: Miriam
Contact Method:
Email on Solve:
Email on Close:
Email on Reject:

Select the email notifications that you want to receive.

Amadeus e-Support Centre

Logging a Case

Release 1.2

Quick Card