



Walkthrough

How to open a ticket for Travolutionary support team

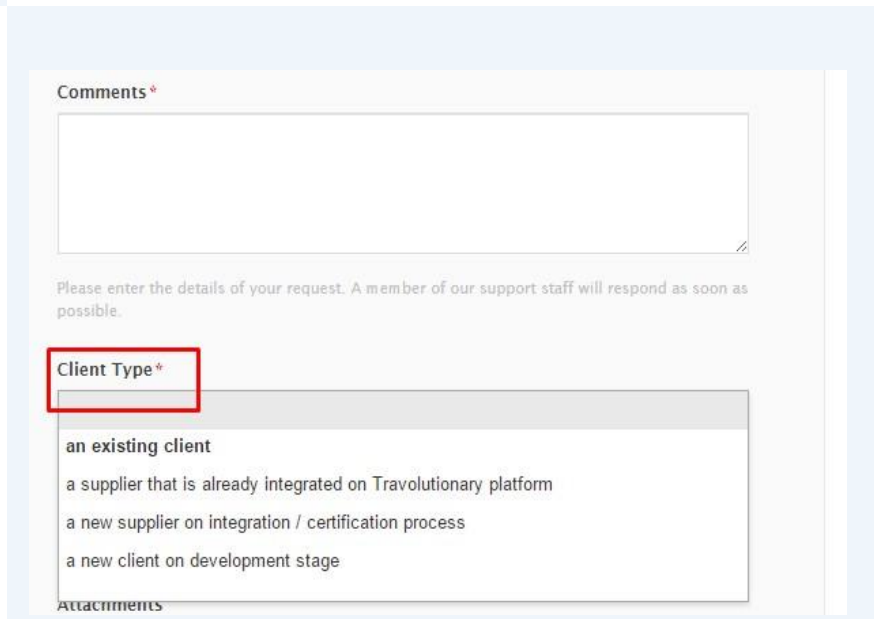
How to open a ticket?

Link to help desk URL: <http://travolutionary.com/helpdesk> => Press on Zendesk option

Log in with your user & password or press "sign up" for a new user.

Identify yourself by choosing the correct option, for you, from the "Client type" list.

1 SUBMITTING A NEW REQUEST



The screenshot shows a form with a 'Comments' text area and a 'Client Type' dropdown menu. The dropdown menu is open, showing four options: 'an existing client', 'a supplier that is already integrated on Travolutionary platform', 'a new supplier on integration / certification process', and 'a new client on development stage'. The 'Client Type' label is highlighted with a red box.

Comments*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

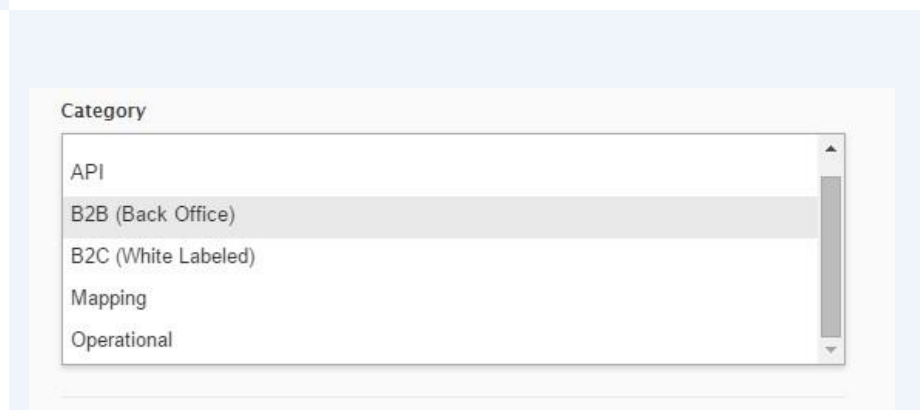
Client Type*

- an existing client
- a supplier that is already integrated on Travolutionary platform
- a new supplier on integration / certification process
- a new client on development stage

Attachments

Next choose the requested category from the optional list.

2



The screenshot shows a 'Category' dropdown menu with five options: 'API', 'B2B (Back Office)', 'B2C (White Labeled)', 'Mapping', and 'Operational'. The 'B2B (Back Office)' option is highlighted.

Category

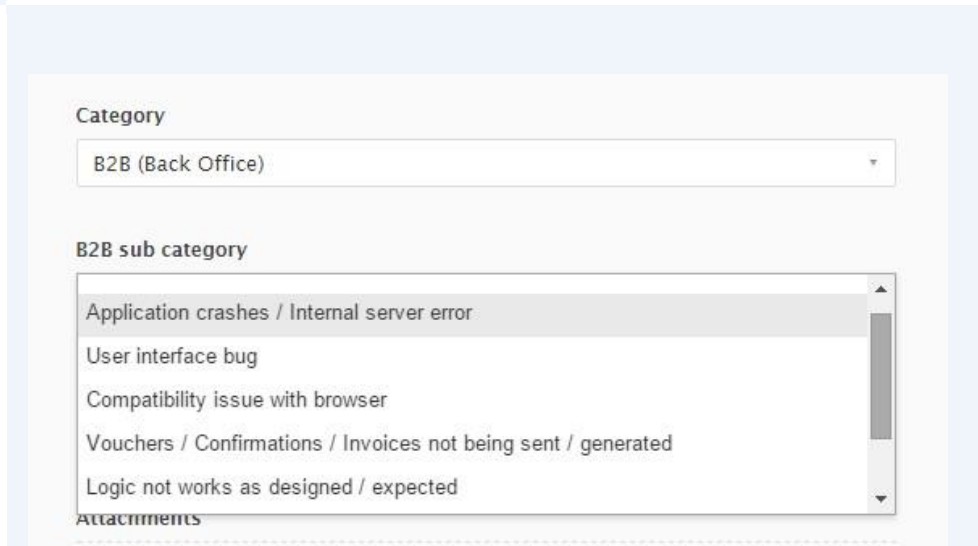
- API
- B2B (Back Office)
- B2C (White Labeled)
- Mapping
- Operational

- When you open a ticket on **mapping mismatch** that you encountered, it is mandatory to fill the form with as many fields as you can, in order us to investigate the mismatch and let you know our conclusions.

Choose your sub category from the list, that is influenced by your previous choice

Please notice: "Urgent issue with production or system failure" sub category - use it **only** when system is down or a critical component of the system isn't functioning, Please **do not** choose it because you have an urgent matter.

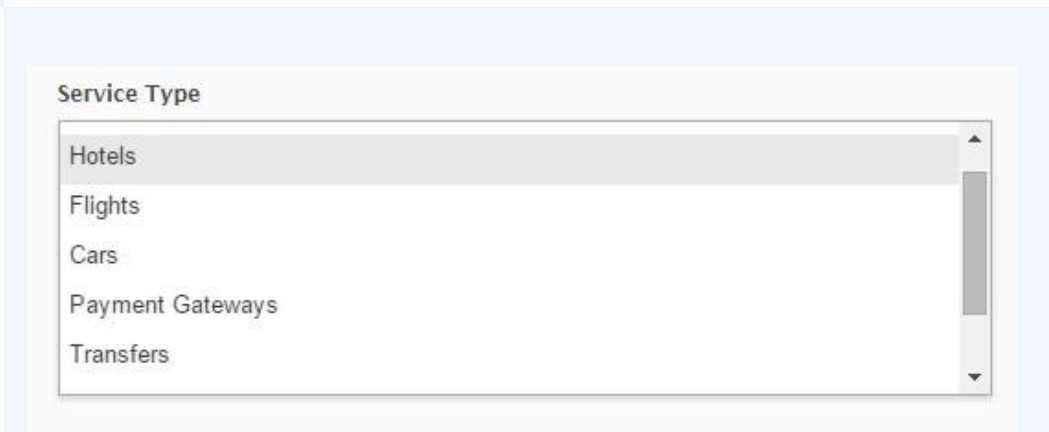
3 SUBMITTING A NEW REQUEST



The screenshot shows a form with two main sections. The first section is titled "Category" and contains a dropdown menu with "B2B (Back Office)" selected. The second section is titled "B2B sub category" and contains a list of options: "Application crashes / Internal server error", "User interface bug", "Compatibility issue with browser", "Vouchers / Confirmations / Invoices not being sent / generated", and "Logic not works as designed / expected". The first option is highlighted. Below the list, the word "Attachments" is partially visible.

Choose the service type.

4 SERVICE TYPE



The screenshot shows a form with a section titled "Service Type" containing a list of options: "Hotels", "Flights", "Cars", "Payment Gateways", and "Transfers". The "Hotels" option is highlighted.

We always recommend to copy & paste the session id (On the B2B, it's called as "Error reference") on the ticket details. It might help us to identify the issue more quickly.

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Category
API

API sub category
Urgent issue with production

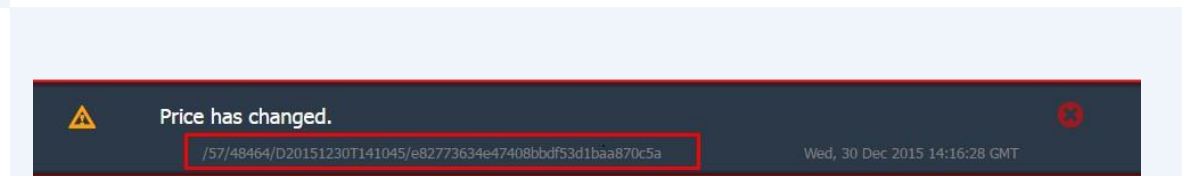
Service Type
Hotels

Session Id
http://cszinternal.cloudapp.net:8081/dumps/Prod/logdumps20151230/22/58/D20151230T135711/128f27cdc1b84da090688924e97cb75e

Please copy here your session id (for technical issues)

Getting session id can be from an error message that pops up

6



Or when pressing ALT+ S on any screen after submitting a search.

7

Home

Environment: Prod Environment Session: [input] Submit

Environment: Prod Environment Segment: Segment id Submit

Wednesday, December 30, 2015
Test Agency (22) - andrew@carsolize.com (58) - D20151230T135711/128f27cdc1b84da090688924e97cb75e

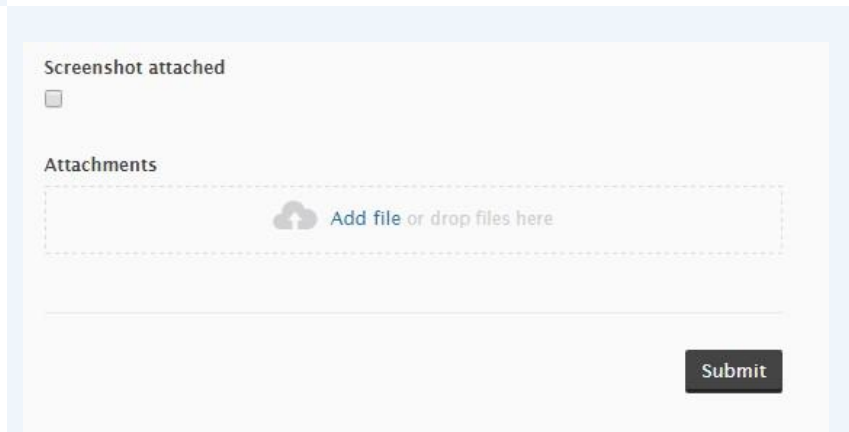
Filter: [input]

View	Download	1	13:57:11.74	0	0	HotelsServiceSearchRequest.xml.gz
View	Download	1	13:57:11.88	0.14	0.14	GGB-Root.xml.gz
View	Download	1	13:57:11.88	0.14	0.14	GTA-t_Request.xml.gz
View	Download	1	13:57:11.88	0.14	0.14	HBS-HotelValuedAvailRQ.xml.gz
View	Download	1	13:57:11.9	0.16	0.16	DTW-customer.xml.gz
View	Download	1	13:57:11.9	0.16	0.16	SHT-T_request.xml.gz

Add Attachment by pressing the "Add file" wording, if screenshot is attached, mark the check box.

- Please remember to attach FULL screenshot of your screen, and not only partial / cut one.
The whole screenshot may help us to collect essential information, such as username which is currently logged in, timestamp, etc. – that might help us to identify the issue more quickly and efficiently. As a results, your ticket will be answered faster.

8 ATTACHMENTS



The image shows a screenshot of a web form for submitting a service request. The form is titled "8 ATTACHMENTS" and is enclosed in a light blue border. It contains the following elements:

- A section labeled "Screenshot attached" with a small square checkbox below it.
- A section labeled "Attachments" with a dashed rectangular box below it. Inside this box, there is a cloud icon with an upward arrow and the text "Add file or drop files here".
- A horizontal line below the attachments section.
- A dark grey "Submit" button located in the bottom right corner of the form.

Press "Submit" button to send your service request.