Online Support at Your Fingertips

Agency eServices
agencyeservices.sabre.com
OVERVIEW

Gain instant, online access to a range of customer service and support tools today!

With Sabre’s Online Support Solutions, you can eliminate time-consuming help desk calls and reduce training costs with the available quick reference materials and online classes.

They comprise:

- **Agency eServices** - The online support hub that brings together resources for support, training, product and tools for our travel agency customers.

- **Personal Trainer** - A multimedia e-courseware that provides you with fast-paced, interactive online training at your convenience, allowing you to build expertise in using Sabre products.

- **Format Finder** - Hundreds of pages containing over 26,000 Sabre system formats. Catered for both new and experienced agents, it is your best friend to get answers fast.

- **Agent Connect** - The knowledge sharing and support community for Sabre-connected travel agents. It’s a place where you can ask questions, read and post tips as well as blog articles about industry trends.
WHAT’S IN THIS BOOKLET

This booklet will guide you through the process of accessing and using the Sabre Online Support Solutions.

You will be introduced to how you can get started in just three simple steps. We also encourage you to take five and try out these solutions for yourself!

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Take full advantage of the comprehensive online portal

1 Log in:
Open Agency eServices in Sabre Red Workspace from the Community tab, or by visiting https://agencyeservices.sabre.com and access it with your Sabre credentials.

2 Add your information:
Update your contact and communication preferences.

3 Good to go!
You are ready to use Agency eServices. Why not start with our suggestions below?
GET STARTED
Five steps to get familiar with Agency eServices

1 Catch up on the latest news
Have you seen the latest updates from Sabre and our industry? Whether it’s new Ancillary Services, maintenance notifications or supplier updates, our team around the globe is here to ensure you stay informed.
Try this: Click on any article in the Latest News section to read the full story. Browse the News Archive from the Resources section in the footer. From here you can click on Email Subscription on the lower left side to receive Agency eServices news in your inbox. RSS news feed subscription is also available.

2 View Agency eServices in your language
¿Hablas español? Parlez-vous français? In fact you can view the website in English, Spanish, Portuguese, Italian, German, French and Russian.
Try this: To view the website in an alternate language you can choose from the list in the top right menu. If you want to change your default language, you can do this within your profile, also found in the top right menu.

3 Sign up for a training course
Sabre offers a range of training including virtual live sessions and self-paced courses. Discover what you can learn and sign up for the latest courses to improve your Sabre knowledge.
Try this: Select the Training Schedule in the Training tab and browse a variety of available classes. You can sort them by title, training method, time and availability.

4 Locate product support information
View all the Sabre products and their functions in one place. Each page is split out into two sections. The About tab offers information to get you started or decide if the product is right for your agency. The Support tab has a wealth of information to help you make the most of the product and access training and other support materials.
Try this: Click on Products from the main menu at the top of the page. Click on Product A-Z, and then choose a product from the list. Repeat the exercise for different products and you will notice that the information is laid out in the same way for each product.

5 Download a useful reference
We craft training materials for busy agents who wish to refresh their knowledge and for those who would like to explore new topics in-depth.
Try this: Head to the main training page by clicking ‘Training’ on the main menu. Select Quick References or Training Support Materials. Then choose a topic that interests you and then click one of the references to view it.
GET STARTED
Take full advantage of the comprehensive online portal

1 Log in:
From Agency eServices select Training, then select Personal Trainer.

2 Add your information:
Create your account by clicking on ‘Please Add Me’ and filling out the short registration form.

3 Good to go!
Now you are ready to start taking the self-paced, interactive, Sabre simulated courses.
GET STARTED
Get Sabre fit!

1. **Choosing your course plan**
   We have prepared course plans so you can find topics that are of interest to you.
   **Try this:** Select ‘Suggested Course Plans,’ then scroll down to Air Extras and select the curriculum title. Here you will find the training you need in order to handle ancillary fees.

2. **Search for a course**
   There are over 100 courses in Personal Trainer. The search functionality can assist you with finding what you are looking for.
   **Try this:** Select ‘Individual Courses’ and enter a topic you want to explore (Hotels for example) and select ‘search’. The list will display the title of the course, the estimated time for each course and the language of instruction.

3. **Add a course to your training plan**
   Once you find a course of interest, you can get started right away or add the course to your training plan.
   **Try this:** Locate a course you wish to take. Your options are to select either ‘Start Course’ to immediately begin the training or ‘Add Course to my Training Plan’ to add to your training plan and take the training at a later time.

4. **Change your language**
   Is English not your mother tongue? Don’t worry! Many Personal Trainer lessons are also offered in French, German, Italian, Portuguese and Spanish.
   **Try this:** Select ‘My Personal Trainer Profile’ and update your language preference. The suggested course plans are based on your language and what country you are located in.

5. **Pick up where you left off**
   Personal Trainer allows you to schedule your training in advance and track your performance, so you can experience structured learning and enjoy ongoing improvement.
   **Try this:** Select ‘Training Plan’ to see the list of courses you intend to take. If you begin a course and need to exit before you finish, you may ‘Continue’ where you left off. Selecting ‘Progress Report’ will open a list with lessons you have started taking or already finished, and how well you preformed. Even a lesson marked finished can be launched again. This enables you to retake topics at any time.

Here is just a sample of what Personal Trainer has to offer:

- Creating a PNR
- Changing a PNR
- Fares
- Pricing
- Ticketing
- Refund & Exchanges
- Invoice and Document Delivery
- Profiles
- Queues
- Cars
- Hotels
- Cruises
- International Travel
GET STARTED
Three easy steps to get started with Format Finder

1. **Log in:**
   Access Format Finder in Sabre Red Workspace under Helper Apps or from your web browser [https://formatfinder.sabre.com](https://formatfinder.sabre.com) and access with your Sabre credentials.

2. **Add your information:**
   Choose your world region and language preference at the top-right corner of the site.

3. **Good to go!**
   You are good to go!
   Why not start with our suggestions below?
GET STARTED
Five steps to get familiar with Agency eServices

1. Try a simple search in Format Finder
   It’s as easy as typing in the search bar at the top of Format Finder and hitting enter.
   **Try this:** You need to divide a PNR. Enter the word ‘Divide’ into the search box. One of the top results will be ‘Divide Passenger Name Record’.
   Tip: In your Sabre window, type help/Your Search Words (for our example it would be help/divide) to kick off this search in Format Finder.

2. Use Quick Look to find a format
   Sometimes you may not be sure if you need a dash, slash or cross of Loraine, or you may only recall part of a format. On these occasions we recommend using Quick Look.
   **Try this:** Click the eye icon at the top-right corner of the screen, and try finding the format to specify the commission amount in the booking. Type ‘KP’ and change the first box to ‘Contains’. Then click on ‘Ticketing’ section to view the available formats. **Extra tip:** Click on the ⋯ to the right hand side of any segment to access the full Format Finder page.

3. Browse the list of topics
   On the left hand side of Format Finder you can browse an A-Z list of format topics. Simply scroll down the topic list and then click the ‘+’ to expand your selection.
   **Try this:** Find a list of special meal codes. Scroll down to the Passenger Name Record section, select Passenger Name Record Fields and click on SSR and OSI fields in a PNR. You will then see a section called Miscellaneous SSR Codes, which contains the solution.

4. Find pricing formats using Quick Formats
   Quick Formats are simple examples of how to use formats. We have them available in the most frequently searched formats.
   **Try this:** Let’s find the options for pricing an itinerary using the WPNC formats. On the left hand side of Format Finder click the Quick Format Tab. Click Pricing and then WPNC/WPNI. You will get a full set of possible formats.

5. Use a bookmark to save for future reference
   When you find something useful that you may want to refer back to in Format Finder, you can save the page with a bookmark. Just click the ⭐ to the top right of the page (directly above the content you are viewing).
   **Try this:** Using the Quick Formats on the left, click on Hotels and then ‘HOT - Shop Hotel Availability’. Open the page and save it to your favorites by clicking the star.
GET STARTED
Join the Sabre online community in three easy steps

1 Log in:
Open Agent Connect in Sabre Red Workspace from the Community tab, or by visiting https://agentconnect.sabre.com and access with your Sabre credentials.

2 Create your profile:
It takes less than a minute to create your basic profile.

3 Good to go!
Get answers, share knowledge and connect with agents around the world. Ready to get started? Begin with our five suggestions.
GET STARTED
Five steps to get familiar with Agency eServices

1. **Share a tip or ask a question**
   Tap into the largest pool of Sabre experts in the world or share some of your knowledge by sharing a shortcut you use every day.
   **Try this:** Choose ‘Ask a Question’ or ‘Share a tip’ on the top right hand side of Agent Connect. Then write your question or tip. Make sure others see your post by adding topics, three or four is good. Click the ‘Post’ button and that’s it! Your question or tip is live.

2. **Add a tip to your favourites**
   Saving useful questions and tips to your favorites helps you find critical information when you need it most.
   **Try this:** Find a question or tip that you think is useful and click on the ★ at the top-right corner of the question or tip. Now click on ★ at the very top right of Agent Connect. You will have speedy access to your most recent favourites.

3. **Follow topics to personalise ‘My Feed’**
   Selecting the right topics to follow will help you get the best from Agent Connect and ensure your ‘My Feed’ contains content that is of interest to you.
   **Try this:** Click on Topics from the main menu bar and read through the topic descriptions. When you spot a topic you are interested in click ‘Follow’. To see all posts that are using this topic, click on the topic title.

4. **Move up the Agent Connect Leaderboard**
   Are you competitive? Points are awarded for answering questions, posting tips and being helpful on Agent Connect.
   **Try this:** Access the Leaderboard by hovering over ⚖ at the drop-down list in the top panel or by using the widget on the right-hand side. Switch between weekly, monthly and all time Leaderboards to see the most active agents at different times.

5. **Show some appreciation**
   You may find that other agents share information that is useful to you. When you see an answer or a tip on Agent Connect that you find helpful, why not show some appreciation and use the ‘Helpful’ button. When you do this the person who added the answer or tip will get leaderboard points. In addition other users on the site will be able to see that the answer has been helpful to others. and may help them find the answer they were looking for faster.
   **Try this:** Click on the ‘Tips’ button and locate one you find interesting. Then click the ‘View’ button. You will then see the ‘Helpful?’ button at the bottom of the tip. Press it and you will see it goes green. If you go back to the main tips page you will see your appreciation has been noted at the top of the tip.