NewSuperAgent
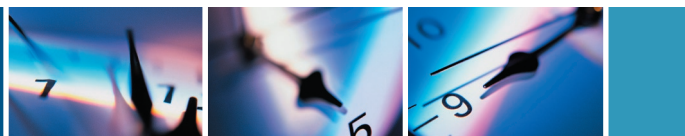
This robotic application does not tire of repetitive tasks

NewSuperAgent is currently an application specialized to handle tasks related to EDS' axsRes airline reservation processes. However, the concept of screen-scraping and generating messages allows its use wherever repetitive tasks occur, particularly in a hosted mainframe environment.

SOME TASKS NEVER CHANGE

In every facet of our lives we are faced with tasks that repeat themselves day in, day out. NewSuperAgent screen-scrapes your applications for standard situations and generates the appropriate entries to solve the issue according to pre-defined rules, just like any human being would do. Only, NewSuperAgent does not sleep, never goes on vacation – and does not tire of doing the same job time and again.

EDS Airline Solutions

As the air travel industry becomes increasingly fast-paced and demanding, the challenges faced by airlines seemingly multiply in complexity every day. Our airline solutions have proven that they can well take on these challenges. They are high-caliber solutions, which support the full range of airline operations with powerful software and qualitatively flawless system integration.

New technology is linked to proven systems to achieve top results in today's world without exposing clients to the risks inherent to migrations.

Features

NewSuperAgent is a collection of some 40 different modules, which are triggered by placements on airline reservation system queues, by expired time limits or by tapes.

NewSuperAgent analyzes the situation and takes action as defined – sends warning messages, informs about changed status, cancels reservations, creates booking files and so forth.

While each module has a defined function, numerous parameters allow customization of a module in various ways, thus allowing leveraged use of the same module by various clients and still reflecting client specific processes.

Benefits

NewSuperAgent enables our clients to concentrate on those tasks which cannot or should not be automated.

The high performance and non-stop availability of the modules increase the speed of response to the customer as a result of more transactions being automatically processed with fewer pending for manual intervention. It also ensures maximum information relevance and accuracy within booking files and hosted applications as more actions and decisions are taken near-immediately without the elapsed time associated to manual processing.

Quick development times make NewSuperAgent a low cost enhancement to any mainframe application. Benefits are available quickly and its high flexibility keeps it in sync with the changing needs of your business.

EDS

Related products

axsRes, EDS' sophisticated solution for passenger reservation, inventory control and fares and ticketing.

axsControl, EDS' leading Departure Control System, covering Passenger-, Baggage- and Aircraft Handling.

axsBagtrack, the proficient solution for Baggage Reconciliation, Tracking and Management.

axsRevenueaccounting, a state-of-the-art Passenger Sales & Revenue Accounting and Information System.

axsCustomer, the tool to create, retrieve and update comprehensive customer information at every touch point.

Technical data

Clustered Client/Server set up on LINUX, with Allegro CL LISP. Modular build, each module can be used on its own.

System platforms
IBM clients and servers

Communications
TCP/IP

Selection of modules currently available on NewSuperAgent:

Control Child/UMNR
Scans for agent bookings as defined by airline, using *text recognition* to identify travelling children. Books child meal according to age of child if not already done.

Crew Booking
Creates/deletes crew bookings based on *input from crew planning system* for deadhead crew, flying engineers, supplementary crew, security guards, etc. Assigns appropriate seats.

Dupe Check
Tracks actively all possible double bookings in one or several PNRs for one or several segments and takes action. Alerts agency for clarification and controls corrective actions. If not solved, auto cancellation or message re-routing are possible paths of action.

Electronic Tour Operator List
Converts TO list of any agency into Airimp PNL format, which is then sent to any handling agent worldwide (*service also for non-hosted airlines*, agencies or ground handlers).

Flight Information Broadcast
Irregularity advise *via SMS* (Short Message Service), using mobile phone numbers stored in PNRs. Message file is sent to Telecom provider who sends out individual SMS.

KL Dispatcher
Based on airline rules updates information in PNRs with at least one segment with status KL and sends to agency. May *add special meal*, etc. or *cancel old segments*.

Mini TOI
Upon request from crew, sends message with actual passenger info (number booked, special service requests, meals loaded) *via ACARS message* to crew en route.

Passenger Finals Sales (PFS)
Picks up incoming PFS from foreign ground handling systems and updates PNRs according to information received.

Retro Claim Check
Tracks customer request for post-departure mileage update and takes appropriate action. Checks in online reservation system and with Past Date Investigation in archived PNRs if claim can be accepted, sends updated claims to Host (*archived PNRs are updated* so requests are not approved multiple times).

TOD/PTA for GDS bookings
Delivers tickets ready for printing at airport/sales offices *based on information in the GDS* PNRs. Creates/updates TST using booking file information.

TTY reject handling
Synchronizes axsRes PNRs with GDS booking files in case incoming TTY message was rejected. Sequence of messages strictly kept. If unable to process the message is forwarded for manual processing (only about 12 percent of all TTY rejects).

Waitlist assignment
Assigns priority and sub-priority to waitlisted passengers as per definition of the airline, *considering routing and client status*. Overbooks preferred passengers if so defined by the carrier.

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