![Sabre logo]

External Release Notes: Release Ready

SabreSonic CSS Digital Connect Check-In REST Services

Version 2.2

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Introduction

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1.1   Document Overview

This document contains release notes information for *SabreSonic® CSS Digital Connect Check-In REST Services* Release 2.2. Read this document so that you are aware of changes to the solution.

1.2   Release Identification

Release Version	Type (Version, Update, or Patch)	Date	Approved By	Description of Change
2.2	Update	10 October 2018	Grzegorz Kurek, Joyce Schofield	Software updated.

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Release Features 2

2.1 Summary of Features

- Infant Occupying Seat (INS) Edit Enhancement
- Known traveler data in /passenger/details service
- Return cabin class information based on SabreSonic® Check-In Operating System (SSCI OS) in /passenger/details service
- /passenger/details service – Unique lookup; flight duration
- /passenger/details service – Unique lookup; time to departure
- Exposing the Check-In Sequence Number in /passenger/details service
- Ancillaries – SeatMap – all cabins
- InterAirline Through Check-In (IATCI)
- Allow seat change for multiple passengers using /dcci/seats/select

2.1.1 Infant Occupying Seat (INS) Edit Enhancement

Digital Connect Check-In v2.2 validates all flows in which a boarding pass is returned to the Point of Sale. It also ensures that Lap Infant information is correctly printed and returned. No additional implementation is needed.

2.1.2 Known-traveler data in /passenger/details service

Digital Connect Check-In extends known-traveler information returned in the **/passenger/details** service response and include country code information for which the known-traveler document has been issued.

2.1.3 Return cabin class information based on SabreSonic® Check-In Operating System (SSCI OS) in the /passenger/details service

Digital Connect Check-In v2.2 extends the **/passenger/details** service response to include information about the cabin class in which the reservation has been made.

2.1.4 /passenger/details service – Unique lookup; flight duration

Digital Connect Check-In v2.2 extends the **/passenger/details** service response to include information about the flight duration in minutes.

2.1.5 /passenger/details service – Unique lookup; time to departure

Digital Connect Check-In v2.2 extends the **/passenger/details** service response to include information about the remaining time until departure in minutes.

2.1.6 Exposing the Check-In Sequence Number in /passenger/details service

Digital Connect Check-In v2.2 extends the **/passenger/details** service response to include information about the check-in sequence number for each checked-in passenger.

2.1.7 Ancillaries – SeatMap – all cabins

Digital Connect Check-In **/seats/seatmap** service returned information only for a cabin in which a passenger has made a reservation.

Now *Digital Connect Check-In v2.2* introduces a way to return a seat map for all cabins with or without prices.

Depending on the configuration, the following seat map details can be retrieved:

- for airlines <u>without</u> paid seats:
  - GetSeatMap for booked class (without prices)
  - GetSeatMap p for all cabins (without prices)
- for airlines <u>with</u> paid seats:
  - SeatMap for booked class (with prices)
  - SeatMap for booked class (without prices)
  - SeatMap for all cabins (with process for booked class)
  - SeatMap for all cabins (without prices).

Digital Connect Check-In **/seats/seatmap** request contains a flag that:

- Determines whether the POS returns all cabins
- Allows the POS to determine whether the seat prices are retrieved.

2.1.8 InterAirline Through Check-In (IATCI)

Each Point of Sale (POS) is aware that some flights are considered as IATCI. In this situation, some common functionalities or actions are not available and are controlled in a different manner than they were.

To control the IATCI process flow of the flight, this information is required by the POS at the beginning of the process, which is why *Digital Connect Check-In v2.2* extends the **/passenger/details** response to include which flight is considered as IATCI. An indicator that a flight is IATCI is returned by the *Digital Connect Check-In v2.2* **/passenger/details** service. This information is relative to the flight, but is <u>not</u> relative to the passenger. It is returned by *Digital Connect Check-In v2.2* as flight-related information.

If a flight is considered as IATCI, then the seat selection process must be adjusted. The difference between a IATCI flight and a non-IATCI flight is that the passenger is not be able to select a <u>paid</u> seat. *Digital Connect Check-In v2.2* ensures that **/seats/seatmap** correctly supports IATCI flights.

2.1.9 Allow seat change for multiple passengers using /dcci/seats/select

/dcci/seats/select allows a seat change or request for only one passenger at a time. To allow the POS to more effectively use this service, this limitation should be removed.

Functionalities, limitations, and restrictions other than the number of passengers that can request, assign, or change their seat should remain unchanged.

- The request message to **/dcci/seats/select** is able to include more than one passenger.

  Note There is no business limitation regarding the number of passengers; however, if a technical limitation exists, it must be confirmed.

- All changes must be backward-compatible.

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Contacting Customer Care 3

3.1   About Sabre Airline Solutions Customer Care

Sabre Airlines Solutions® maintains the *Sabre*® *Global Customer Care* help desk that is available for all customers 24 hours a day, 7 days a week. *Customer Care* analysts facilitate the resolution of issues, questions, and requests for *Sabre Airline Solutions* products and services.

When you contact *Customer Care,* an analyst collects specific information about the issue, opens a service request in the tracking system, and then documents the issue to track handling and resolution. This logging and tracking process facilitates complete and accurate communication, which improves the resolution process, implementation process, and design of future enhancements to ultimately prevent recurrence of the issue.

Customer Care analysts manage all service requests throughout the service request's life cycle, from beginning to end. The analysts are committed to resolving all service requests in a professional and timely manner. They coordinate with subject matter experts to resolve issues and escalate as needed to ensure resolution. The analyst does not close a service request until it is fully resolved and communicated back to you.

3.1.1   Sabre Community Portal eService Tool

Sabre Airline Solutions maintains the *Sabre*® *Community Portal* at community.sabre.com that offers:

- Access to the eService tool, from which you can submit and track service requests.
- Access to Sabre hosted applications.
- Training and documentation information.
- Application release notes and patches.
- User forums, news, and events.

3.1.1.1   Registering for Community Portal Access

Access to the *Community Portal* is generally provided within 24 to 48 business hours. If your organization has a Delegated Administrator to approve the request, your access may be granted faster.

To register for Community Portal Access

1. Go to community.sabre.com.
2. Click New Account.
   The New User Registration page appears.
3. Enter required information.

4. Click **Submit**.

   Once your request is approved, you will receive an email with additional information. Follow the instructions within this email to complete the registration process.
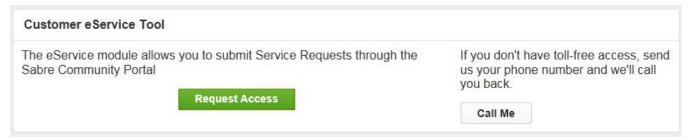
3.1.1.2   Requesting Access to eService

Access to eService is generally provided within 24 hours.

Note   You should only enter medium or low impact issues in the eService tool. If you have a critical or high impact level issue, you must call *Customer Care* for immediate attention. If you use eService to submit a critical impact level request, the service request will be excluded from time-to-resolution calculations.

To Request Access to eService

1. Login to community.sabre.com.
2. On the Home page, in the **Support Service-eService tool** area, click **Request Access**.

3.1.2   Telephone

Note   To ensure the most expedient response, you must submit all critical and high impact issues directly by phone to *Customer Care*.

Call *Customer Care* at the toll free number for your country.

Country	Toll Free Number
Antigua	888-832-4738
Argentina	0800-666-1664
Australia	1-800-081-993
Austria	800-291-705
Bahamas	1-800-389-0417
Bahrain	800-00-002 (WSC 5050)
Belarus	880-0114 PIN 375
Belgium	0800-77-029
Bolivia	800-10-0350
Brazil	0800-891-9210
Brunei	800-013 PIN 673

Country	Toll Free Number
Canada	1-866-598-1706
Chile	800-412555
China	4001-202-315
Colombia	01-800-954-1326
Cyprus	800-96110
Czech Republic	800-700-117
Denmark	808-85884
Egypt - Cairo	7955-770 PIN 5670
Egypt - Other	02-7955-770 PIN 5670
El Salvador	800-0000-0011
Estonia	800-12-122 PIN 5047
Finland	0800-914-860
France	0800-909-657
Germany	0800-181-7245
Greece	00800-16-122-055-533
Hong Kong	800-908-742
Iceland	800-8667
India	000-800-100-6116
Indonesia	001-803-016-1722
Ireland	1-800-657-198
Israel	1-809-246-033
Jamaica	1-866-402-6835
Japan	0053-116-0811
Korea	0030-813-1943
Malaysia	1800-813-609
Malta	800-90112 PIN 356
Mexico	1-800-123-8537
Netherlands	0800-023-2237
New Zealand	0800-450-960
Norway	800-18-798
Pakistan	00800-9004-4226
Panama	00800-226-0662

Country	Toll Free Number
Paraguay	009-800-598-1-0004
Peru	0800-52-226
Philippines	1-800-111-00338 or 1-800-111-00339
Poland	800-900-807
Russia	810-800-240-31012
Saudi Arabia	1-800-11 PIN 5671
Singapore	800-101-1651
South Africa	0800-980-981
Spain	900-995-926
Sweden	0200-285-836
Switzerland	0800-894-534
Tahiti	888-832-4738
Thailand	1. Dial 1-800-000-133 (AT&T) 2. Wait for the recording asking for the number you are dialing. 3. Dial 888-832-4738.
Trinidad and Tobago	888-870-9002
UAE	800-035-702-569
UK	0800-0288446
Uruguay	2-518-6642
USA	1-888-421-8889 or 1-800-677-0856
Venezuela	0800-100-3851
Vietnam	1. Dial 1-201-0288 (AT&T Toll Free Number). 2. Wait for the recording asking for the number you are dialing. 3. Dial 866-947-8059.
Countries with no toll-free service	+1 770 261 0080 (toll call).

You can also use the **Call Me** button when you need a *Customer Care* analyst to call you back. You can access the **Call Me** button from the following two locations on the *Community Portal*:

- On the **Home** page, in the **Support Services eService tool** area.
- On the **Contacts** page, in the **Customer Care** area.

When calling in an issue, the *Customer Care* analyst will ask a number of basic questions to initiate a diagnosis of the issue. Questions may include:

- What is your name and telephone number?

- What is an alternate contact name and telephone number?

- What is your company name?

- What is the problem description?

- Which application and module were you using when the error occurred?

- What is the application's version number?

- What is the impact on your company's operations?

- Is the application completely disabled?

- Have you restarted the application?

- What error messages are you encountering, if any?

- What sequence of events (keystrokes/button clicks) led to the problem?

- Has the problem occurred before? If Yes, when?

- Does the problem occur on other workstations?

- Have you rebooted the workstation? (Cold/Warm)

- What logon ID were you using?

3.2   Customer Impact Levels

When you submit a service request, you specify the level of impact that the problem causes to your business. The following table defines the customer impact levels:

Impact Level	Conditions
1 – Critical	• System failure causes extreme business impact to operationally critical procedures. • Key personnel are unable to perform operational tasks due to system outage. • Current business practices cannot be performed due to system failure and continued work stoppage has severe financial consequences. • Time critical functionality necessary to continue operations and resolution must be made as soon as possible. • 90 – 100% of users are impacted by system failure.
2 – High	• System failure causes significant business impact. • Workaround exists, but is impractical or labor intensive for extended outage duration. • The financial consequence is significant. • 50 – 90% of users are impacted by system failure.
3 – Medium	• Impact to system is noticeable, but has little or no consequence to productivity. • Problem exists in a non-business critical function. • Workaround exists or is not necessary. • Less than 50% of users are impacted.
4 – Low	• Functional impact is negligible or non-existent. • Functionality (or system change) not necessary for business to continue.

3.2.1   Severity Levels

After you submit a service request, a *Customer Care* analyst reviews it and sets the severity level according to the following guidelines:

Severity Level	Description
1	A complete loss of service. The system is inoperable. Work cannot continue.
2	A severe loss of service. Problem affects a critical business function. However, work can continue in a restricted operating mode.
3	A moderate loss of service. A workaround is available.
4	No loss of service. Problem is minor. No workaround is required.

3.2.2   Product Availability Levels

All products are classified into the following product availability levels:

Availability Level	Application Type	Description
High	Real time and operational (such as, crew tracking/assignment applications).	Any outage or problem that has a major impact on a customer's ability to conduct day-to-day business operations.
Normal	Business management/planning (such as, planning and scheduling and yield management applications).	Any outage or problem that can potentially affect a customer's ability to conduct day-to-day business operations.