Deem Travel Partner Dashboard Training Series:

Module 5 – GDS Profile Synchronization

Version 17 – October 19, 2015 Series

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Audience is muted –
Please enter questions in Chat

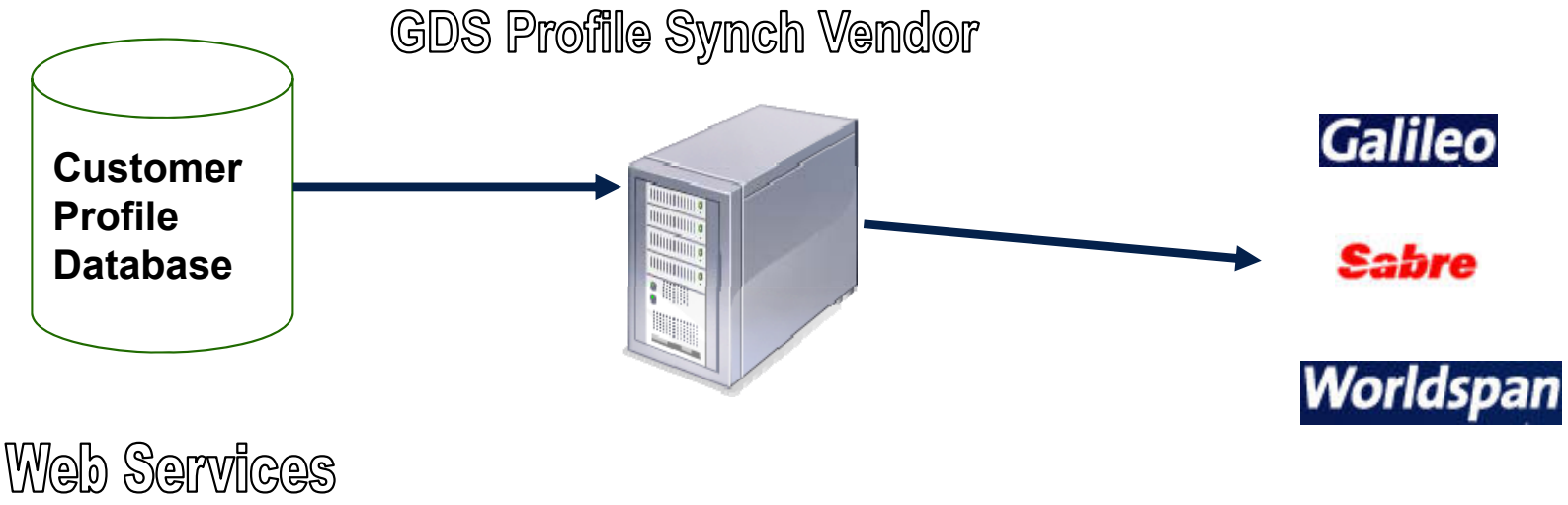
Basic Dashboard Training Modules: Module 5

Agenda:

- Self-Service GDS Profile Synchronization
  - Assignment of Site to Superdomain Domain Group
  - Create a GDS Profile Synch Group at the Site Level
  - Configure Web Services Rule
- The ETSI User Interface Tool
- Success / Error Logs

Partner Dashboard Training Modules: Module 5

GDS Profile Synchronization allows profile data housed within Deem to be written to a Travel Agency GDS, allowing an agency to fulfill offline bookings for the end-user.



Currently the processing of profile synchronization for any one customer has multiple touch points, which can increase processing time.

Process for Self-Service GDS Profile Synchronization

- Assignment of Site to Superdomain Domain Group
- Create a GDS Profile Synch Group at the Site Level
- Configure Web Services Rule
- Configure ETSI Online Synchronization User Interface
- Test / Troubleshoot as needed

Partner Dashboard Training Modules: Module 5

Establishing Web Service Subscriptions

Superdomain Level Web Service Subscriptions

Sites must be assigned to a superdomain web service subscription.

- This subscription translates to web service credentials, which allows ETSI to pull profile data across web services.

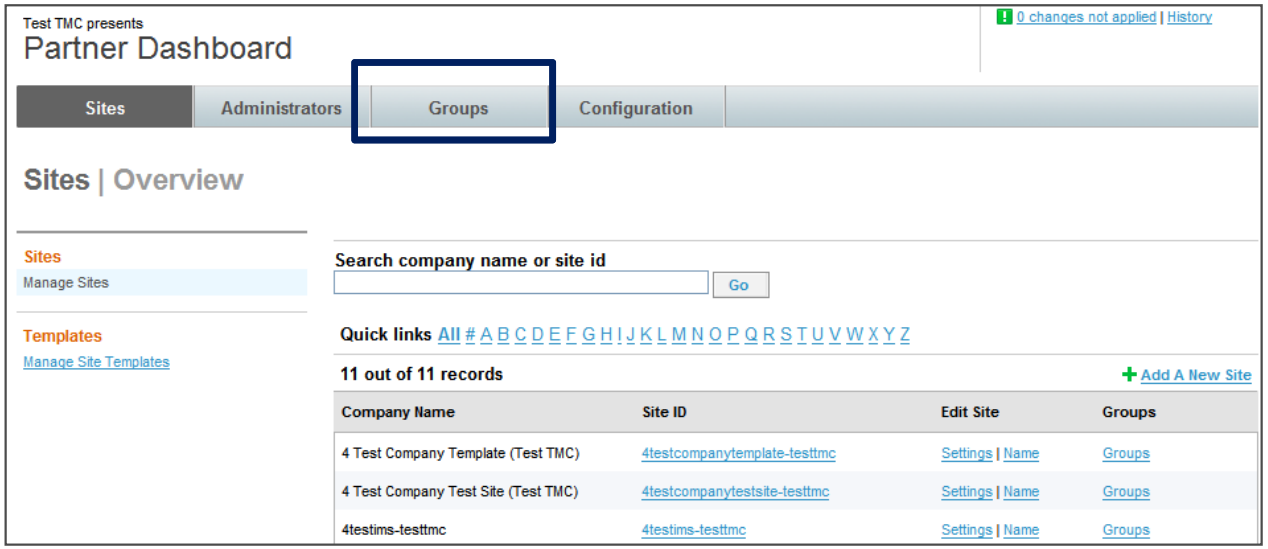
For load balancing purposes, there are superdomain web service capacity limitations:

- 50 Sites to each superdomain web service subscription
- Contact Deem when approaching 50 Sites
  - Submit request via Customer Support Portal asking for a new superdomain web service subscription.

Superdomain Level - Add Your Site to a Domain Group

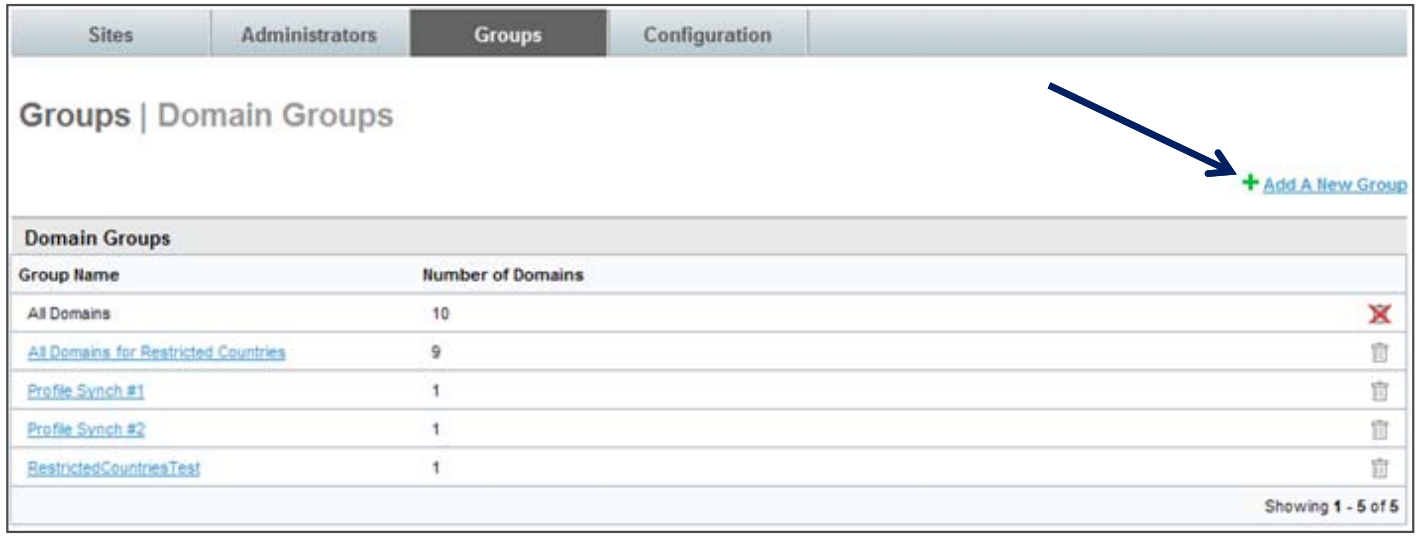
Each web service subscription is assigned to a superdomain group.

Sites must be assigned to a superdomain group for GDS profile synchronization.



1 - Click on the **Groups** tab to assign a Site to a domain group.

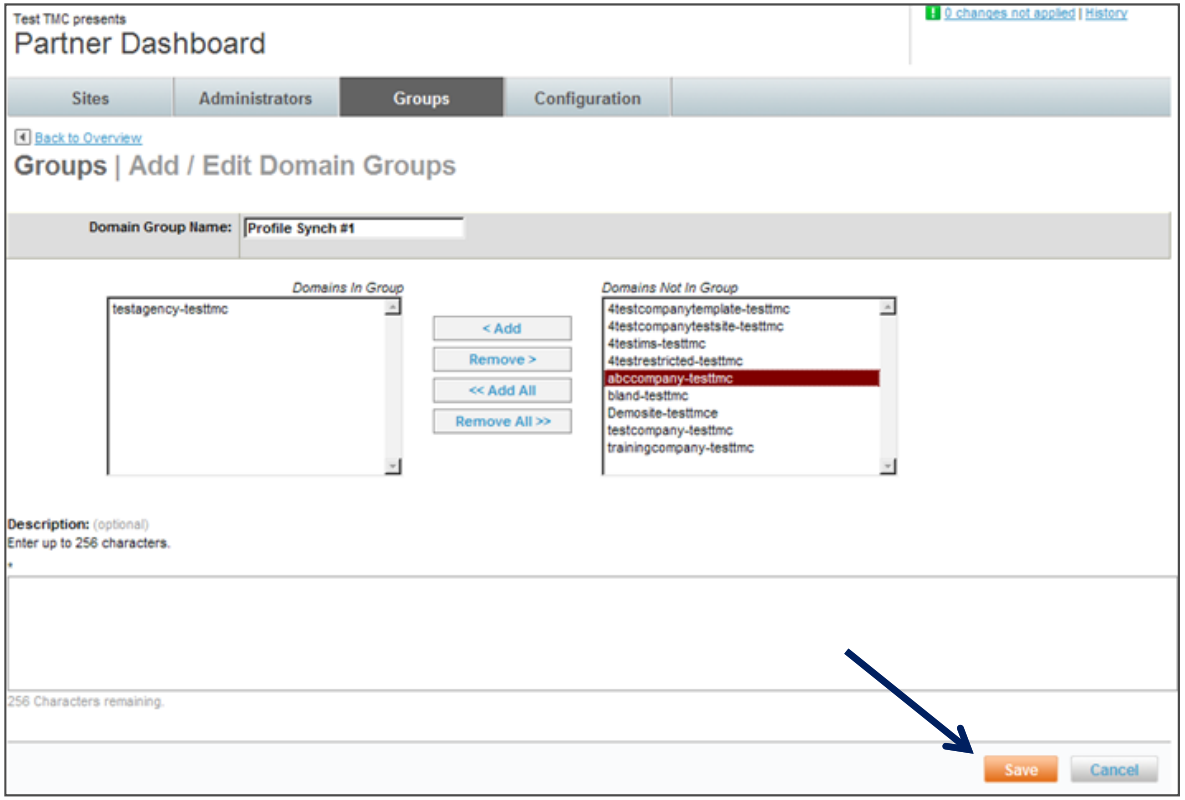
Superdomain Level - Add Your Site to a Domain Group



2 - Click on a **Domain Group Name** link to add a site to a superdomain group or click the **Add a New Group** link to add a new group.

NOTE: Up to 50 Sites per domain group are allowed

Superdomain Level - Add Your Site to a Domain Group



3 - Highlight a site name(s) in the "Domains Not In Group" box.

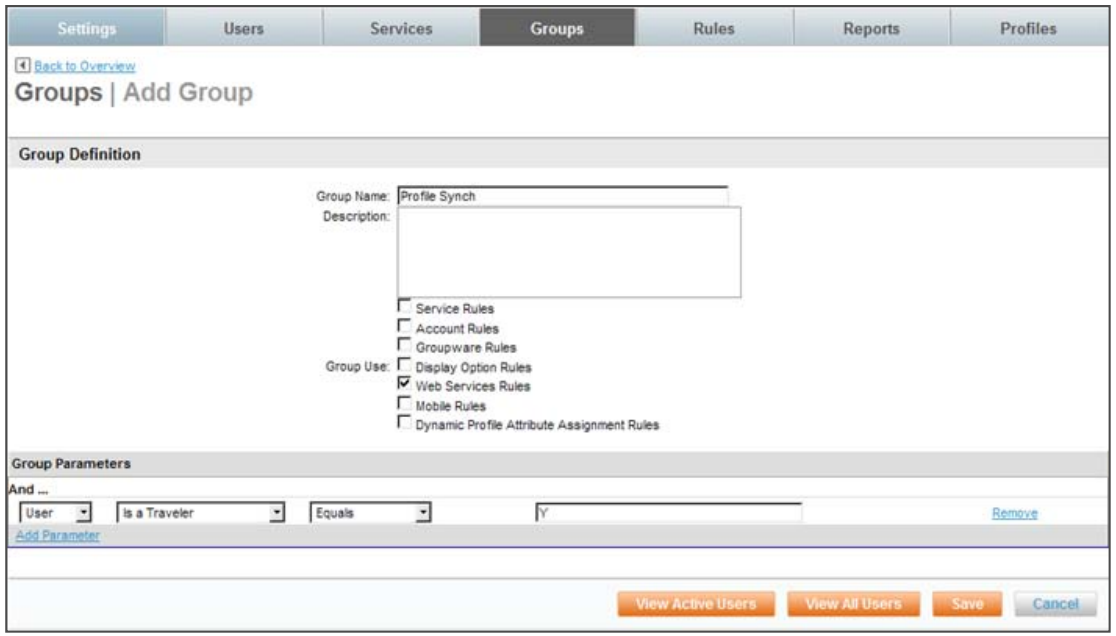
4 - Click **Add** to add them to the group

5 - Click **Save** and then **commit your changes**.

Site Level - Create a Profile Synch Group

Groups are used to select users meeting certain requirements (Such as ensuring only traveler profiles synch to GDS).

Every site will not necessarily need a profile synch group.



1 - From the Partner Dashboard, click the **Groups** tab and then the **Add a Group** link.

2 - Complete and **Save** the page:

- Enter a **Group Name** - It is recommended to use “Profile Synch” for easy recognition.
- Select the **Web Services Rules** checkbox
- Select **Group Parameters** to identify the appropriate group.

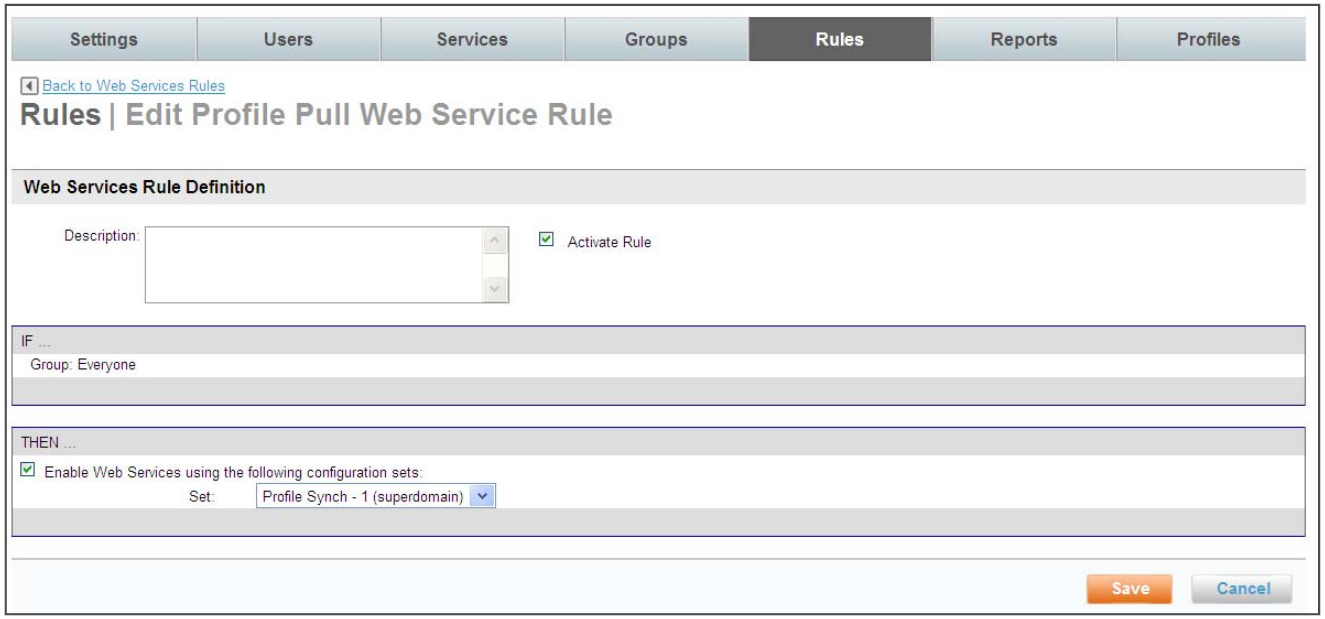
Site Level - Assign Web Services Rules to a Site

3 - Click the **Rules** tab and select the **Web Services Rules** link.

4 - Click the **Add** link beside the **Profile Synch** group in the **Profile Pull Web Service** column or beside the **Everyone** group of no group was added specifically for profile synchronization.

Note: If multiple maps for same customer are necessary, file a case in the Customer Support Portal and assign it to Configuration-Requests. Deem will help you with the setup of multiple web service subscriptions. Maps will continue to be processed by Site Administrator.

Site Level - Assign Web Service Subscription to a Site



5 - Select the **Activate Rule** checkbox

6 - Enter an optional description for the rule

7 - Select the **Enable Web Services using the following configuration sets:** checkbox

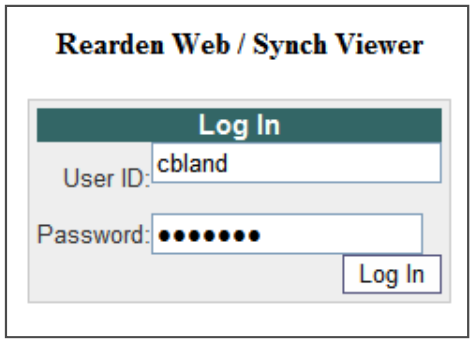
8 - Select the set added to the Superdomain from the drop down list

9 - Save and **commit your changes**

Note: You will see (superdomain) within the name of the set if the map is configured on the superdomain level.

The GDS Profile Synch Interface

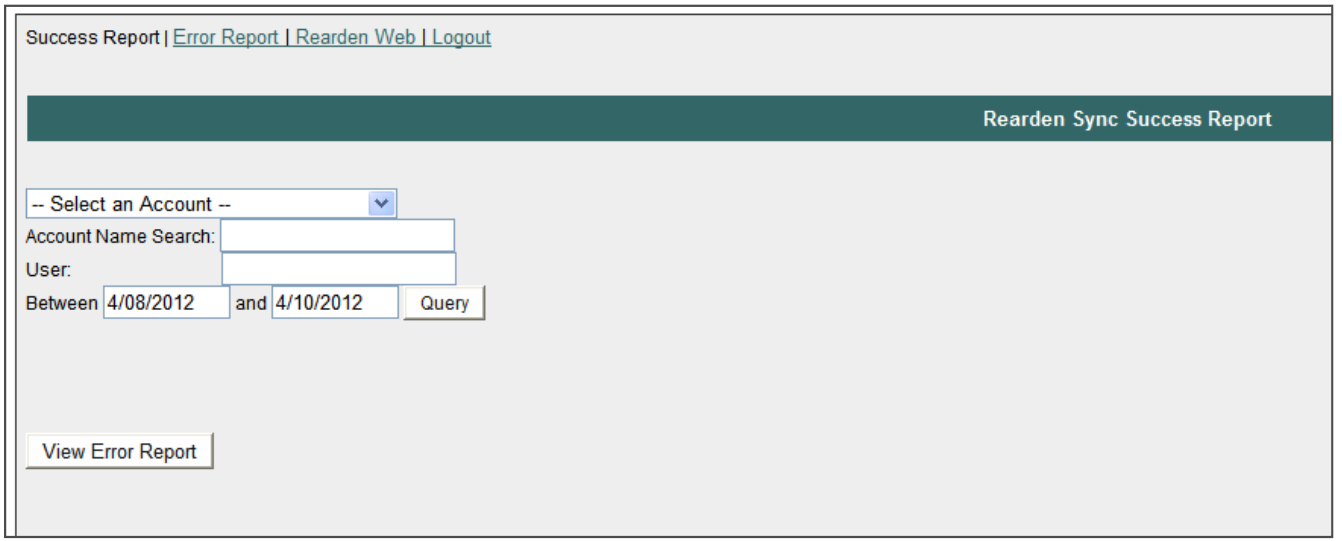
Where is it?



- Go to: http://www.travsync.com/SyncConfig/
- Enter your User ID and Password.
- Click Log In

Note: User ID and Password will be sent to you after this class is completed.

ETSI - Profile Map Configuration Interface

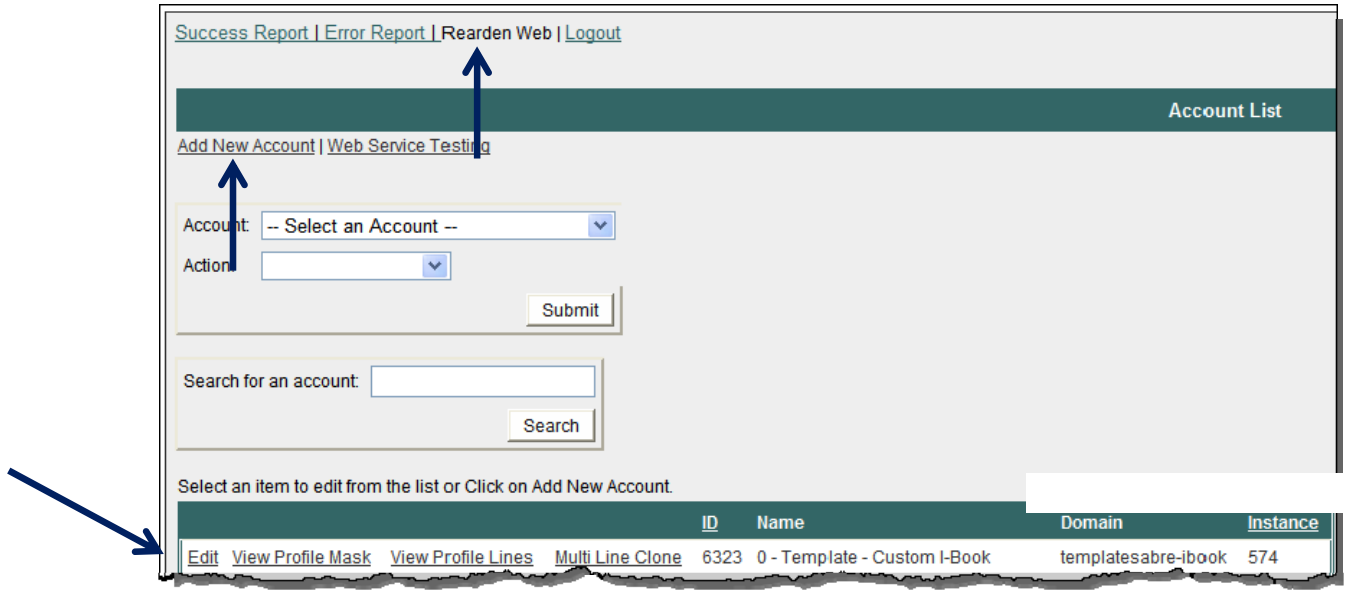


- **Success Report** – Provides real-time access to successfully synched profiles.
- **Error Report** - Provides real-time access to profile synchronization errors
- **Rearden Web** - Interface to process profile synchronization maps
- **Logout**

ETSI - Online Synchronization User Interface

1 - Select the **Rearden Web** link

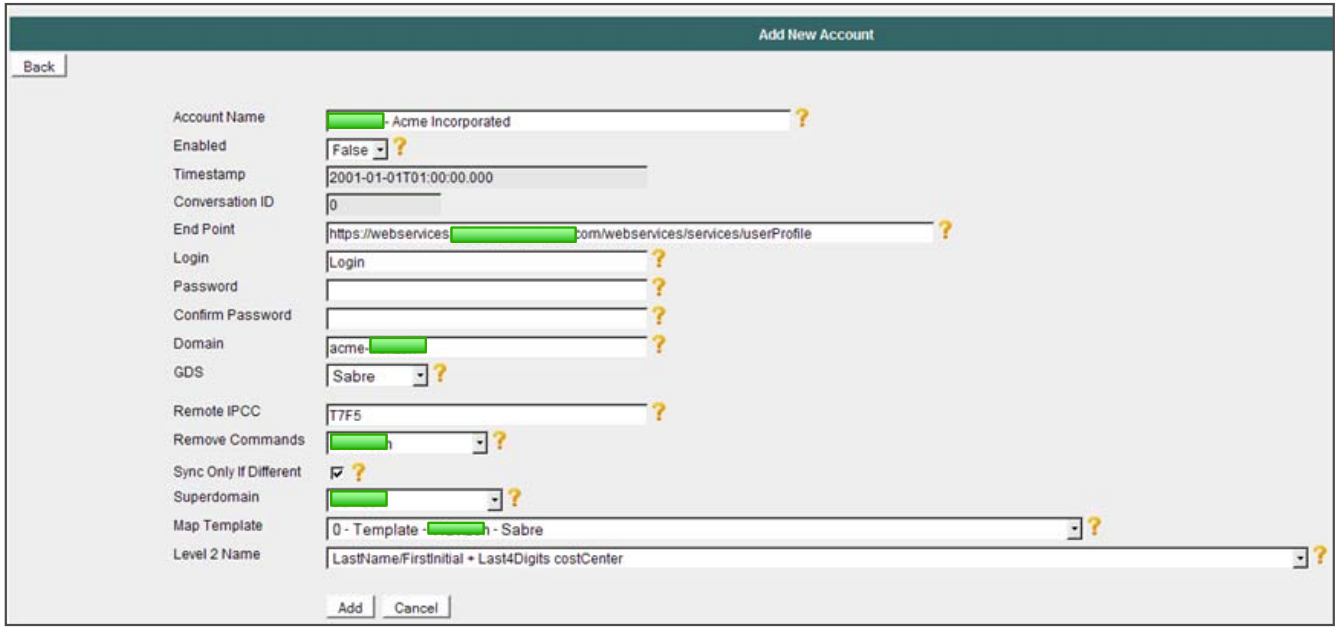
2 - Click the **Add New Account** link to create a new profile mask (map)



- **Edit**: Allows you to change Site name, GDS, profile naming, etc.
- **View Profile Mask**: Allows you to change PCC, 1st level profile name.
- **View Profile Lines**: Allows you to add, change, or remove profile lines.
- **Multi Line Clone**: Allows you to clone multiple lines to an account.

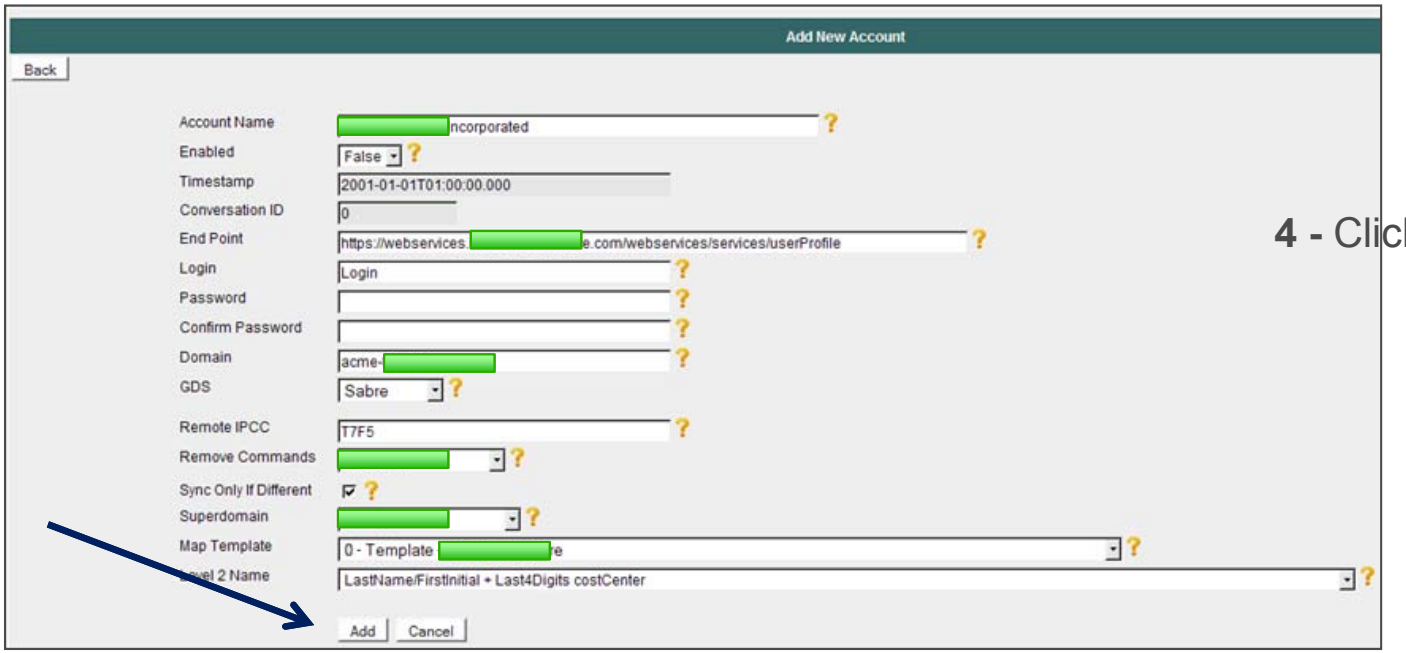
ETSI - Creating a New Account

3 - Complete the page:



- **Account Name**: Enter the account name using the following format: "Agency - <Customer Name>". (*i.e. XYZ Travel – Acme Incorporated).*
  - If multiple maps for the same customer, include group name (Agency – Customer Name – Group)
- **Enabled**: Set this to "True" **after** configuration is complete to enable the account.
- **End Point**: This is pre-filled with web services URL. Do not change this value**.**
- **Login/Password**: Enter the value "password" in password box and confirm password box fields
- **Domain**: Enter the site short name (*i.e. acme-xyztravel)*
- **GDS**: Select the appropriate GDS

ETSI - Creating a New Account (Cont)

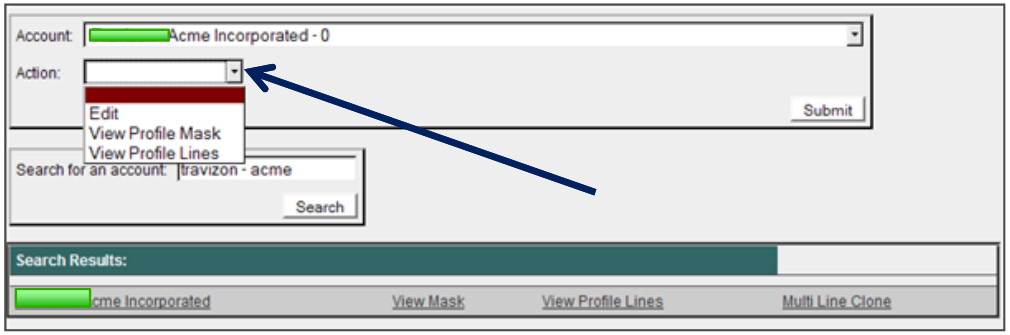


4 - Click **Add** to add the account.

- **Remote iPCC**: This should match the PCC on the “Profile Mask” page.
- **Remove Commands**: Should be set to your agency (This is for SABRE Accounts only).
- **Sync Only if Different**: When set, profiles will only synch to the GDS if data has changed since the last time the profile was synched to the GDS.
- **Superdomain**: Select the superdomain web service subscription assigned to the account.
- **Map Template**: Select the appropriate map template.
- **Level 2 Name**: Select the appropriate profile naming convention from the dropdown list.

ETSI - Creating a New Account (Cont)

- View Profile Mask



5 - Retrieve the newly created account.

- Select account from the dropdown, and select **View Profile Mask**

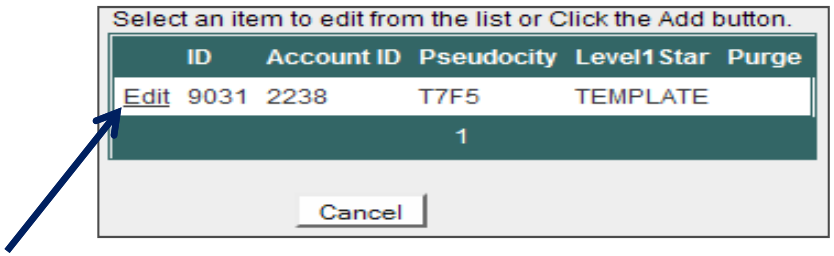
  or

- Search for the account name, and click **Search**.

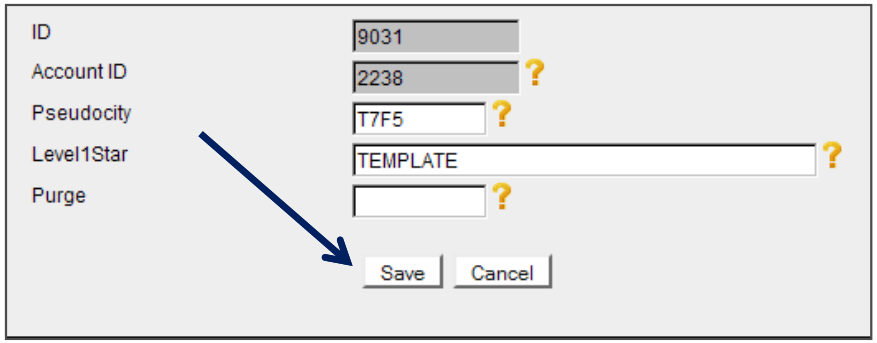
6 - Once located, click the **View Profile Mask** option from the drop down list.

ETSI - Creating a New Account (Cont)

- Edit Profile Mask



7 - Click the **Edit** link to update the PCC and 1st level profile name.



8 – Complete the page:

- Enter in the PCC into the **Pseudo city** field.
- Enter the 1st level profile name into the **Level1Star** field.
- Do not enter anything into the **Purge** field

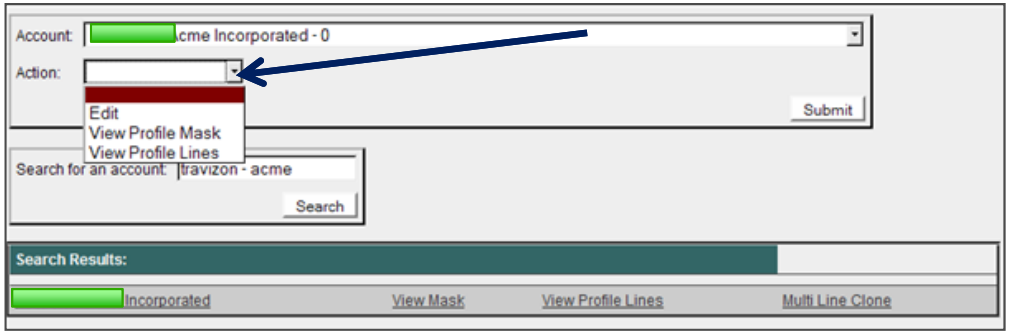
9 - Click the **Save** button to save your changes.

ETSI - Creating a New Account (Cont)

- View Profile Lines

10 - Once the account has been created and the PCC/1st level profile name fields are updated, next update the customer specific profile lines.

NOTE: If the map is an exact duplicate of the template map this step is not necessary.



11 - Retrieve the newly created account.

- Select account from the dropdown, and select **View Profile Lines**.

  or

- Search for the account name, and click **Search**.

12 - Once located, select the **View Profile Lines** option from the drop down list.

ETSI - Creating a New Account (Cont)

- Edit Profile Lines

• To edit the line type (Always move, never move, etc.), headings, line description (Labeled Name Field), modifiers or secondary qualifier, click the **Edit** link

Select an item to edit from the list or Click the Add button.

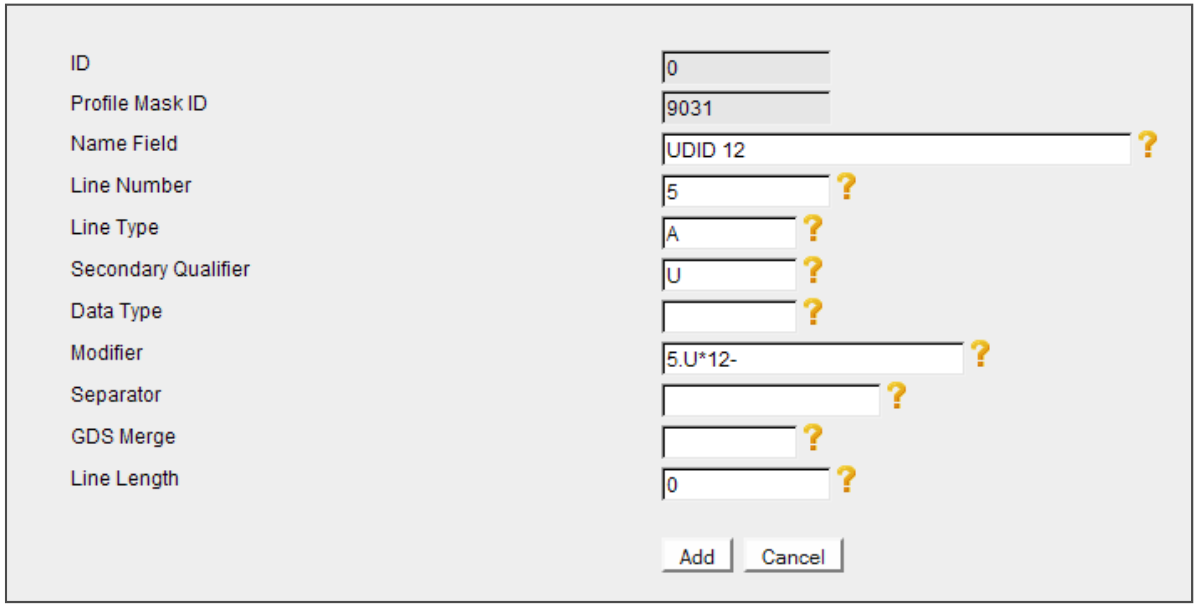
			ID	Mask ID	Name Field	Line Number	Line Type	Secondary Qualifier	Data Type	Modifier	Separator	GDS Merge	Line Length
Edit	View Line Items	Add Line Item	1580515	9031	Subject Line	0	S						0
Edit	View Line Items	Add Line Item	1580516	9031	Priority Remark (Not Used)	1	P						0
Edit	View Line Items	Add Line Item	1580517	9031	Priority Remark (Not Used)	2	P						0
Edit	View Line Items	Add Line Item	1580518	9031	Priority Remark (Not Used)	3	P						0
Edit	View Line Items	Add Line Item	1580519	9031	Company/Traveler Retrieval	4	A	B		5B[#]N*			0
Edit	View Line Items	Add Line Item	1580520	9031	Ghost Line	5	A						0
Edit	View Line Items	Add Line Item	1580521	9031	Name Field/Statement Info	6	A	M					0
Edit	View Line Items	Add Line Item	1580522	9031	Ghost Line	7	A						0
Edit	View Line Items	Add Line Item	1580523	9031	Business Phone	8	A	B					0
Edit	View Line Items	Add Line Item	1580524	9031	Travel Arranger Name/Phone	9	A	B					0

1 2 3 4 5 6 7 8 9 10 ...

- Each profile line must have line items created. Line items drive components of the GDS format, as well as the XML data used to populate the profile line. Click **Add Line Item** to add a line or click the **View Line Items** to view one.
- **Data Types** are used to drive GDS formats for Apollo/Galileo accounts.
- **Modifiers** are used to drive GDS formats for Sabre/Worldspan accounts.

ETSI - Creating a New Account (Cont)

Editing a profile line

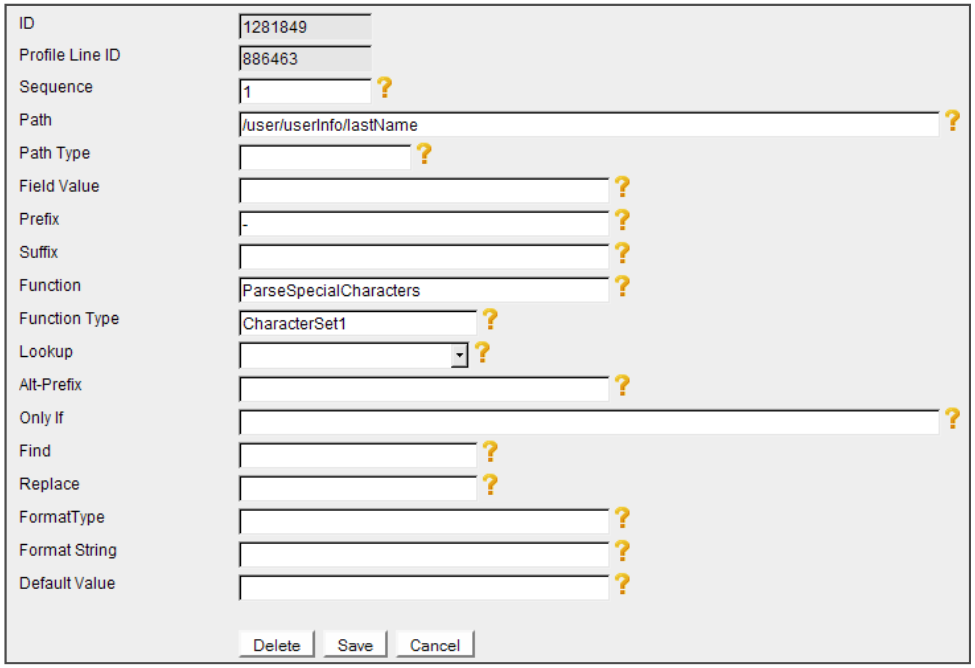


- The profile line adds the line number, the line type, applicable secondary qualifier, data type (if applicable) and modifier.
- Profile line items must be created to add data to the profile line.

Note: Apollo maps must have a data type, which drives the GDS command, rather than the modifier. Data types will appear as a drop down when applicable.

ETSI - Creating a New Account (Cont)

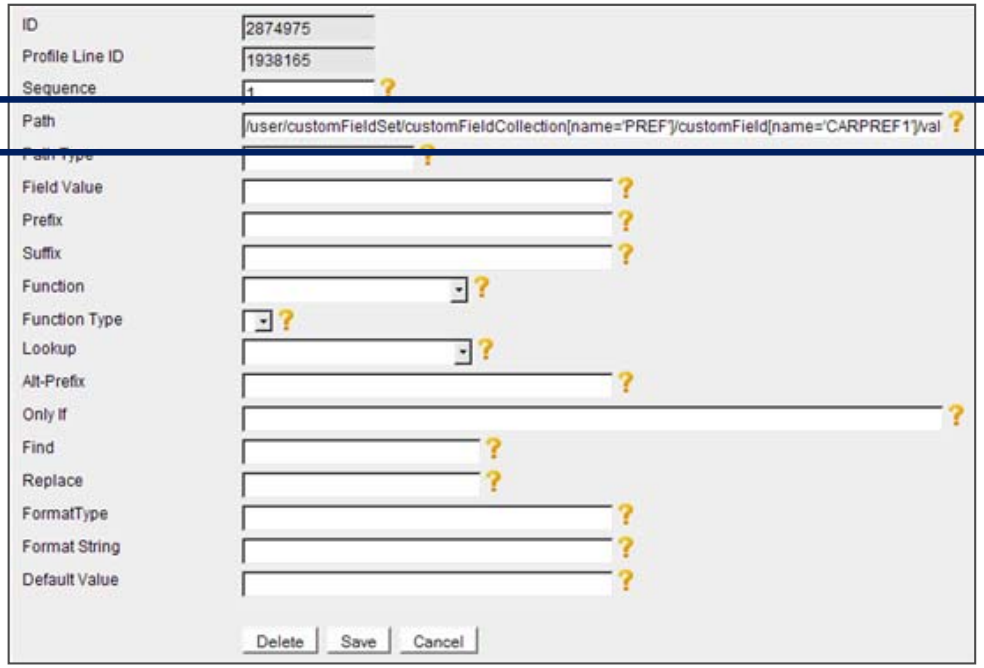
Adding a profile line



- **Sequence:** Used to determine the order of XML data in the line.
- **Path:** Should contain the XML path for the desired data.
- **Prefix:** Any hard-coded value preceding data. Often used with writing statement information.
- **Suffix**: Any hard-coded value following data. Often used with Worldspan accounts, applying # at the end of the line.
- **Function:** Contains any special actions associated with the line. Every function must have a corresponding **Function Type**.

ETSI - Creating a New Account (Cont)

Adding a profile line - Using custom fields to write data to GDS

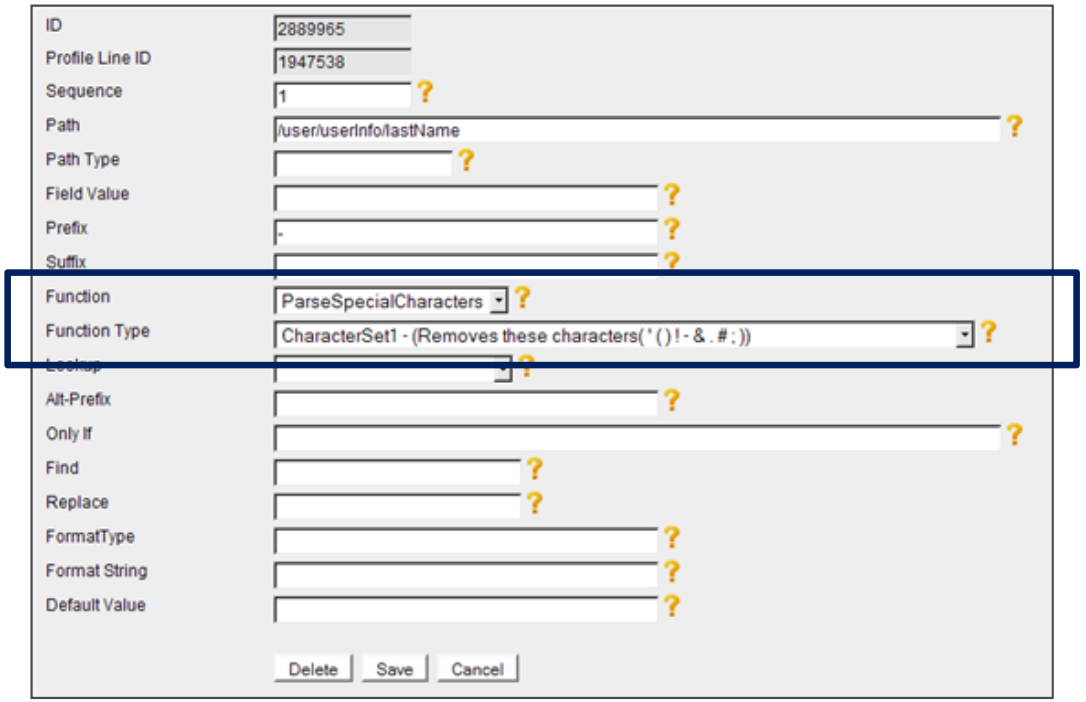


Using custom fields in the path requires the custom field collection and custom field name. A custom field of PREF.CARPREF1 would appear as:

/user/customFieldSet/customFieldCollection[name='PREF']/customField[name='CARPREF1']/value

ETSI - Creating a New Account (Cont)

Adding a profile line - Functions



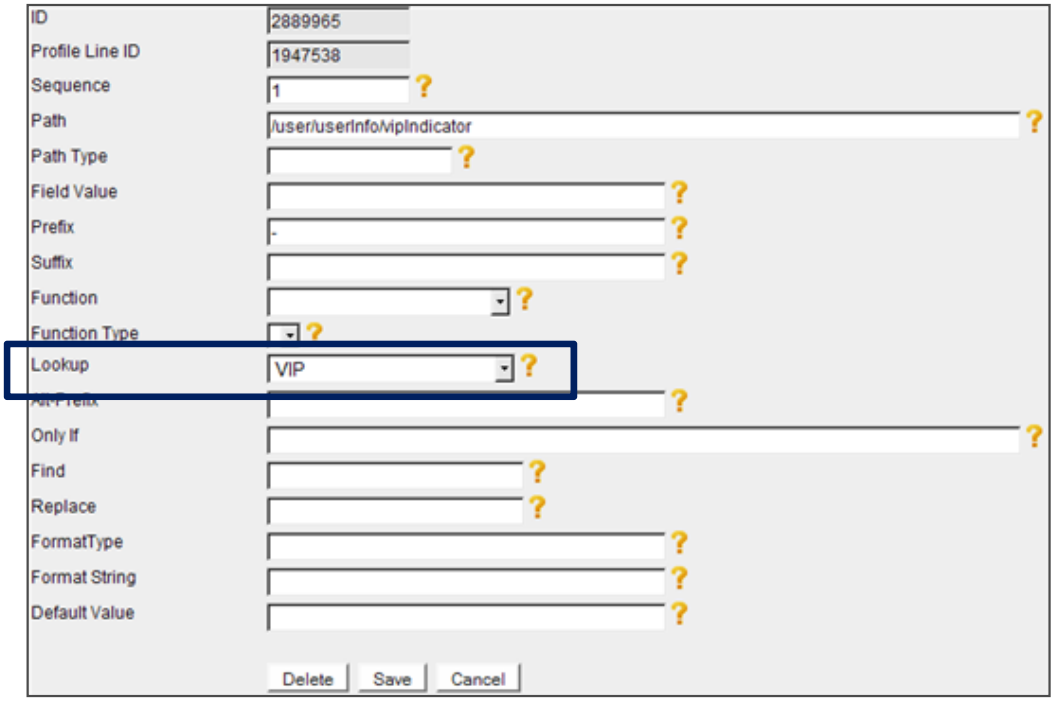
Functions allow you to apply custom coding to each profile line item

- Removing special characters
- Specify an explicit date format

• Select the **Function** from the drop down list and then the corresponding type

ETSI - Creating a New Account (Cont)

Adding a profile line - Lookups



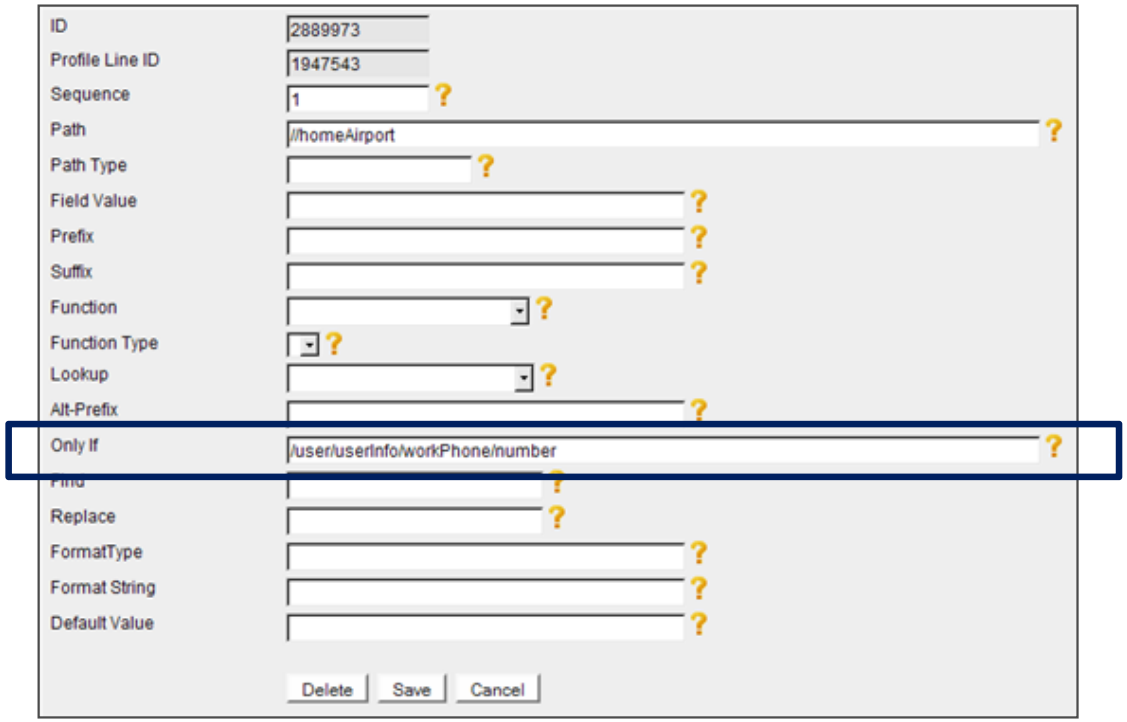
Lookups allow you to perform value substitutions

If VIP = “True”, then write “*** VIP ***”

- Select the **Lookup** value from the drop down list

ETSI - Creating a New Account (Cont)

Adding a profile line - Only If Statements



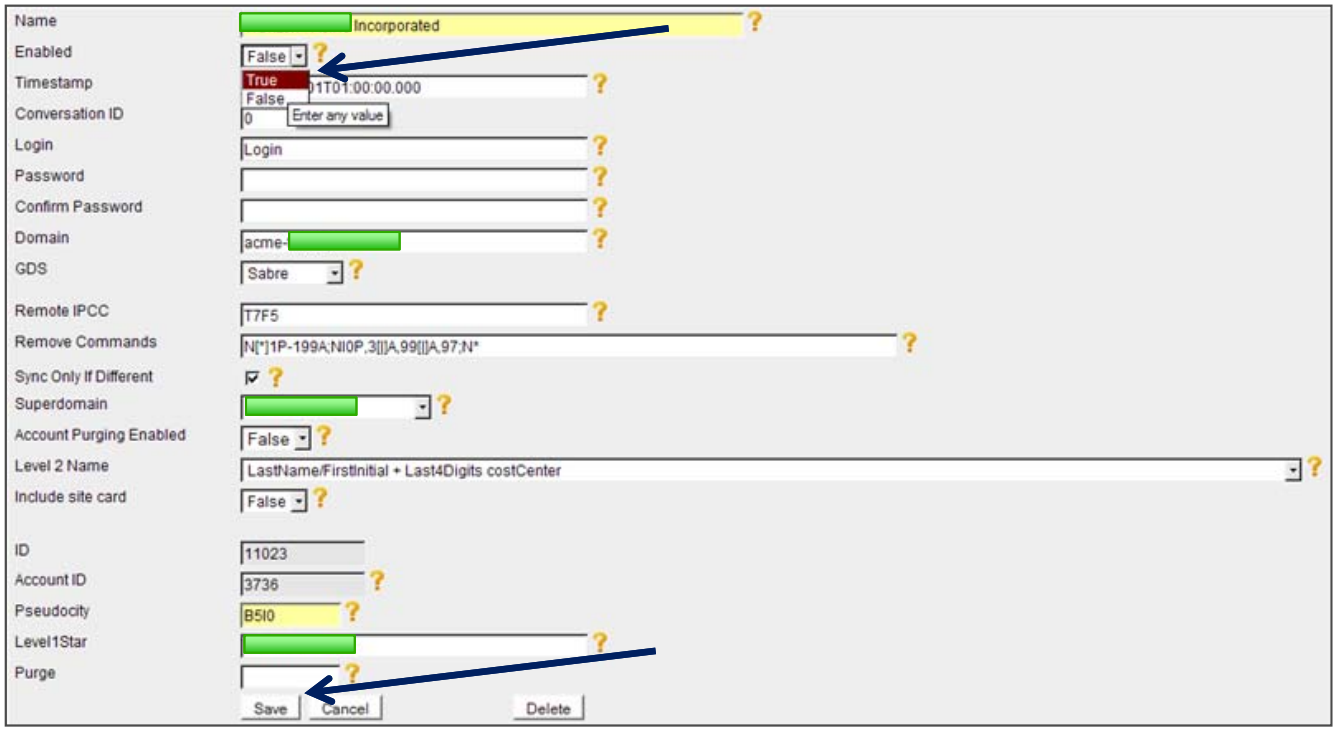
"Only If" statements are used to add conditionals to the profile line item.

Example – Only write a profile line item for home airport if there is a value in phone field.

- /user/userInfo/workPhone/number would go into the Only If field.

ETSI - Creating a New Account (Cont)

Finished?



Once the mask has been completed and all necessary information has been updated, enable the account.

13 - Return to the Edit page and check the Enabled field from **False** to **True.**

14 - Save your change.

ETSI - Tips to remember:

- Any XML fields that contain underscores (i.e. /user/servicePreferences/airlinePreferences/membershipSet/membership_1/airlineCode) need to be wrapped in brackets.

  /user/servicePreferences/airlinePreferences/membershipSet/membership_1/airlineCode is translated to the following:

  /user/servicePreferences/airlinePreferences/membershipSet/membership[1]/airlineCode

- Use the prefix and suffix fields to link data with hard-coded GDS formats.

- Ensure your “Path” in each profile line item is cased properly. Improper casing will cause data to not populate to GDS

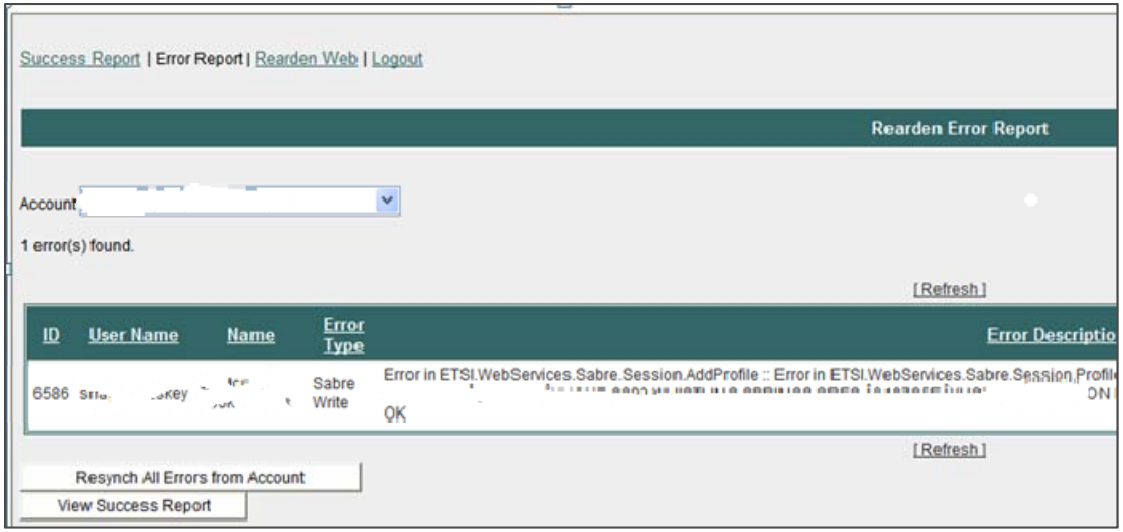
- ETSI queries our database every 15 minutes for update requests

Partner Dashboard and ETSI Troubleshooting Hints:

If your newly created account is not synching to the GDS, please check the following points:

- Ensure the web service is established.
  - Site is assigned to proper domain group.
  - Changes have been committed at super domain level
  - Web service rule enabled to the proper group at Site level
  - Ensure that users meet group parameters (i.e. using home phone for group, that users contain home phone)
  - Changes have been committed at Site level
  - Web service assigned to profile mask in configuration UI
- Ensure that the mask is enabled.
  - On the “Edit” page of the mask, the “Enabled” toggle should be set to “True”.
- Check for Site name consistency
  - Site name in UI must match Site short name in Services Dashboard.
- Check for 1st level star consistency
  - 1st level star must match 1st level profile listed in configuration UI
- Branch access
  - Ensure that branch access has been opened.
    - Between your Sabre Web Services iPCC and PCC housing profiles for Sabre
    - Between 1H1H and PCC for Apollo

ETSI - Re-synching errors en masse



- Click on **Error Report**
- Select the **Account** from the drop down list
- Click on **Resynch All Errors from Account**
  - All users listed in the error report will attempt to resynch.
- Most errors are GDS-Centric Errors
  - Invalid Subfield – Missing component of address field (Apollo)
  - Invalid 1st Level – The first level star configured in ETSI cannot be found in Sabre.

- Please submit Customer Support Portal case for any non-GDS centric errors.

Questions?

• Any questions regarding the synchronization process, which includes map processing, or error handling, should be routed to Profile Support.

- Log into the Customer Support Portal
- Open a case
- If a question about the synch process, include the following information:
  - Site
  - Issue / Question (Be specific)
  - If an issue – steps to reproduce

- If a question about a specific error(s), include the following information:
  - Site
  - Username(s)
  - Permission to test
  - Copy / Paste error response into case