# Travelport Trip Assist 1.10

<table>
<thead>
<tr>
<th>Product Advisory number:</th>
<th>3439</th>
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<tbody>
<tr>
<td>Version:</td>
<td>01</td>
</tr>
<tr>
<td>Load to production:</td>
<td>Available now</td>
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## High level description:
This update to the Travelport Trip Assist mobile app will provide travel agencies subscribing to the product with the following new functionality in their branded apps: add trips by forwarding emails, airline check in, support for major APAC languages, UX improvements to messaging.

## Impact summary:
First notification that new features are now available to Travelport staff using the Travelport Trip Assist mobile app 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: 09-Jul-18
Overview

- Add trips to the app by forwarding emails
- Airline check in
- Support for major APAC languages
- UX improvements to messaging

Customer benefit

- Travelers will now be able to import bookings made outside of their agency into their agency-branded app, to create a comprehensive view of their travel plans. In addition, agencies will benefit from insights such as the vendors used for these outside-agency bookings.
- When check in opens, travelers will be taken to their airline website to complete check in.
- The app now supports Chinese (simplified and traditional) and Japanese
- Push notifications can now include images, messages can be removed from the app by the traveler, and agencies can link from their messaging campaigns to specific itinerary bookings.

Detail and customer examples

Add trips by forwarding emails

For the first time, users of the app (travelers) will be given the option to add to the list of trips that they have booked with their agency. They will be asked to forward the confirmation email sent by their airline, hotel, car hire vendor or online travel agent and the contents of this email will be used to populate the app with a new trip.

The email travelers are to send their booking confirmations to will be specific to their agency, e.g. <app name>@addtrip.net.
A list of supported vendors for this service is provided at https://support.travelport.com/webHelp/TripAssist/Content/FAQ.htm. To summarise, this list includes some of the world’s most popular airlines, hotels and car hire vendors.

The trip information added to the app from the email is static, however, flights will be followed by Travelport Trip Assist systems to provide updates on delays, diversions, cancellations and seat numbers. If a traveler forwards an update to their original email it will refresh the earlier content.

The email must be forwarded from the same address the traveler used to register with the app. If the email cannot be transformed into app content the traveler will receive an email notifying them of ways in which they can try again.

**Airline Check In**

24hrs before take off, a traveler 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.

This service is provided for a growing number of the world’s most popular airlines, the full list is available at https://support.travelport.com/webHelp/TripAssist/Content/FAQ.htm. The 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.
Additional Languages

Travelers can now access the Travelport Trip Assist app in Chinese (traditional and simplified) and Japanese if they choose. Their languages will be determined by the settings selected by them on their device. This will also enable agencies to send messages in Chinese and Japanese, in addition to English, Spanish, Italian, German, French and Portuguese which are already available today.
Rich Push Notifications

Agencies can now send travelers push notifications that include images – these messages can be up to 50% more likely to be opened by the user. The image will be chosen when the campaign is created on the Travelport Trip Assist Engage console and can be sent to Android and iOS devices.

Message Centre Improvements

It’s now possible for users to delete messages. With Android, the user will press and hold the selected message to choose which message to delete before confirming the deletion. With iOS, users will swipe from side to side on the message to select the message for deletion and then confirm the deletion.
Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>device</td>
<td>Mobile/cell phone</td>
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<tr>
<td>Rich push notification</td>
<td>A push notification or alert sent to your device which contains an image</td>
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