

SmartAgent Personal Assistant

Starter's guide

Version 1.8
Rev. 2

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Before we begin

Before you start working with SmartAgent personal assistant, make sure you have all of the required details. This includes robotic EPR details for web service access (e.g. IPCC, user, password) and PCC/ office id and queue details.

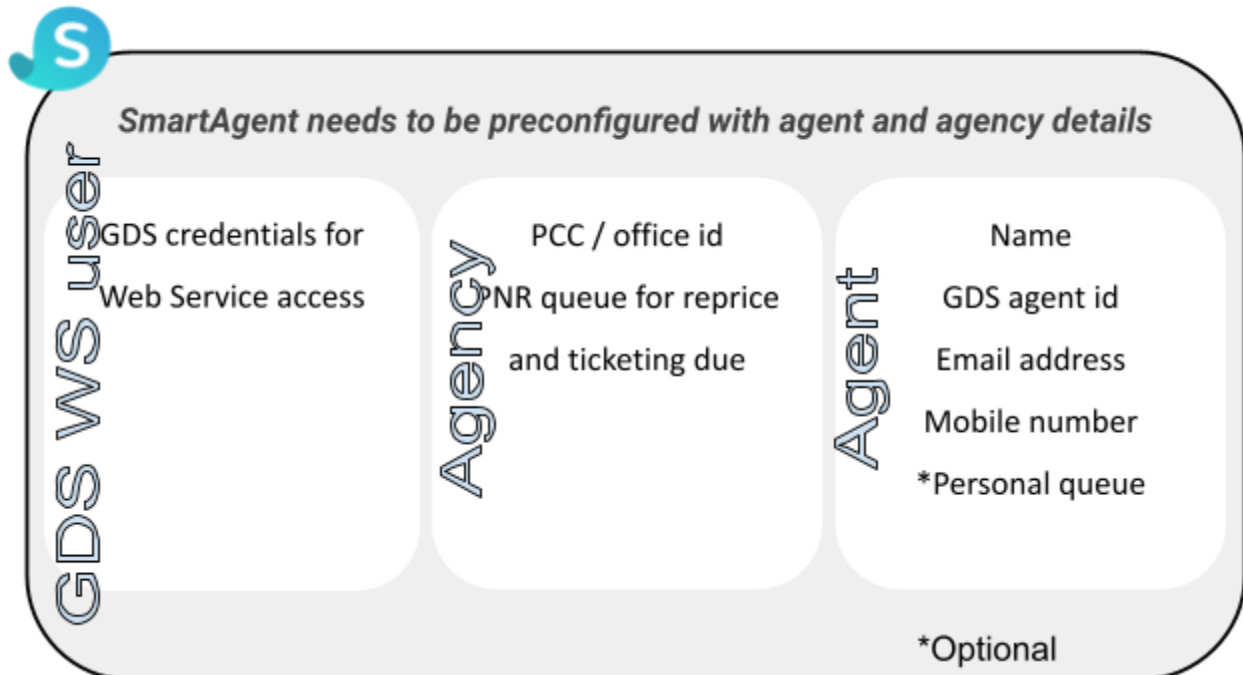
In addition to the above settings, there is a set of settings for each service. Some of the settings can be defined per agency and some per agent.

SmartAgent can be used as a Web Application or can be installed on iOS and Android mobile devices.

For WebApplication please Login from www.smtagent.com.

For mobile apps minimum operating system requirements are iOS 9 and Android 4.1.

For registration please contact support@smtagent.com.



On boarding

SmartAgent Personal Assistant is available on the Web and as an application for Android and iOS devices.

1. For using the Web application please use the following url <https://app.smtagent.com>.

In the login page please use your account details:

Phone number: <phone number without leading zeros> e.g. +1212787333

Email address: [<your email address>](#)

By clicking on the 'Send me access code' button the system will send you an activation email. Please click on the url in the email and you will be redirect to the web.

2. The mobile app can be downloaded from the relevant store.



Android devices:

https://play.google.com/store/apps/details?id=com.lognet_travel.smartagent

iOS devices:

<https://itunes.apple.com/us/app/smartagent-personal-assistant/id1156372188?mt=8>

Once you open the app, you will be prompted to allow push notifications and to approve the privacy policy.

After approval, the registration screen will open.

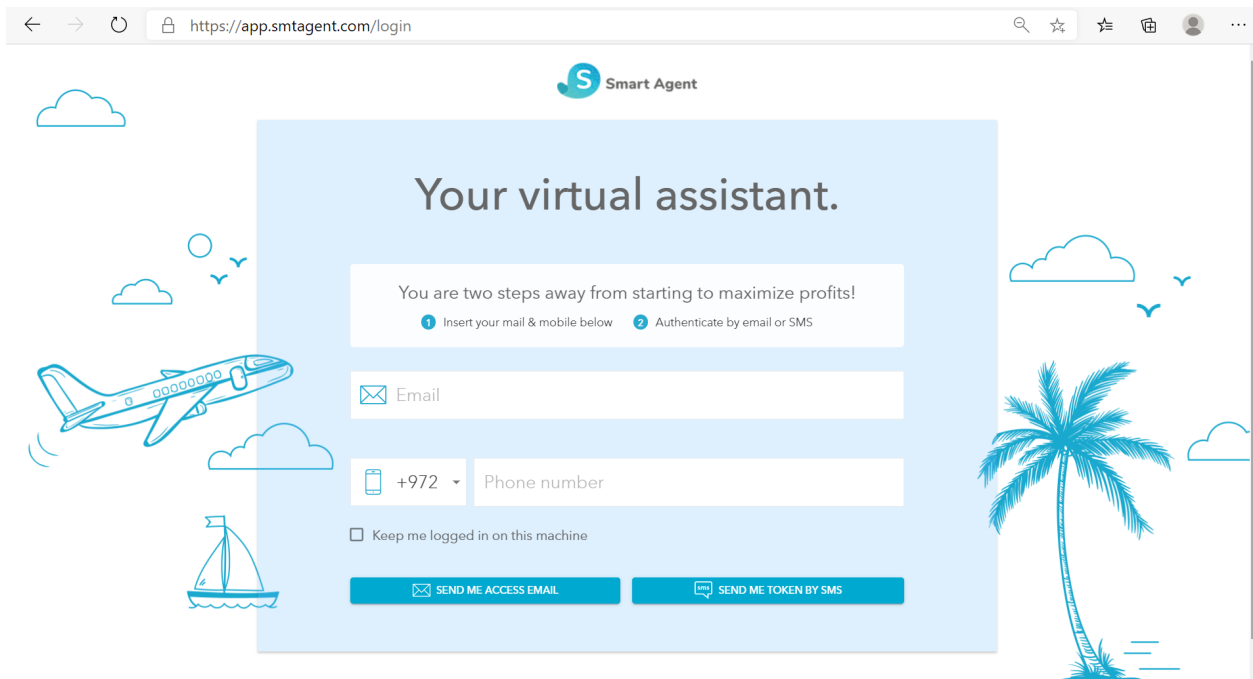
Please use your account details:

Name: <Your name>

Phone number: <phone number without leading zeros> e.g. +1212787333

Email address: [<your email address>](#)

Web login page



Smart Agent

Your virtual assistant.

You are two steps away from starting to maximize profits!

- 1 Insert your mail & mobile below
- 2 Authenticate by email or SMS

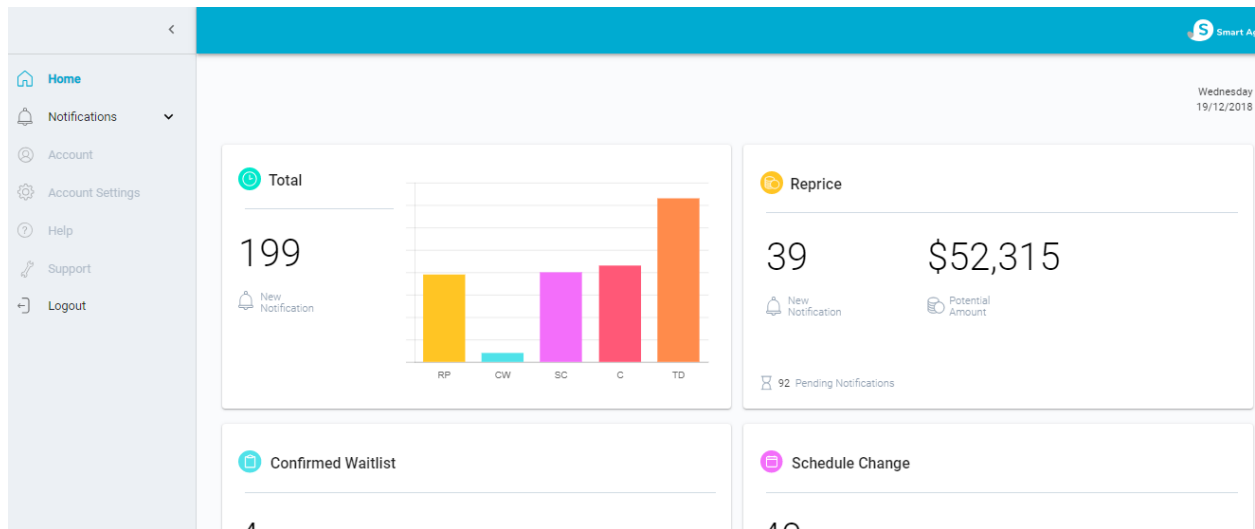
Email

+972 Phone number

☐ Keep me logged in on this machine

[SEND ME ACCESS EMAIL](#) [SEND ME TOKEN BY SMS](#)

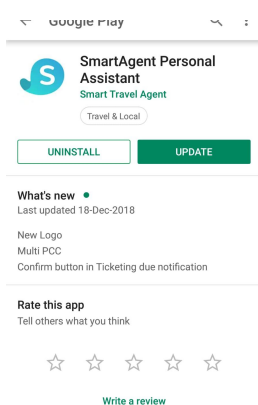
Web agent home Page



Mobile phone installation steps

Step 1 ➤

Download SmartAgent Personal Assistant from the store and install it on your mobile device



Android:


https://play.google.com/store/apps/details?id=com.lognet_travel_smartagent

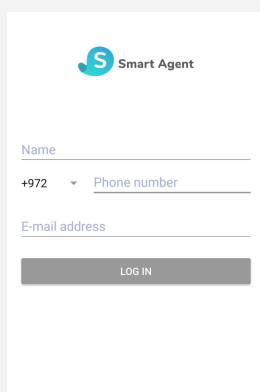
iOS:

<https://itunes.apple.com/us/app/smartagent-personal-assistant/id1156372188?mt=8>

Step 2 ➤

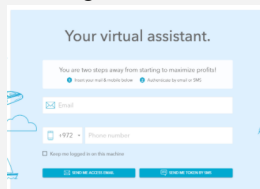
Fill in your full name, phone number and email address

Android/ iOS: 



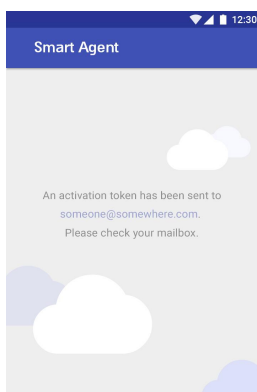
Web:

<https://app.smtagent.com/login>



Step 3 ➤

Follow the instructions by clicking the activation link in the email received from SmartAgent



Step 4

Close the application and re-enter by clicking the application icon



Or open the Web app by clicking the link you got by email.

SmartAgent notifications

Notification categories

SmartAgent is designed to handle different types of PNR notifications. This version of SmartAgent notification types:

- Reprice
- ADMs
- Ticketing due
- Rescheduled
- Waitlist

 Recent (120)

 Reprice (49)

 ADMs (28)

 Ticketing due (14)

 Rescheduled (24)

 Waitlist (5)

Navigation

The notifications are displayed in a list by categories according to notification type.

Each notification type is visually represented by an icon.

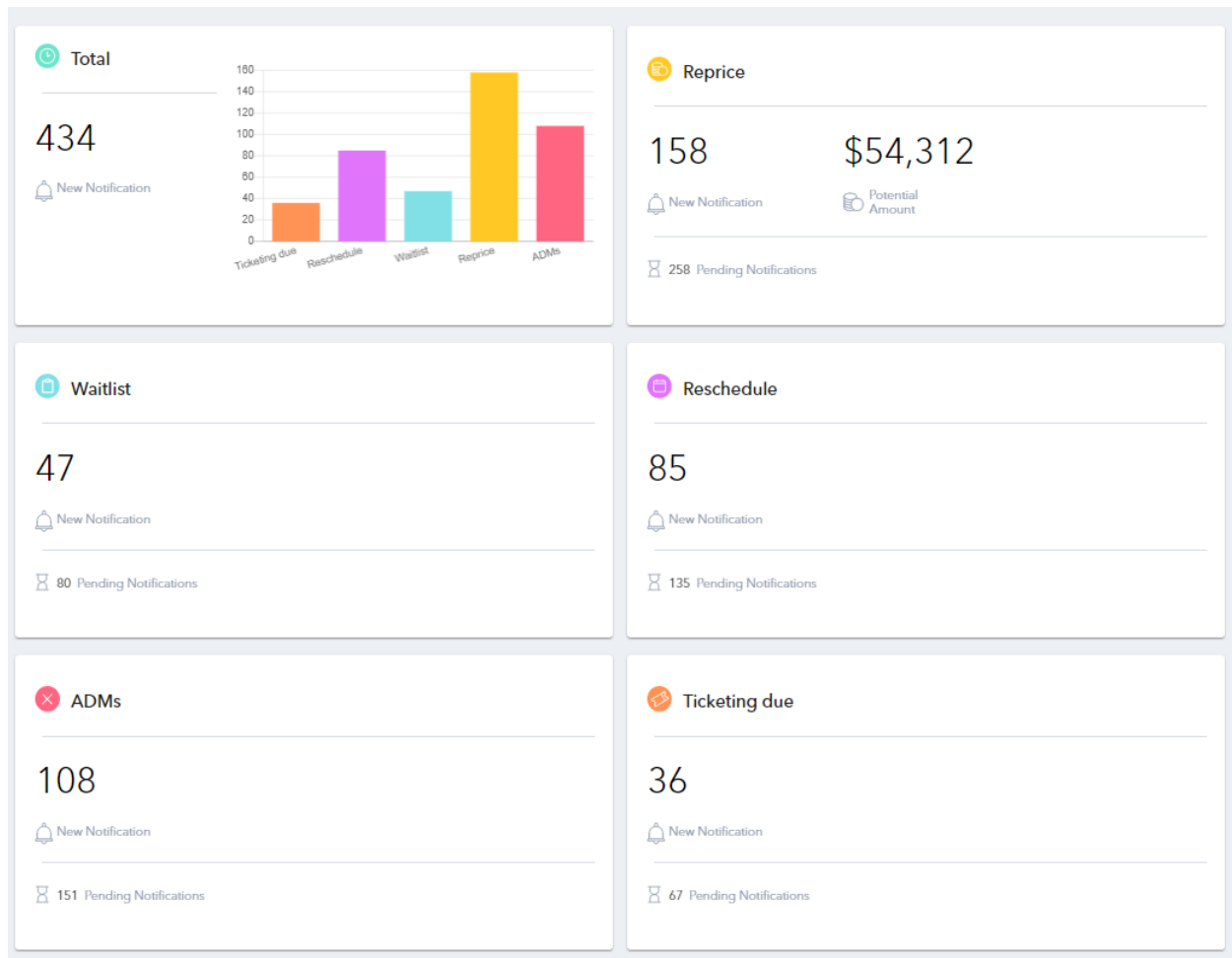
To navigate to the notification you can use the menu or click the corresponding graph on the web app home page.

The number of unread notifications is displayed next to the category name.



The 'Recent' notification category on the mobile app contains the most recent notifications they are displayed in addition to being displayed in their own notification category.

Web app home page





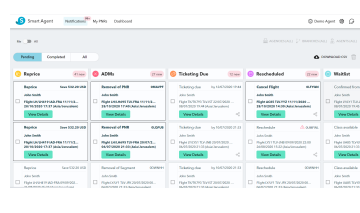
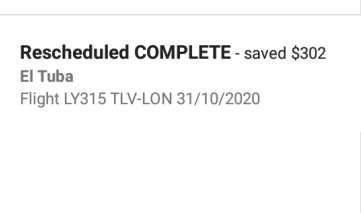
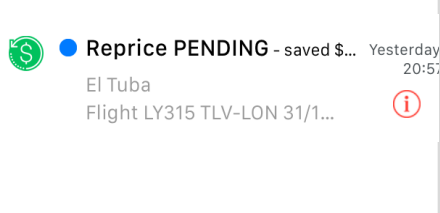
Notification List

Notifications are displayed from the newest to the oldest. In order to see older notifications you should simply scroll to the bottom of the list. You can update the notification list by swiping your finger down or selecting it in the Web application.



Notifications which haven't been read yet are highlighted.

In case that special attention is required, a red badge with a punctuation mark (ⓘ) is displayed on the lower right side of the icon.

Notification list in web

	Web		
Highlighted unread notification			

Notification search

A free text notification search is available by clicking the magnifying glass icon ( / )

Notification category display


Notification categories are divided into subcategories according to the PNR operation status. Such notifications are divided to two subcategories:

- Pending - the operation has not been performed automatically and can be manually invoked by the user.
- Complete - no operation is required.

There is a distinction between the way subcategories are presented in Android,iOS and web:





- Web - pending, complete and all options are available for selection.
- Android - a small number of messages from each subcategory is displayed with a “More” option which can be clicked in order to display the full list.
- iOS - there is a toggle option between subcategories.

Notification elements

Element	Illustration	Description
Date & time	13/11/2016, 10:50	Notification date and time
Alert indication		Presented in case that alerts exist (e.g. baggage allowance change)
Status message	Repriced - Saved 2673.87USD	Status description and message
1st PAX	ELI COHEN	Name of 1st passenger
1st flight	Flight 0319 TLV-CDG 15/01/2017	First flight leg details including flight number, airports and date

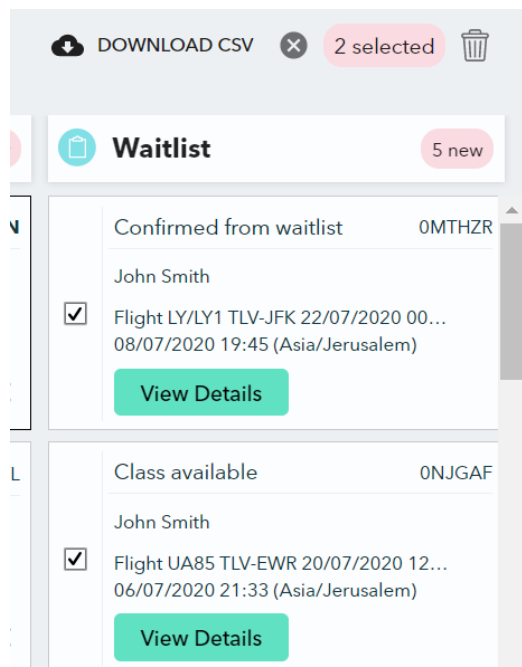
Notification category display actions

In order to display notification action buttons in the notification list view screen, long click a notification in Android or swap your finger over a notification in iOS. The current set of actions

includes delete ( / ) and share ( / ) notification.

On Android, multiple notifications can be selected using a long press on a notification.

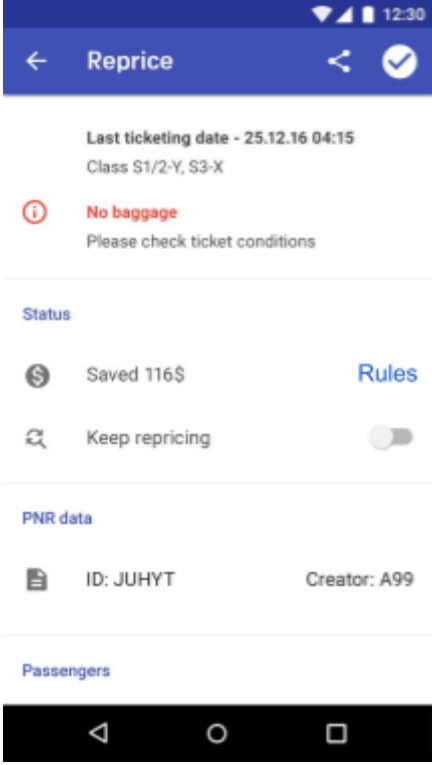
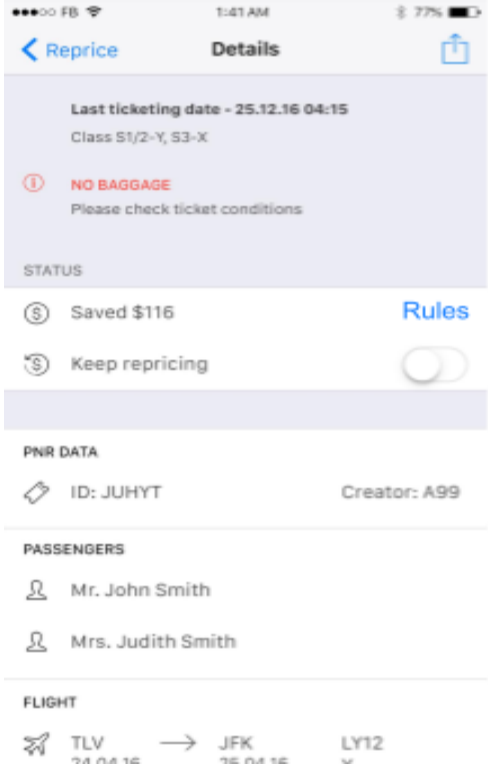
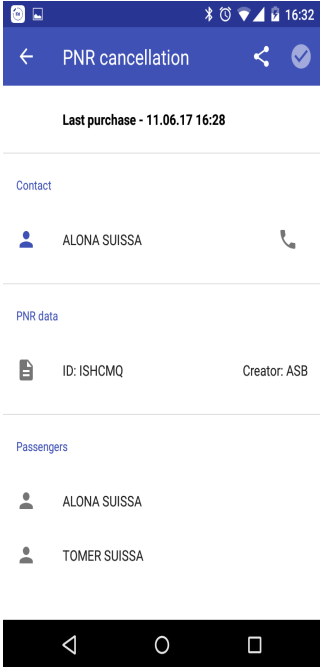
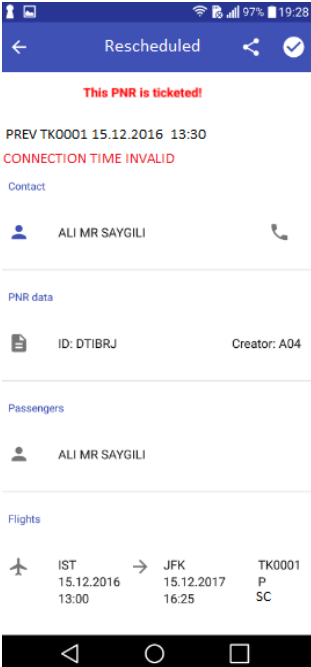
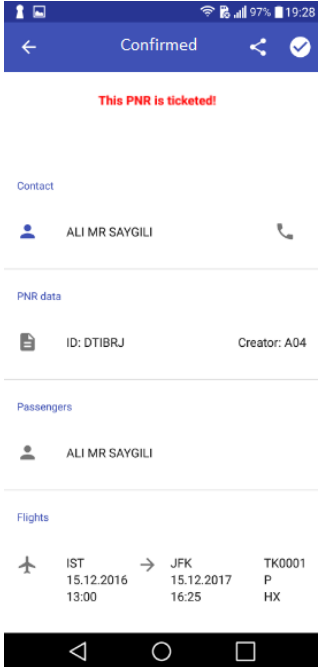
On the web, click the checkbox within the notification display and then click the delete button.







Notification details






In order to view notification details, simply click on the notification. Notification details include PNR locator id, last purchase day, passenger details, flight details, hotel details and car details. In some cases additional messages are displayed on the top. Please make sure you read these messages prior to invoking any PNR operation.



<p>Reprice notification details</p>	<div>   </div>
<p>Cancelled/ Reschedule/ Confirmed from waitlist notification details</p>	<div>    </div>

Notification details elements

Element	Text	Comment
Voidable date	Voidable until <void due date>	If the PNR is within the void period, a message with void due date is presented
Last purchase date / Ticketed PNR indication	Last purchase - <last purchase date> Or Ticketed on <ticketing date>!	PNR last purchasing date. If the PNR is ticketed, an alert message is presented instead
Class	Class S1/2-Y, S3-X	Segment classes after reprice
Alert indicators	 Baggage terms changed CONNECTION TIME INVALID	Alert indicator and messages Baggage terms changes alert in reprice messages and connection time alert in rescheduled notifications
Remarks	Always check PNR rules Check ancillaries ADT 1230.58->1166.58 S1/2 CNN 1094.58->1045.58 S1/2 SRC 1230.58->1166.58 S1/2 PREV QR0516 19/06/2017 19:10-02:	Any additional remarks. Remark may include information regarding price change per PAX type (reprice notifications) Or previous flight details are displayed in GDS message format (rescheduled flight notifications)
Reprice status & link to orice rules	 Saved 116\$ Rules	Amount saved if the reprice has already been performed, current amount and target amount otherwise The status line contains a link to price rule details
PNR id	 ID: JUHYT	PNR locator id
Creator	Creator: A99	Creating agent initial with an a prefix
PAX	 ALONA SUISSA	PAX first and last names

Flights	 TLV → JFK 24.04.16 18:25 25.04.16 18:25 LY Y HK	Flight segment origins, destinations, departure and arrival date and times, flight numbers, classes and statuses
Hotels	 Hilton Tel Aviv, TLV, IL 24.04.16-26.04.16  2500.00 ILS	Hotel segment names, cities, countries, arrival dates, departure dates, statuses and prices
Cars	 Pick up: TLV 24.02.16 00:00 Return: 26.12.16 00:00 Car type: MCMR Vendor: Z  EUR 58.68 UNL DY XD64.43 UNL	Car segment pickup and return locations, pickup and return dates and times, car types, vendors and prices

Notification details actions

PNR actions are a set of actions which can be done with this PNR on the GDS system, and the share option for sending PNR details to another person.

Operations can be invoked by clicking the icons on the right upper corner of the PNR details screen.

Examples of operations are reprice and segment cancel.

Operations can only be invoked if the notification is in a pending status and requires the agent to confirm operation execution. If the operation has already been performed, the option to invoke it is disabled.


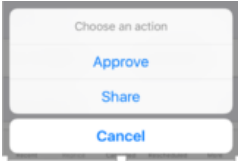
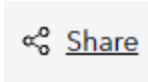
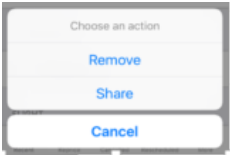
Example: if segment cancellation is done automatically, the option to remove the segment from within the application is grayed out.

Example: if reprice is not automatic according to settings, the agent needs to click the action icon in order to actually perform the reprice. When the icon is clicked, a reprice command is executed on the GDS system.



After the PNR has been repriced, an attempt is made to reorder any complementary ancillaries which existed in the original reservation but were dropped during reprice (available only for some GDS systems).







Notice that only if the exact same ancillaries (e.g. same seat, same meal) are still available for free they are reordered.

	Web		
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GDS operation			
Share operation			

Reprice notification actions

Reprice notification actions include share and approve reprice. The approve reprice option is presented only if the reprice operation is in a pending status ( / ). In addition, there is an option to move the PNR in and out of the reprice queue using a toggle button.

		
PNR is in reprice queue	<div> <div>\$ 112\$ instead of 230\$</div> <div>  </div> </div>	<div> <div> <div>\$ Reprice failure</div> <div>\$ Keep pricing </div> </div> </div>
PNR is out of reprice queue	<div> <div>\$ 112\$ instead of 230\$</div> <div>  </div> </div>	<div> <div> <div>\$ Reprice failure</div> <div>\$ Keep pricing </div> </div> </div>

Reprice operation status




After the reprice command is invoked, itinerary and reprice status are updated.

Possible reprice status messages:

Status	Message	Example
Repriced	Saved <amount and currency>	Saved 370.00 USD
Price is no longer available	Oops... price taken	



Available lower class is not the same as in notification	Class change detected. Please check for a new notification.	
PNR modified since notification sending	PNR change detected. Please check for a new notification.	
Reprice failure	<original error message>	UC SEG STATUS NOT ALLOWED-0003

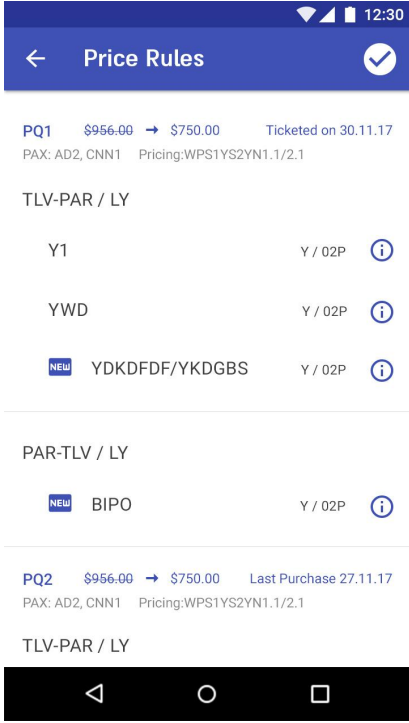
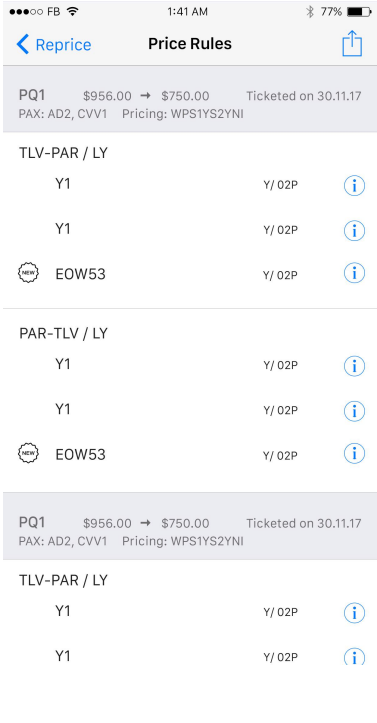
Cancelled PNR segment notification actions

Cancelled notification actions include share and approve cancelled segments removal . The approve removal option is presented only if the reprice operation is in a pending status (  / ).

Price rules

This screen is reached from within the PNR details screen, and contains the list of price quotes for the PNR. For each quote, fare basis before and after the suggested change are displayed.

		
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Price rules screen		
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Element	Text	Comment
Price quote # & suggested price drop	<p>PQ1 \$1099.81 → \$644.81</p>	
Passenger type and quantity & pricing command	<p>PAX: ADT01 Pricing: WPMUSDYYP1ADTYRQ</p>	
Segment current and suggested fare basis and baggage terms	<p>TLV-VIE / OS</p> <p>MFFIL M / 01P </p> <p> VRCIL V / 01P </p>	<p>New indicates the suggested change.</p> <p>By clicking the info icon rule penalty sections are displayed</p>

Rule details	<div data-bbox="386 210 743 262"> ← JUKLTN2 </div> <div data-bbox="402 268 722 777"> 01.ELIGIBILITY NO ELIGIBILITY REQUIREMENTS APPLY. 02.DAY/TIME NO DAY/TIME TRAVEL RESTRICTIONS APPLY. 03.SEASONALITY NO SEASONAL TRAVEL RESTRICTIONS APPLY. 04.FLIGHT APPLICATION IF THE FARE COMPONENT INCLUDES TRAVEL WITHIN ISRAEL THEN THAT TRAVEL MUST BE ON ONE OR MORE OF THE FOLLOWING ANY 6H FLIGHT ANY IZ FLIGHT. AND IF THE FARE COMPONENT INCLUDES TRAVEL FROM/TO/VIA INTERNATIONAL SECTORS IN ISRAEL THEN THAT TRAVEL MUST BE ON ONE OR MORE OF THE FOLLOWING LY FLIGHTS 211 THROUGH 216 LY FLIGHTS 311 THROUGH 314. 05.ADVANCE RESERVATIONS/TICKETING CONFIRMED RESERVATIONS ARE REQUIRED FOR ALL SECTORS. NOTE - TEXT BELOW NOT VALIDATED FOR AUTOPRICING. WHEN RESERVATION IS MADE AT LEAST 15 DAYS BEFORE DEPARTURE TICKETING MUST BE COMPLETED WITHIN 7 DAYS AFTER RESERVATION. </div>	Sections 16 and 31 of penalties
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Recommended reprice workflow

1. Create a PNR with a PQ/ FQ/ TST

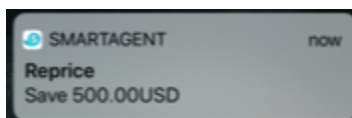
In order to be successfully repriced, the PNR should meet some [pre-conditions](#) as described in the Batch processes PNR reprice section of the user guide. This includes closing a price quote.

2. Wait for repricer's next run

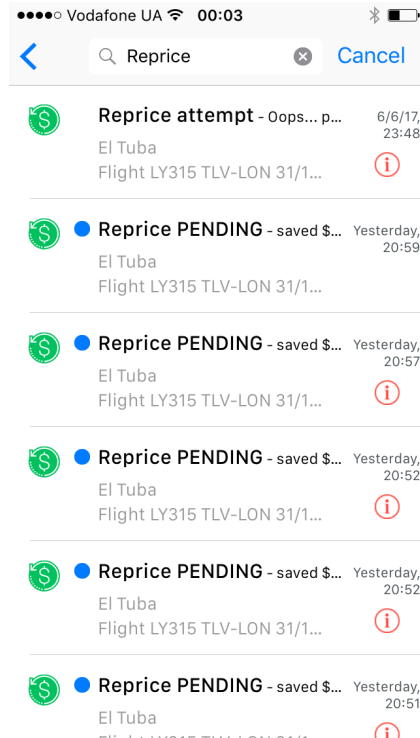
The repricing process runs in predefined time intervals. Time interval is currently set to one hour.

3. Check the notification you received

When the repricer finds a repricing option, it automatically sends a notification with the details to your mobile device.

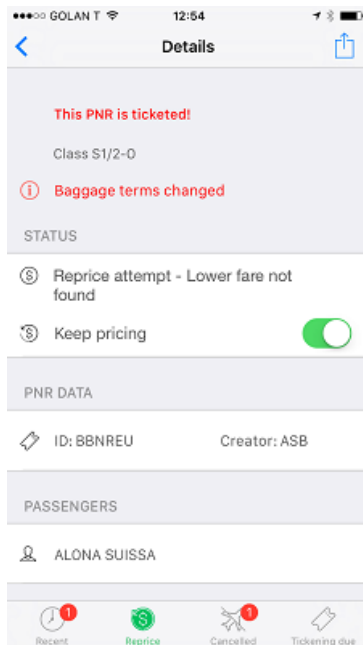


Click the notification you received to open the SmartAgent mobile application or open the application directly and view unread notifications in the recent or Reprice categories.



4. View PNR details

Click on the notification to display PNR and repricing details



5. Make sure you are aware of repricing consequences

Make sure that you are fully aware of the changes that are going to take place in the ticket conditions as described in the PNR reprice [changes in the conditions](#) section of the user guide.

6. Approve the reprice

Click the approve reprice notification action in order to complete the reprice process.



7. Stop repricing

If you do not wish to continue repricing attempts, toggle the keep repricing button to its off state.



Batch processes

Batch processes run on the server side and do not require any user intervention. These processes use GDS API calls in order to interact with the operational system. API invocation is done using the Agency's GDS WS access credentials and is therefore subject to GDS fees. Please refer to SmartAgent's terms and conditions and to the agency's business agreements regarding GDS fees for details.

Pre-conditions

PNRs which are passed to the reprice queue must meet some conditions:

- Agent sine is defined in office settings
- An active price quote (PQ/ FQ/ TST) exists

Changes in conditions

PNR repricing may lead to changes in ticket conditions. Changes can include, among others, baggage allowance changes, meal changes, class changes, seating changes and fare rule changes. It is the agent's responsibility to verify that the reprice operation can be performed whether you do it using the GDS system, SmartAgent app or SmartAgent batch service process.

Baggage allowance

When a PNR is repriced, the process checks the baggage allowance for all air segments. In case that baggage allowance has changed for any of the segments, the following happens:

1. Automatic reprice is not performed even if defined
2. The notification which is sent to the SmartAgent app contains a baggage alert.



Make sure you are aware of the consequences of the re-price including baggage allowance, meals, seats, fare rules and anything else which might be important for your customer!

PNR pricing method

Re-pricing is performed based on the pricing command which is stored in the price quote. Thus, it is very important to include relevant price qualifiers in the pricing command itself. Pricing commands with different price qualifiers are re-priced in separate.

Potential saving calculation is done by summing up the prices of all of the active price quotes which are included in the PNR. If the fare is already the lowest fare available for the flight, it will no longer be repriced.

Supported price qualifiers include*:

- Branded fare
- Penalty specification
- Force qualifier
- Account codes
- Airline
- Corporate code
- Fare type (public/private)
- Name select
- Passenger type
- Force passenger type
- Segment/s select
- No advance purchase
- No fare restrictions
- No min max stay
- No penalty

Corresponding Sabre pricing qualifiers:

Branded fare (BR), penalty (MPR/MPC), force (XC), account (AC*), airline (A), corporate (I), fare type (PL/PV/NL), name select (N)*, passenger type (P)*, force passenger type (XO), segment select (S), no advance purchase (XA), no fare restrictions (XR), no min max stay (XS), no penalty (XP)



PNRs are re-priced with supported qualifiers that match the original pricing command. Make sure you include relevant parameter in the pricing command itself!

Multiple price quotes support

Multiple price quotes can exist in a PNR in a scenario of different passenger types, segment select or when a new price quote replaces an existing one.

The repricing process checks the availability of better prices for the last quote for each passenger type and segment selection.

Successful reprice conditions

A reprice is considered valid under the following conditions:

- Flight class changed for at least one segment

- Price difference is higher from the predefined threshold.

ADM notifications

This type of notification helps agents avoid airline penalties.

PNR Segment cancellation

Canceled segments are segments for which a HX status is received from the airline.

Process setup for each agent includes:

1. PNR queue number to monitor/ general or system queue to monitor
2. Automatic cancellation indicator (false by default)

The process polls the PNRs in the queue and checks for each one of them if HX segments exist.

If the process is configured to remove canceled segments automatically, these segments are removed, unless the PNR is ticketed or is a group PNR. In these cases a notification is sent, but the segments are not automatically canceled.

The notification is sent to the agent who created the PNR.

If segments have not been not automatically removed, the remove option can be used in order to remove the canceled segments.

Churning

Churning refers to repeated canceling and rebooking of the same itinerary in the same or different class of service across one or more PNRs or GDS.

A notification is sent when a new PNR is created with data that already exists in 2 other PNRs according to these constraints:

- All PNRs are of the same agency
- Existing PNR was created in the last 7 days
- At least one passenger is the same
- At least one segment is the same
- Segment departure date is in a range of ± 3 days

Note that the existing PNR may be in any status, including canceled.

Miscellaneous

Disabling notifications

Using mobile device settings you can control SmartAgent notification settings. This includes disabling and enabling notification and notification sounds.

Service and support

Email: support@smtagent.com

Sunday-Thursday: +972-4-9598777