# Product Advisory

## Trip Assist 1.14

<table>
<thead>
<tr>
<th>Product Advisory number:</th>
<th>3563</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version:</td>
<td>01</td>
</tr>
<tr>
<td>Effective date:</td>
<td>11-Feb-19</td>
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### High level description:
- Social Profile – connect your Facebook Messenger account to receive targeted push notifications on the channel of your choice.
- Advertising - Native advertising is now available on both Android and iOS.
- Arabic language Support.
- Itinerary view Improvements.
- Airline Check In - Support for more airlines inside the app.
- Performance Improvements and Bug fixes.

### Impact summary:
First notification that new features are now available to Trip Assist customers using the mobile apps to manage their travel plans. This will affect all app users who choose to update or download the latest version of their agency app.

### Reason for issue:
First notification

### Impacted customers:
- ☒ Agency customers
- ☐ Airline customers
- ☐ eCommerce customers
- ☐ Car, hotel, rail or cruise customers

### System:
- ☒ Travelport Galileo
- ☒ Travelport Apollo
- ☒ Travelport Worldspan

### Load to pre-production:
Not applicable

### Web services: (API and Messaging)
Not applicable

### Issue history:
Version 01 issue date: 11-Feb-19
Overview

Trip Assist 1.14 now offers the following customer benefits:

- A new Feature release method. The Trip Assist Application can now enable new features independently of App Store releases. Facebook Messenger will be available to 1.14 users independently of the App Store update – it is released in 1.14 but currently toggled off. A push notification will inform users when to access the Feature.
- Agencies who have a Facebook Presence can now send push notifications via Facebook Messenger.
- End travelers can choose to receive notifications via Facebook Messenger if they link their accounts and opt-in.
- Advertising represents a revenue generation channel for Agencies.
- Arabic language support in Application & Messaging Platform.
- Additional Airlines supported through our Check In Feature.

Important note:

As part of the Trip Assist 1.14 release we have to introduce a technology change for the sending of Android push notifications. This is due to the Google service being used previously being retired and we need to replace with the new replacement service. This is a background update and the Android users will see no visible difference in the delivery of push notifications however we will require that as a one off activity that all Android users will need to log out and back into the app to register with this new replacement service in order for them to continue to successfully receive push notifications.

As such we will be implementing a force upgrade to Android users which will require them to upgrade the version of the app installed to the latest version before they will be able to continue using the app and as part of installing the upgrade they will be logged out of the app and prompted to log back in.

Once they have completed the upgrade everything will then continue as normal.
Detail and customer examples

Social Profile linking - Facebook Messenger:

Facebook Messenger for Agencies with a Facebook Business Page. Trip Assist now offers a new channel for push notifications & engage messaging.

This will be enabled post app store releases, announced via push notification.

Q: How does it work?

A: On your My Account Screen if the feature is enabled you will find an option called Facebook Messenger. If you are logged into Facebook on your device browser, not the application on your phone, Trip Assist will recognise your account and request permission to connect your account so that you can receive trip updates via Messenger.

iOS – Social Profile / Messenger
Android – Social Profile / Messenger
Opt out of messages via Facebook Messenger

Q: What if I want to de-link my account?
A: Trip Assist includes information on how to de-link your account by providing a link to Facebook, [https://m.facebook.com/help/messenger-app/755835711227533](https://m.facebook.com/help/messenger-app/755835711227533)

Example flow below – tap the link at the bottom of the page “follow these steps from Facebook”.

iOS – delink your Social Profile

Travelport Messaging Platform

**Facebook connectivity** - Committed to providing agencies with new ways to drive engagement with their travelers. We’re happy to announce the inclusion of the Facebook messenger as a delivery channel to help agencies manage their communications at scale and a new way for people to quickly deliver all important trip itinerary messages. Now all Travelport Messaging owners can have an additional option for Facebook messenger in the channel selection of the messaging campaign creation. Choose this additional channel to get those all important real-time flight status alerts or trip specific information to where your travellers are!

For agencies with a Facebook for business page, they can now connect and send the mobile messaging campaigns to the travelers Facebook messenger in-box*.
To the agencies **without a Facebook for business page**, it’s never too late to establish the business’s presence on Facebook.

*To users that have connected to messenger via the mobile apps. The messaging platform will deliver messages based on the Facebook ID’s that have opted in.*

**Getting started - Facebook approval**

**Q:** As a business what do I need to start delivering my messages from the Travelport messaging console?

1. **Creating / Maintaining your Facebook presence.**
   
   Business Manager for Facebook: [https://business.facebook.com](https://business.facebook.com)
   
   App / Page development: [https://developers.facebook.com](https://developers.facebook.com)

2.  Facebook business page: This is required to connect the app with messenger.
3.  Facebook app approval: The app must be submitted and approved by Facebook for public use on Messenger.

**Getting started - Travelport messaging console**

**Q:** How to edit an existing campaign to deliver to the new channel?

For the agencies with access to the messaging platform:

1.  Login-in to the Travelport Messaging Platform.
2.  Go to the engage tab to view existing campaigns.
3.  Choose the campaign e.g. New Trip Notification and click “Edit”.
4.  Go to step 2 “CHANNEL” in the header.
5.  Select Facebook messenger.

The New Trip Notification will now be delivered to any of the mobile app users who have connected the app to their Messenger.
Reporting

Q: Where can I check the performance of the messages delivered?
A: For the agencies with access to the messaging platform:
   1. Login-in to the Travelport Messaging Platform.
   2. Under the reporting tab:
      a. Choose “Engage overview” for a breakdown of campaigns split by channel
      b. Choose “Campaign analysis” for a more in-depth view of a specific campaign

*Edit an existing campaign to send via FB messenger*
New delivery channel - Facebook Messenger

Reporting view of messages sent by channel
Mobile Advertising

Native advertising is now available on both Android and iOS* as part this latest release. In this initial release advertisements will be available on both the View Trip mobile app and the Trip Assist demo app.

Travelers will see a native advertisement similar to the example below displayed if their trip includes segments that meet specific targeting criteria. The traveler if interested can follow the call to action and target link, which when tapped, will open the target content in an external browser for them to review.

Travel organisations such as Destination Marketing Organisations can work with Travelport to utilise this additional advertising space, by targeting trip segments based on specific criteria. The targeting criteria can be defined based on values such as segment origin, segment destination, class of service, loyalty program, language and whether the trip includes a hotel, car or rail segment.

The content of the advertisement displayed to the user and the target link which opens in an external browser are defined in conjunction with the customer.

![Advertisement Examples](image)

*Advertising Options
Android
iOS
Arabic Support

Trip Assist now supports the Arabic language & RTL screens

Arabic support - iOS
Arabic support - Android

Messaging Platform:

Arabic support - Arabic, in addition to 10 other languages, is now fully supported in the campaign creation through the Travelport messaging platform. Owners can now select and specify Arabic content for the messages further extending the engagement reach to their travellers. All standard campaigns (new Trip, flight delay, flight cancel and check-in reminder) will be localised in Arabic.

How to specify Arabic as a message content?
For the Travelport messaging platform owners who have their keyboard set to Arabic.

1. Login-in to the Travelport Messaging Platform.
2. Go to the “Engage” tab and create a new campaign.
3. In step 3 “CONTENT” where the message content is specified, select Arabic.
4. Type the text you want; Note that the text appears from right to left while typing in Arabic.
5. Continue to define the trigger for the campaign and save.

>> The message will be displayed in Arabic to those qualified app users whose locale is set to Arabic.
Inclusion of Arabic as a content language in campaign creation
Airline Check In – New Airlines added

24hrs before take-off, a traveller will receive a notification on their device, taking them to their trip information in the app. If notifications are disabled, they will receive a message on the app’s messages tab. Their trip information will refresh to display a link to their airline’s mobile site to complete the check in.

The new airlines supported with release 1.14 are as follows:

<table>
<thead>
<tr>
<th>#</th>
<th>Airline</th>
<th>IATA Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Aeromexico</td>
<td>AM</td>
</tr>
<tr>
<td>2</td>
<td>Interjet</td>
<td>4O</td>
</tr>
<tr>
<td>3</td>
<td>Volaris</td>
<td>Y4</td>
</tr>
<tr>
<td>4</td>
<td>Azul Linhas Aéreas</td>
<td>AD</td>
</tr>
<tr>
<td>5</td>
<td>Avianca Brasil</td>
<td>O6</td>
</tr>
<tr>
<td>6</td>
<td>Flysafair</td>
<td>FA</td>
</tr>
<tr>
<td>7</td>
<td>SA Airlink</td>
<td>SAA</td>
</tr>
<tr>
<td>8</td>
<td>Virgin Australia</td>
<td>VA</td>
</tr>
<tr>
<td>9</td>
<td>JetStar</td>
<td>JQ</td>
</tr>
<tr>
<td>10</td>
<td>Regional Express</td>
<td>ZL</td>
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This service is provided for a growing number of the world’s most popular airlines, with the full list is available at https://support.travelport.com/webHelp/TripAssist/Content/FAQ.htm. The ‘Go to Check in’ link will only appear for those airlines which have been selected for support – links will not be provided to airlines that do not have mobile-friendly websites.
Bug Fixes & Performance Improvements

During this release cycle, the team closed a variety of bugs and made some performance improvements. This includes the following:

1. Car segments being split from other segments on the same day
2. Changing timezone on device alters trip date at trip level view
3. Share trip by email not working when a segment does not have a valid date or empty trip title
4. Minor Japanese language improvements

Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tr>
<td>RTL</td>
<td>Right to left</td>
</tr>
<tr>
<td>Toggled off</td>
<td>Feature is released but not switched on</td>
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