



Sabre



Automation Hub

Reduce manual and repetitive operational tasks

Product Solution

2023





BUSINESS AND TECH CHALLENGES



Agents are losing potential revenue opportunities due to manual administrative responsibilities

Potential revenue is lost due to repetitive administrative responsibilities

Agents spend up to

70 %

Of their workday performing manual, non-revenue centric tasks.

Not maximizing sales opportunities

At a Glance: The Travel Agent's Day

30%

of time is spent handling enquires, cancellations, confirmations, and ticket issuance

35%

of time is spent handling reservations and monitoring queues

20%

of time is spent managing bookings and documentation

15%

of time is spent tracking follow-ups

Automation and COVID-19

Amidst the pandemic, a Sabre customer implemented post-booking automation APIs and experienced a **50%** conversion from manual process to online self-service processes for rebooking and reusing old tickets, substantially allowing agents to focus on customer relationships and sales.

Imagine if...

Imagine if your post-booking process was **fully automated** so that you could focus exclusively on what matters most:



Increased selling opportunities

Automation Hub enables customers to automate manual and repetitive tasks, allowing agents to focus on upselling and cross-selling opportunities.



Reduced costs

With Automation Hub, the agency can achieve exceptional quality service delivery while reducing operational costs.



Customer engagement

By implementing Automation Hub's quality standards, customer engagement, personalization, and relationship management are improved.



THE PATH TO AUTOMATION



A Typical Agent's Day



01

Address customer inquiry



02

Create a booking



03

Service PNR



04

Price



05

Ticket



06

Notify Customer



07

Monitor PNR and track changes



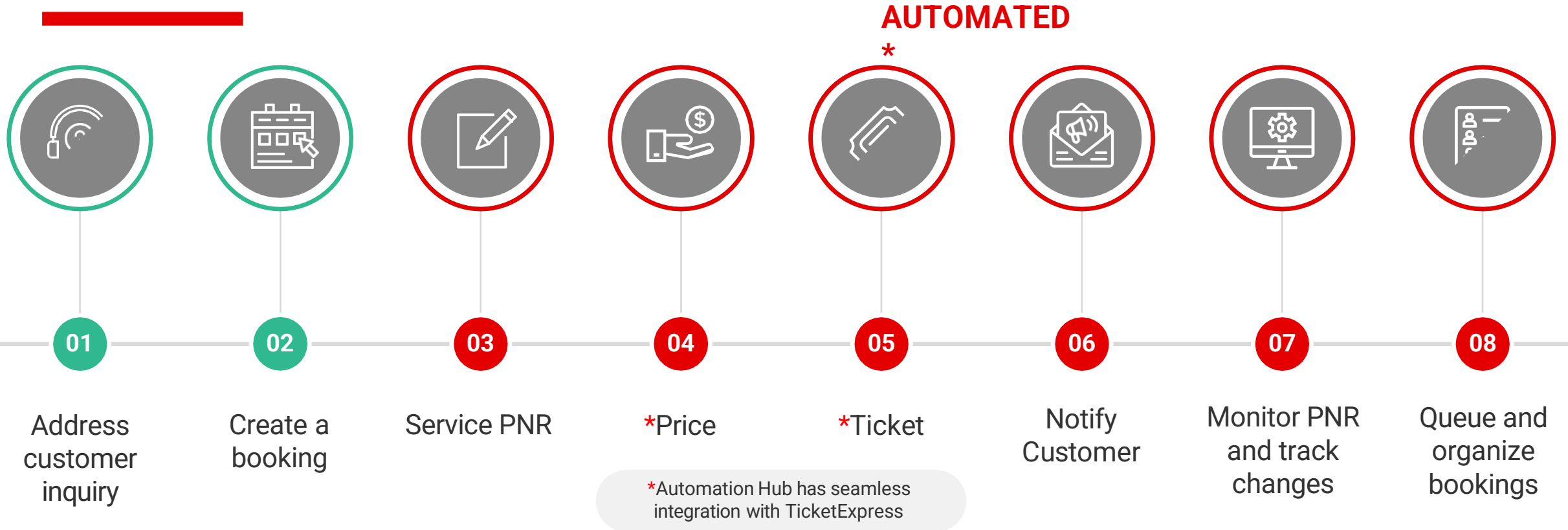
08

Queue and organize bookings

Manual processing is time consuming and prone to errors, potential mistakes:

TC oversight resulting in missed ticketing timelines, schedule change updates, cancellation of HX segments and delayed customer notification, etc.

A Typical Agent's Day with Automation Hub



***SAVE UP TO 21%**

A Sabre Global Consulting Team study shows that customers using Automation Hub, experience an average of 21% TOTAL SAVINGS.

Automation Hub reduces manual and repetitive agency operational tasks



Increase agency operational efficiency

Automate manual and repetitive tasks with a single 'consolidated technology solution' to manage critical agency processes and reduce operational costs



Achieve consistent quality and accuracy

Eliminate manual errors and achieve consistent quality service delivery including bookings with 'NDC' segments

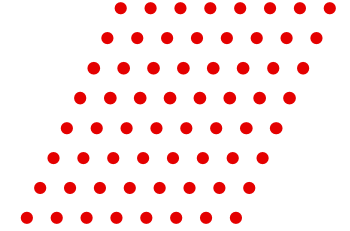


Ease of activation and process creation

Ease of activation and process creation with comprehensive User Interface, cloud-based and flexible technology solution to suit unique business needs

A tool to automate repetitive agency operational tasks through a series of 11 configurable integrated functions.

Automation Hub: Summary of Functions



CheckPNR

Filter PNR elements including NDC segments as reference of a process or use as process validation

Functions can be chained and configured easily to achieve complex and intricate workflows

CheckPNR

Left Value

Record Locator	Air	Departure Information	Check-In Airline Code
Creation Date Time	Seat	Arrival Information	Marketing Airline Code
Agent Sine Code	Cruise	Carrier	Operating Airline Code
Itinerary Info	Hotel	Is Segment Expired	
Remarks	Car	Flight Number	
Customer Info	Insurance	RBD - Class	
Ticketing	MiscSegment	Party Count	
Payment Information	Ancillaries	Segment Status	
Received From		Number of Stopover	
DK Number		Connection Indicator	
SSR		Segment Number	
OSI		Air Equipment	
Future Price Info		Distance	
Price Quote		Supplier Reference	
PCC Information			

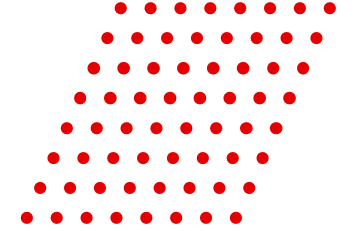
S/N.	FIELDS TO CHECK	CONDITION (GROUP)	CONDITION (ELEMENT)	COMBINE (AND)
<input type="checkbox"/> 1	Itinerary Info -> Air -> Carrier -> Marketing Airline Code	Any	contains SQ	<input type="checkbox"/>
<input type="checkbox"/> 2	DK Number		contains 91882911	1



Filter and Validate

- Filter specific PNR elements (including those with NDC segments) for validation or use as reference of a condition in a 'process.'
- Pre-defined conditions such as 'contains,' 'any,' 'existing,' is used to match a certain PNR value in the booking

Automation Hub: Summary of Functions



CheckPNR

Filter PNR elements including NDC segments as reference of a process or use as process validation



Schedule Change

Process PNR with involuntary schedule change with interactive eMessaging option; check schedule change of NDC segment and receive alerts

Functions can be chained and configured easily to achieve complex and intricate workflows

Schedule Change (NextGen) – Revalidation

- Schedule Change: Flight Number Change

```
1.1TEST/TEST
1 TG 110Y 14JUN F BKKCNX UN1 110P 220P /DCTG*LXDEK4 /E
2 TG 104Y 14JUN F BKKCNX TK1 845A 955A /DCTG*LXDEK4 /E
TKT/TIME LIMIT
1.T-29MAY-50XD*ACM
PHONES
1.SIN2323432
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
INVOICED

1 Sabre - (Area A)
+RSXAUH <<
1.1TEST/TEST
1 TG 104Y 14JUN F BKKCNX HK1 845A 955A /DCTG*LXCVLP /E
TKT/TIME LIMIT
1.T-29MAY-50XD*ACM
PHONES
1.SIN2323432
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
INVOICED
PRICE QUOTE RECORD - AUTOPRICED
GENERAL FACTS
1.SSR OTHS 1B TG TICKET TIME LIMIT WILL BE GIVEN LATER
3.SSR OTHS YY TG REVAL DUE TO INVOL SKED CHG
4.OSI TG REVAL DUE TO INVOL SKED CHG
REMARKS
1.XXTAW/
2.AH-SC AUTO-REVAL SUCCESSFUL 30MAY19
ACCOUNTING DATA
1. TG+2969875771/ 0.00/ 169.00/ 4.40/ONE/CA 1.1TES
TEST/1/E/E

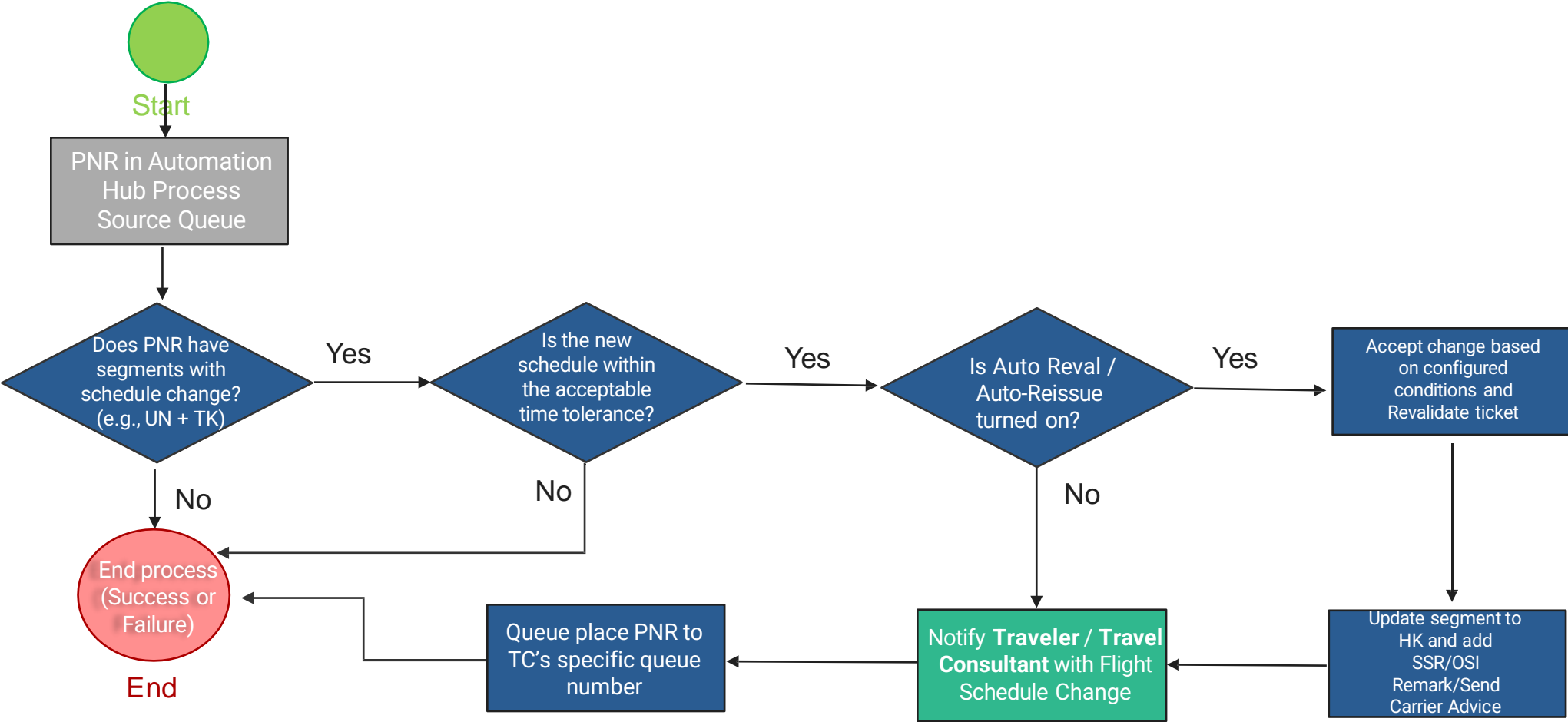
Sabre® Native Terminal Emulator
File Edit View Keys Tools Options Help
1 Sabre - (Area A)
WETR*2<<
ELECTRONIC TICKET RECORD
INV: CUST: PNR:RSXAUH
TKT:2172969875771 ISSUED:29MAY19 PCC:50XD IATA:99999992
NAME:TEST/TEST
FOP: CASH
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT
1 TG 104 Y 14JUN BKKCNX 845A OK Y1YOTG OPEN
FARE THB3890 TAX 4.40TS
TOTAL SGD173.40 EQUIV FARE PD SGD169.00
BKK TG CNX3890THB3890END
```

When “Revalidate” option is configured, and PNR schedule change is successfully processed, segment and ticket will be updated with SSR/OSI lines created

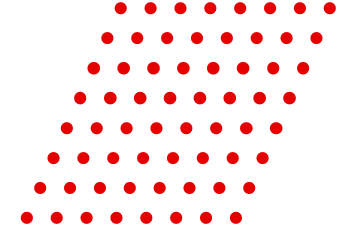
Schedule Change-NextGen

Functions

Send eMessaging
Schedule Change - NextGen



Automation Hub: Summary of Functions



CheckPNR

Filter PNR elements including NDC segments as reference of a process or use as process validation



Schedule Change

Process PNR with involuntary schedule change with interactive eMessaging option; check schedule change of NDC segment and receive alerts



Queue

Queue Place, Queue Move, Queue Remove or Queue Retain PIC

Functions can be chained and configured easily to achieve complex and intricate workflows

Queue: UI Configuration

Consolidated Host Queue features can be used as a standalone process or a part of a multi-Functions process

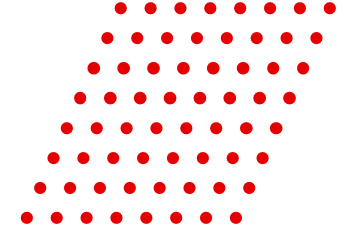
LABEL	DEFAULT VALUE
Queue Operation*	Place <input type="text"/>
Place in PNR Create Agent's default queue	<input checked="" type="radio"/> True <input type="radio"/> False
Destination Queue	Enter Text Here...

Select a specific Host Queue command from the drop-down list to be used as part of a process

LABEL	DEFAULT VALUE
Queue Operation*	Move <input type="text"/>
Auto Agent Queue Move*	<input type="radio"/> True <input checked="" type="radio"/> False
Source Queue*	5,6
Destination Queue*	101
Additional Qualifier	Enter Text Here...

Select "True" to queue place PNR to agent's default queue number; "False" for a different 'Destination' queue

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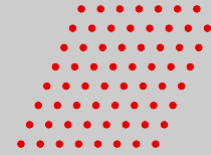


CancelAirSegment

Cancel non-active air segments including HX status

Functions can be chained and configured easily to achieve complex and intricate workflows

CancelAirSegment



LABEL	DEFAULT VALUE
Status (HK not allowed)	UN;UC;NO
Origin & Destination	Enter Text Here...
Airline	Enter Text Here...
Delete HX	<input checked="" type="radio"/> True <input type="radio"/> False
Cancel Ticketed Segment	<input type="radio"/> Yes <input checked="" type="radio"/> No
Function Result Mapping	DEFAULT ▼

Function Result Mapping

Name* CancelHX Functions* CancelAirSegment

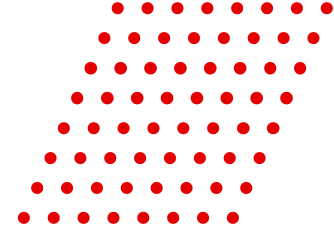
CODE	DESCRIPTION	SUCCESS	OUTPUT QUEUE PCC	OUTPUT QUEUE NUMBER	PREFATORY CODE (PIC)	REMARKS
CA_01	Cancellation stop as Delete HK not allowed.	N	\$(PROCESS_PCC)	320	20	CancelAirSegment on HK segment not allowed.
CA_02	No flight segment Found that matches configuration	N	E8Q8	120	\$(RETAIN_PIC)	CancelAirSegment has no flight segment that matches configuration.
CA_03	Involved HX segment And Delete HX set to false	N	\$(BOOKING_PCC)	\$(TC_ID_QUEUE)	\$(RETAIN_PIC)	CancelAirSegment Delete HX function is set to false.
CA_04	Segment cancellation Failed	N	\$(BOOKING_PCC)	295	11	CancelAirSegment failed.

Manage Non-active segments

Auto-delete ticketed or unticketed “non-active” segment status such as, **UN**, **UC**, **NO** in the PNR including **HX**.

Use the ‘Function Result Mapping’ tool to auto-queue place the PNR and append a pre-configured PNR Remark.

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CancelAirSegment

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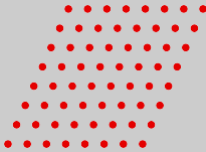


Fare Optimizer

Search for lowest fare with cut-off time, baggage threshold, auto-rebook

Functions can be chained and configured easily to achieve complex and intricate workflows

Fare Optimizer - Parameters



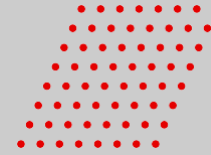
Fare Search Command*	WPNC ▼
25 Carriers Account Code/Corporate ID to Search	BFM
Search Option*	WPNC
To Prompt*	Post Ticket Fare Optimizer
	Pre Ticket Fare Optimizer
Hardcopy Printer LNIATA	Enter Text Here...
Invoice Printer LNIATA	Enter Text Here...
Auto rebook when lowest fare found*	<input type="radio"/> Yes <input checked="" type="radio"/> No
Threshold Amount for All PTC*	1.00
Threshold Per PTC(Adult,Child,Infant)*	<input type="radio"/> Yes <input checked="" type="radio"/> No
Match Against*	Base Fare ▼
Baggage Check (Same or Better)?*	<input type="radio"/> Yes <input checked="" type="radio"/> No
Fare Rule Category (multiple allowed, Post Ticket Fare Optimizer will always return rule 16)	Enter Text Here...
Process Fare Optimizer with Cut Off Time*	<input type="radio"/> Yes <input checked="" type="radio"/> No
Set Remark in PNR for Lower Fare Found(Required for IUR generation)*	<input checked="" type="radio"/> Yes <input type="radio"/> No



Optimize Fares

- Select parameters to be validated or enter specific value to be matched during the fare optimization process
- Choose the PNR type to apply the fare optimizer process (**Pre-Ticket** or **Post Ticket**), as well as and the fare search command to be used (**WPNC** or **BFM**)

Fare Optimizer - Parameters



Exchange, Refund and Penalty Conditions Check*

Yes No



Fare Stored in PQ

Candidate Fare

Base Fare: USD1,000
Exchange: Penalty USD200
Refund Condition: NONREF

Base Fare: USD700
Exchange: Penalty USD200
Refund Condition: NONREF

Proceed to Optimize
using Candidate Fare

Base Fare: USD1,000
Exchange: Penalty USD200
Refund Condition: NONREF

Base Fare: USD700.00
Exchange: Penalty **USD100**
Refund Condition: NONREF

Proceed to Optimize
using Candidate Fare

Base Fare: USD1,000
Exchange: Penalty USD200
Refund Condition: Refundable

Base Fare: USD500
Exchange: Penalty **USD300**
Refund Condition: **NONREF**

Candidate Fare is
more restrictive
Will not optimize

Base Fare: USD1,000
Exchange: Penalty USD200
Refund Condition: Refundable

Base Fare: USD500
Exchange: Penalty **None**
Refund Condition: **NONREF**

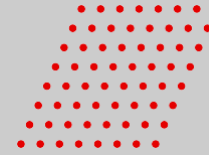
Candidate Fare is
more restrictive
Will not optimize

Pre-validation Check

Evaluates a candidate lower fare's **Exchange, Refund and Penalty** conditions to match against the existing PQ prior to optimization.

Non-Refundable tickets will not be matched if ticket has already passed the void period; thus, fare will not be optimized

Fare Optimizer



Potential Savings Report (Un-Ticketed Bookings with Optimized Fare)

Carrier	Departure	Ticket	PTC	Currency	Original PQ	Lowest Fare	Potential	Canx Fee
AI	07-Jan-2020	098373949530 6	ADT	INR	34704.00	27362.00	7342.00	2600.00
BA	06-Feb-2020	125373950277 3/74	ADT	INR	125030.00	109212.00	15818.00	7000.00
PG	06-Jan-2020	829944684017 3	ADT	INR	23988.00	18776.00	15636.00	1500.00
PG	06-Jan-2020	829944684017 2	ADT	INR	23988.00	18776.00	15636.00	1500.00
PG	06-Jan-2020	829944684017 4	ADT	INR	23988.00	18776.00	15636.00	1500.00
SQ	24-Feb-2020	618373947168 9	ADT	INR	119810.00	107271.00	12539.00	10715.00
BA	06-Feb-2020	125373949245 2/53	ADT	INR	130885.00	109212.00	21673.00	7000.00
DL	23-Jan-2020	006373951306 a	ADT	INR	104143.00	36039.00	68104.00	14380.00

Realized Savings Report (Ticketed Bookings using Optimized Fare)

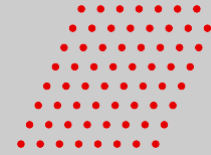
Currency	Original PQ	Lowest Fare	Potential	Canx Fee	Date of Issue/Reissue	Ticket Number with Optimized Fare	Realized Savings (Total)
INR	45827.00	42845.00	2982.00		09-Jan-2020	6033389959403	2982.00
INR	162766.00	156072.00	6694.00		30-Jan-2020	1763390059262	6694.00
INR	31013.00	30376.00	637.00		27-Jan-2020	1763739546947	637.00
INR	64162.00	64075.00	87.00		10-Jan-2020	1253739523380	87.00



Potential and Realized Savings Report

- Generate “**Fare Optimizer Realized Savings Report**” directly from the UI to see the ‘potential’ and ‘realized’ savings details of successfully processed PNRs.
- Receive “**Fare Optimizer Realized Savings Report**” via email on a weekly, bi-weekly or monthly basis.

Fare Optimizer – Notifications



There are lower fares for your customer's selection.

Pre Ticket Fare Optimizer
 Fare Search Command: WPNC
 Threshold Amount: 1.00
 Match Against: Base Fare
 Fare Rule: 16,31

PQ 1
 Passenger Type: ADT
 Validating Carrier: SQ
 Base Fare (for 1 person): AUD 2115.00
 Total Tax (for 1 person): AUD 170.56
 Total Fare including Tax (for 1 person): AUD 2285.56

From	To	Class	Flight No.	Departure Date / Time	Arrival Date / Time	Flying Time	Fare Basis
SYDNEY KINGSFORD	SINGAPORE CHANGI	Y	SQ 212	20 Feb 2019 09:05	20 Feb 2019 14:15	8hr 10min	Y11AUR
SINGAPORE CHANGI	SYDNEY KINGSFORD	Y	SQ 241	02 Mar 2019 07:05	02 Mar 2019 17:55	7hr 50min	Y11AUR

Base Fare (for 1 person): AUD 495.00
 Total Tax (for 1 person): AUD 170.56
 Total Fare including Tax (for 1 person): AUD 665.56

From	To	Class	Flight No.	Departure Date / Time	Arrival Date / Time	Flying Time	Fare Basis	Account Code
SYDNEY KINGSFORD	SINGAPORE CHANGI	K	SQ 212	20 Feb 2019 09:05	20 Feb 2019 14:15	8hr 10min	KT5AUR	NA
SINGAPORE CHANGI	SYDNEY KINGSFORD	K	SQ 241	02 Mar 2019 07:05	02 Mar 2019 17:55	7hr 50min	KT5AUR	NA

Service Fees are not applied in this computation

Fare Rule
 SYDNEY KINGSFORD to SINGAPORE CHANGI/SINGAPORE CHANGI to SYDNEY KINGSFORD(KT5AUR)
 16 PENALTIES
 CANCELLATIONS
 ANY TIME
 TICKET IS NON-REFUNDABLE IN CASE OF CANCEL.
 NOTE - TEXT BELOW NOT VALIDATED FOR AUTOPRICING.
 FOR ALL JOURNEYS BEFORE/AFTER FIRST FLIGHT
 DEPARTURE - NOT ALLOWED

THE ABOVE CHARGE DOES NOT APPLY TO INFANT WITHOUT A SEAT.

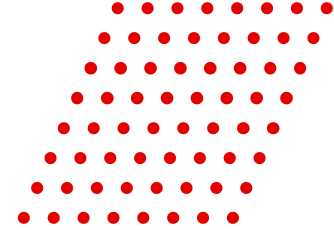
IN CASE OF TICKET UPGRADE THE ORIGINAL NON-REFUNDABLE AMOUNT REMAINS NON-REFUNDABLE.

REMARKS
 1.AH-FO ORIG TTL FARE SGD2026.50 PQ1 Y-YF2SG/1251 01APR21
 2.AH-FO LOWEST TTL FARE SGD826.50 PQ1 E-E1RV2SH/1251 01APR21
 3.AH-FO POTENTIAL TTL FARE SAVINGS SGD1200.00 PQ1 E-E1RV2SH/1251 01APR21
 4..Z*L-604.00¥AH/1252 01APR21
 5..X/-*FO DATE*FO DATE/01042021/1252 01APR21

eMessaging and PNR Remarks

- Receive **email notification** for successfully optimized fare using "SendMessaging's Fare Optimizer pre-defined template.
- The *original fare, lowest fare found, potential savings, fare basis code, specific PQ and RBD* are also documented in the **PNR Remarks** for easy reference.

Automation Hub: Summary of Functions



CheckPNR

Filter PNR elements including NDC segments as reference of a process or use as process validation



Schedule Change

Process PNR with involuntary schedule change with interactive eMessaging option; check schedule change of NDC segment and receive alerts



Queue

Queue Place, Queue Move, Queue Remove or Queue Retain PIC



CancelAirSegment

Cancel non-active air segments including HX status



Fare Optimizer

Search for lowest fare with cut-off time, baggage threshold, auto-rebook

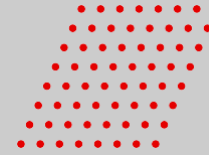


CheckTicketingTimeline

Receive alerts for ticketing due date for both standard air and NDC segments

Functions can be chained and configured easily to achieve complex and intricate workflows

Check Ticketing Timeline



LABEL	DEFAULT VALUE
Ticketing Timeline Options*	<input type="radio"/> Cancel <input checked="" type="radio"/> Update or Notify
Ticket Time Limit Type*	<input checked="" type="checkbox"/> 8TL <input checked="" type="checkbox"/> 7TAW <input checked="" type="checkbox"/> SSR <input checked="" type="checkbox"/> PQ_VALIDITY <input checked="" type="checkbox"/> NDC_TTL
Update TAW to earliest TTL	<input checked="" type="radio"/> Yes <input type="radio"/> No
Advance Notification Unit	<input checked="" type="radio"/> Day <input type="radio"/> Minute
Advance Notification	1;2;3;4;5;7

```

1.1TEST/TEST
1 AA9200Y 20DEC 1 SFOJFK TK1 1245 2116 /DCAA*SVUSRX /E
OPERATED BY JETBLUE AIRWAYS
SFO CHECK-IN WITH JETBLUE
TKT/TIME LIMIT
1.TAWK3HK3ONOV009/1100P/
PHONES
1.SIN2342343
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
PRICE QUOTE RECORD - AUTOPRICED
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
GENERAL FACTS
1.OSI 1B *** PREV TIME FOR AA9200Y 20DEC SFOJFK 1247P 918P
3.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ
REMARKS
1.H-FOP CASH NOT PRESENT
RECEIVED FROM - T
K3HK.K3HK*AWW 0548/29NOV21 YLDSW H
    
```

To: Hariyapureddy, Vishupriya <Vishnupriya.Hariyapureddy@s>
Subject: TDEXAA -CHECK TTL

Dear JOHN JOHN,

Your travel reservation is due for ticket issuance. Please contact us by 16 Nov 2021 04:00 to avoid auto-cancellation of your booking.

PNR Reference : TDEXAA

Ticketing Deadline: 16 Nov 2021 04:00

Passenger Names : JOHN JOHN

Departure City : Changi Airport

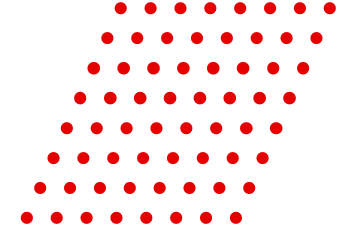
Departure Date : 20 Nov 2021 23:25

Itinerary : Changi Airport-Abu Dhabi International Airport, Abu Dhabi International Airport-Changi Airport

Monitor Ticketing Timeline

- Set the number of day(s) or min(s) to receive advance TTL notifications
- Automatic updating of the TAW line with the earliest TTL date found among the options selected (except NDC TTL) can also be configured
- Select 'Cancel' to delete a segment when TTL has been reached

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Filter PNR elements including NDC segments as reference of a process or use as process validation



Schedule Change

Process PNR with involuntary schedule change with interactive eMessaging option; check schedule change of NDC segment and receive alerts



Queue

Queue Place, Queue Move, Queue Remove or Queue Retain PIC



CancelAirSegment

Cancel non-active air segments including HX status



Fare Optimizer

Search for lowest fare with cut-off time, baggage threshold, auto-rebook



CheckTicketingTimeline

Receive alerts for ticketing due date for both standard air and NDC segments

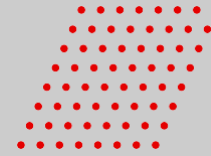


SendHostCommand

Execute Sabre Host command to manage PNR or use as Process step

Functions can be chained and configured easily to achieve complex and intricate workflows

SendHostCommand



LABEL	DEFAULT VALUE
Host Command (enter ⓐ, ¥ or § as it is)*	5¥TEST REMARK FOR AH
Response*	*

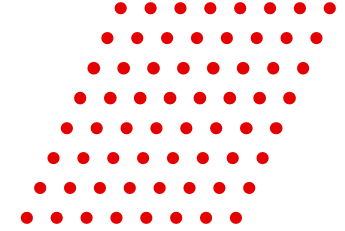
LABEL	DEFAULT VALUE
Host Command (enter ⓐ, ¥ or § as it is)*	5Q-B4T015AUG350/11
Response*	*

LABEL	DEFAULT VALUE
Host Command (enter ⓐ, ¥ or § as it is)*	5AIR DOES NOT EXISTS IN PNR§6T§EF
Response*	

Automate Host Command

Create **Host command** or strings of Host commands to be added in the PNR as part of a validation, or as a 'step' in a specific Process.

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Fare Optimizer

Search for lowest fare with cut-off time, baggage threshold, auto-rebook



CheckTicketingTimeline

Receive alerts for ticketing due date for both standard air and NDC segments



SendHostCommand

Execute Sabre Host command to manage PNR or use as Process step



SendeMessaging

An email tool for process or booking alerts including NDC segments with options to add dynamic PNR elements, pre-defined templates, images and URLs

Functions can be chained and configured easily to achieve complex and intricate workflows

SendMessaging: Email Address Placeholder

Configure the "Placeholder" feature to accurately capture passenger's email address in PNR PE fields or travel consultant's default email address configured in TC INFO and AH Process page.

LABEL	PLACEHOLDER	PE SPECIFIC TEXT	ADDITIONAL EMAIL
From	TC Email		Click to enter text...
TO	PE First		Click to enter text...
CC	None		Click to enter text...
BCC	PE Specific		Click to enter text...
	PE First		
	PE All		
	Process Email		
	TC Email		
	All		

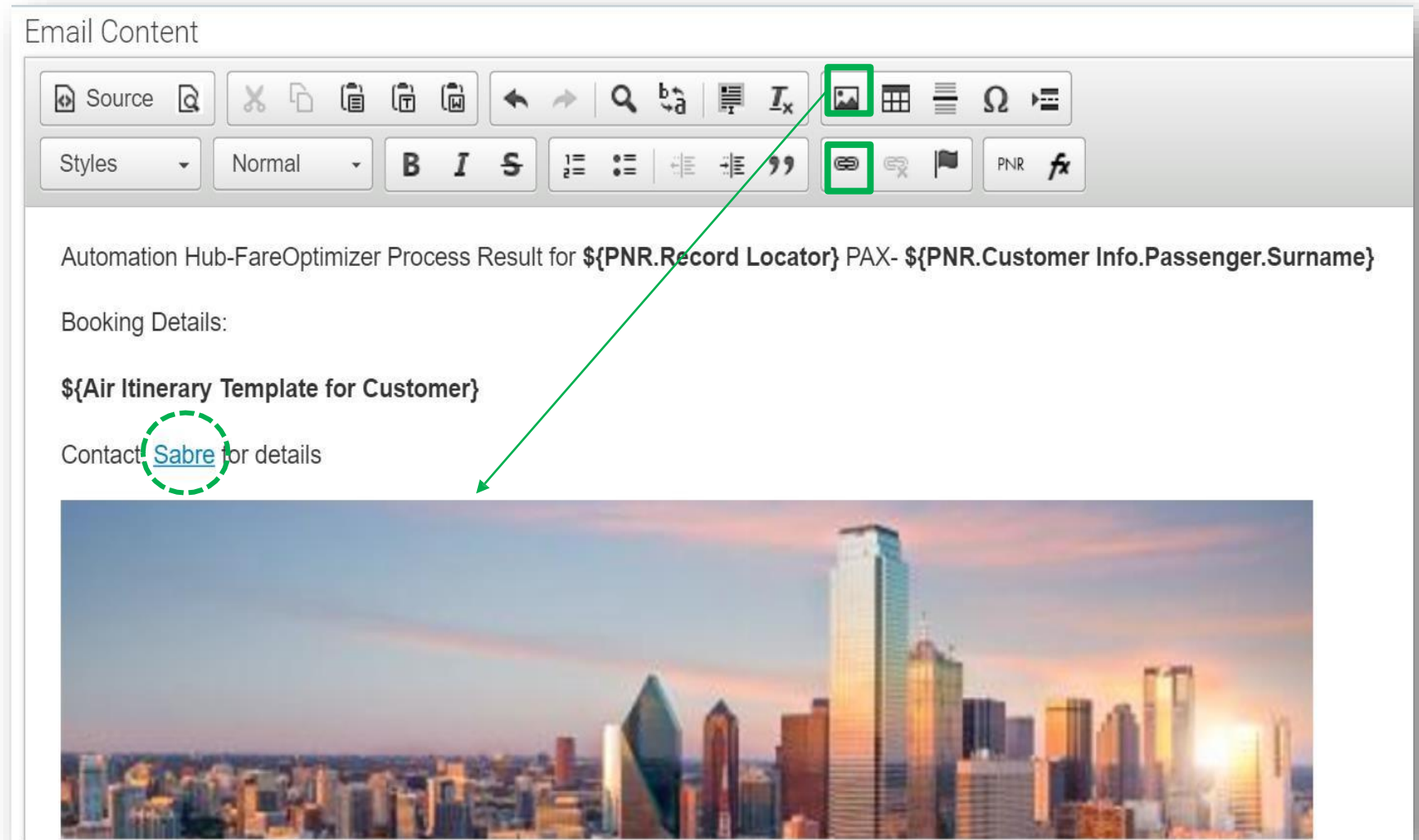

```

*TCNDDT<<
1.1TEST/TEST
1 EY 473Y 20NOV 6 SINAUH*HK1 020
2 EY 19J 20NOV 6 AUHLHR*HK1 070
TKT/TIME LIMIT
1.TAW/
PHONES
1.SIN123123123
PASSENGER EMAIL DATA EXISTS *PE T
PASSENGER DETAIL FIELD EXISTS - US
PRICE QUOTE RECORD - AUTOPRICED
RECEIVED FROM - T
K3GK.HDQ*HWK 0046/15NOV21 TCNDDT H
*PE<<
EMAIL ADDRESS
1.#MYLENE.QUIAMBAAO@SABRE.COM#
    
```

SendMessaging: HTML - URL and Image Attachment

Utilize the “HTML” attributes to create unique customer email content with embedded URL and image attachments (or simply copy and paste) that can also be used for agency logo

Email Content



The screenshot shows an email editor interface. The top toolbar includes icons for Source, Undo, Copy, Paste, Bold, Italic, Underline, Bulleted List, Numbered List, Indent, Outdent, Link, Unlink, PNR, and a flag icon. The main content area contains the following text: "Automation Hub-FareOptimizer Process Result for \${PNR.Record Locator} PAX- \${PNR.Customer Info.Passenger.Surname}", "Booking Details:", "\${Air Itinerary Template for Customer}", and "Contact: [Sabre](#) for details". A green dashed circle highlights the "Sabre" link. A green arrow points from the Link icon in the toolbar to the "Sabre" link. Below the text is a large image of a city skyline at sunset.

SendeMessaging: Sample Email

HHPSXG



Email for PAF <paftesting@ncs.com.sg>

To S P, Vizhi Mozhi

You forwarded this message on 11/2/2021 3:30 PM.

Reply

Reply All

Forward



Wed 10/27/2021 6:43 PM

- **SCHEDULE CHANGE DETAILS**

Old Itinerary:

From	To	Class	Flight No.	Departure Date / Time	Arrival Date / Time	Flying Time	Status
SINGAPORE CHANGI	HONG KONG INTL	Y	CX 0690	20 Jan 2022 12:55	20 Jan 2022 17:10	4hr 15min	TK

New Itinerary:

From	To	Class	Flight No.	Departure Date / Time	Arrival Date / Time	Flying Time	Status
SINGAPORE CHANGI	HONG KONG INTL	Y	CX 0690	20 Jan 2022 13:55	20 Jan 2022 18:10	4hr 10min	HK

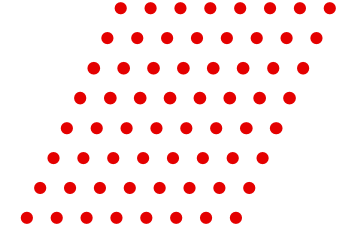
scheduleChangeNGTextMessage

Original Schedule CX0690, From SINGAPORE CHANGI(SIN) to HONG KONG INTL(HKG), DEP: 20 Jan 2022 12:55, ARR: 20 Jan 2022 17:10, OPERATED BY CX, New Schedule CX0690, From SINGAPORE CHANGI(SIN) to HONG KONG INTL(HKG), DEP: 20 Jan 2022 13:55, ARR: 20 Jan 2022 18:10, OPERATED BY CX.



For enquiries, please visit [Sabre.com](https://www.sabre.com)

Automation Hub: Summary of Functions



CheckPNR

Filter PNR elements including NDC segments as reference of a process or use as process validation



Schedule Change

Process PNR with involuntary schedule change with interactive eMessaging option; check schedule change of NDC segment and receive alerts



Queue

Queue Place, Queue Move, Queue Remove or Queue Retain PIC



CancelAirSegment

Cancel non-active air segments including HX status



Fare Optimizer

Search for lowest fare with cut-off time, baggage threshold, auto-rebook



CheckTicketingTimeline

Receive alerts for ticketing due date for both standard air and NDC segments



SendHostCommand

Execute Sabre Host command to manage PNR or use as Process step



SendeMessaging

An email tool for process or booking alerts including NDC segments with options to add dynamic PNR elements, pre-defined templates, images and URLs

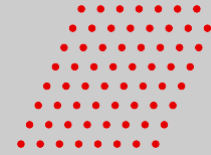


CheckMissingTickets

Direct PNR retrieval (including those with NDC segment) to check for missing tickets, unmatched coupons and other PNR elements with 'revisit' processing options

Functions can be chained and configured easily to achieve complex and intricate workflows

CheckMissingTickets



Agency | Process | Branch | **Configuration** | Functions | Usage Report | PCC Groups

General Configuration

Agency Holidays

Business Hours

Function Result Mapping

Module Configuration

CheckMissingTicketsNG Configurations

Fare Optimizer Realized Savings

Schedule Change Configurations

Process PNR from

Source Queue

Big Query

Pick PNR Based on

PNR Modification

Departure Date

TAW Date

Agency | Process | Branch | Conf

CheckMissingTickets Configurations

Name*
CHECKMISSINGTICKETS

CheckMissingTickets Parameters

Revisit Interval for Departure within 24 hours : * 0

Revisit Interval for Departure outside 24 hours : * 12

Check for Unfulfilled Air Extra : Yes No

Check for Class Of Service Change : Yes No

Check for Unmatched Coupon / Duplicate Tickets : Yes No

Accept Codeshare Change : Yes No

SAVE



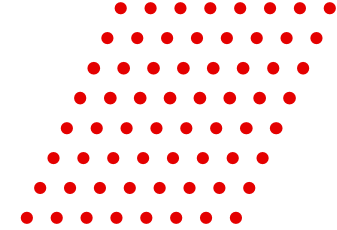
Check for Ticket Detail

Check for **Missing Ticket(s)** in the PNR (including bookings with NDC segments), **Unmatched Coupons, Duplicate Issued Tickets, Unfulfilled AirExtras, Pending Trip Approval, Guaranteed Ticketing Carriers** and other PNR elements and conditions related to unticketed status

Direct PNR retrieval via BigQuery

Auto-queue place PNR with default **PNR Remarks** based on "Function Result Mapping" set-up and receive **Email notification**

Automation Hub: Summary of Functions



CheckPNR

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Waitlist Clearance

Auto-rebook waitlist booking using the same or a different RBD

Functions can be chained and configured easily to achieve complex and intricate workflows

Waitlist Clearance

```
*BKLAES<<
1.1QUIAMBAO/ARIES MR
1 SQ 912M 10MAR 7 SINMNL HL1 1215 1555
TKT/TIME LIMIT
1.TAW/
PHONES
1.SIN 6426020
```

LABEL	DEFAULT VALUE
New Class of Service (leave blank to rebook existing)	Y
Success Remark	HL BOOKING IS CONFIRMED

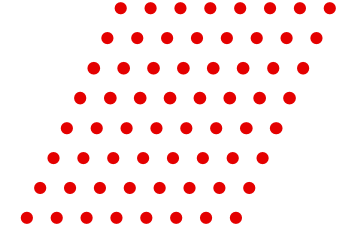
```
*BKLAES<<
1.1QUIAMBAO/ARIES MR
1 SQ 912Y 10MAR 7 SINMNL HK1 1215 1555 /1
TKT/TIME LIMIT
1.TAW/
PHONES
1.SIN 64260209 SABRE TEST AGENCY
PASSENGER DETAIL FIELD EXISTS - USE PD TO DIS
GENERAL FACTS
1.SSR ADTK 1B TO SQ BY 24FEB 2300 SIN TIME
L BE XLD
REMARKS
1.ATE/PRICING/RQ 1 *NO FARES/RBD/CARRIER
2.H-WAITLIST SEGMENT - 1/PROCESSED BY AH
3.H-HL BOOKING IS CONFIRMED.
```



Waitlist Clearance

- PNRs with 'HL' segment status is processed to automate the searching of available/confirmed seats.
- Simply enter the 'RBD(s)' in the configuration to be used in the automated searching and auto-rebooking, or leave it blank to use the same one in the booking

Automation Hub: Summary of Functions



CheckPNR

Filter PNR elements including NDC segments as reference of a process or use as process validation



Schedule Change

Process PNR with involuntary schedule change with interactive eMessaging option; check schedule change of NDC segment and receive alerts



Queue

Queue Place, Queue Move, Queue Remove or Queue Retain PIC



CancelAirSegment

Cancel non-active air segments including HX status



Fare Optimizer

Search for lowest fare with cut-off time, baggage threshold, auto-rebook



CheckTicketingTimeline

Receive alerts for ticketing due date for both standard air and NDC segments



SendHostCommand

Execute Sabre Host command to manage PNR or use as Process step



SendMessaging

An email tool for process or booking alerts including NDC segments with options to add dynamic PNR elements, pre-defined templates, images and URLs



CheckMissingTickets

Direct PNR retrieval (including those with NDC segment) to check for missing tickets, unmatched coupons and other PNR elements with 'revisit' processing options



Waitlist Clearance

Auto-rebook waitlist booking using the same or a different RBD




PNR Manager

Check SSR, OSI, Segment Status Code, Remarks and other Conditions in the PNR for validation and auto-queue placement

Functions can be chained and configured easily to achieve complex and intricate workflows

PNR Manager

SSR	OSI	Segment Status	Remark 
-----	-----	----------------	--

REMARK TYPE	REMARK TEXT	NO AIR SEGMENT	AIRLINE	AIRLINE MATCHING OPTION	TOUR CODE CARRIER	PRIORITY	RESULT CODE (WITH TICKET)
INVOICE	AH/MX!		EK	0	SQ		PM_10

REMARK HELP ADD DELETE IMPORT EXPORT

Function Result Mapping*
ASDF

Remark Help

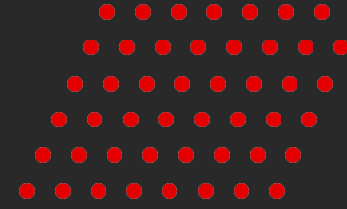
Remark Type	Acronym	Command
HS	Historical	5H-(free text)
HD	Hidden	5HR-(free text)
QQ	Queue Place	5Q-(free text)
CLIADR	Client Address	5/(free text)
DELADR	Delivery Address	5DL-(free text)
INVOICE	Invoice Remark	5.(free text)
INVSEGASSOC	Segment associated invoice remark	5.S(segment number)(free text)
ITINERARY	Itinerary Remark	5A¥(free text)
ITINSEGASSOC	Segment associated itinerary remark	5.S(segment number)(free text)
INTERFACE	Interface/Billing Remark	5X/-(free text)
FILLER	Filler Strip Remark	5.(free text)
CODED	Coded Remark	5[A-Z]A¥(free text)



No Air Segment, Matching Airlines and Tour Code Carrier

- Automate the filtering of PNRs without air segment, airline combinations in itinerary and the presence of a 'Tour Code' in PQ with specific Carrier
- "REMARK HELP" provides user the list of acceptable 'Remarks' format for filtering

The Automation Hub Advantage



Simple deployment and configuration process

- Speed to market and ease of use without development
- Comprehensive Self-Service Graphical User Interface tool



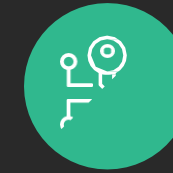
Sabre system optimization and adjacent product integration

- Integrated with Sabre host solution
- Seamlessly integrates with TicketExpress which automates pricing and ticketing processes



Flexible and configurable processes

- Single-solution offering multiple Functions
- Centralized rules engine and queue-based processing



On-demand access and continuous processing

- 24x7 access and workflow processing services
- Automatically process transactions by time selection based on either “interval” basis or “specific time”

Sabre®