

TRAVELPORT QUEUE CONTROL CONSOLE

QUEUE DISTRIBUTION SETUP GUIDE

Version 2021

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SCENARIO – QUEUE DISTRIBUTION

Agency 123 Travel have three consultants that each have 2 personalised queues. The first for Ticketing and the other queue for the rest (general). They want the bookings on Q9 and Q10 to go to their Ticketing queue and the rest of the queues to go to their General queue.

Their queues are as follows:

Consultant	Gal Sign on	Ticketing	General
Emilia	ZEH	30	35
Carissa	ZCP	40	45
Shivani	ZSP	50	55

QCC SOLUTION

For this scenario you will need to create:

- 2 schedules with 3 actions
- Each action will have 2 handlers

Schedule 1 – Sort Ticketing Queues – Monitor Q/9 & Q/10							
Action 1 - Emilia	Criteria - ZEH	Handler 1 - Move to Q/30	Handler 2 - Remove from queue				
Action 2 - Carissa	Criteria - ZCP	Handler 1 - Move to Q/40	Handler 2 - Remove from queue				
Action 3 - Shivani	Criteria - ZSP	Handler 1 - Move to Q/50	Handler 2 - Remove from queue				

Schedule 2 – Sort General Queues – Monitor all remaining queues							
Action 1 - Emilia	Criteria - ZEH	Handler 1 - Move to Q/35	Handler 2 - Remove from queue				
Action 2 - Carissa	Criteria - ZCP	Handler 1 - Move to Q/45	Handler 2 - Remove from queue				
Action 3 - Shivani	Criteria - ZSP	Handler 1 - Move to Q/55	Handler 2 - Remove from queue				

QCC SETUP

•

QCC is made up of the following components:

Schedule – When will QCC run eg. Day of the week / time etc

- Actions Title of the Action you will be performing eg. Action for Emilia, Action for Carissa etc
- a. Queue Monitoring What queue/s will QCC action from eg. Check all PNRs on Q/9
- b. Criteria What data in the PNR is QCC looking for eg. Consultant 2 letter sine on
- c. Handler What will QCC do with the PNR eg. Move to queue / remove from queue etc

Schedule 1 – Sort Ticketing Queues					All Steps	
Action 1	Emilia	Q/9 & Q/10	ZEH	Move to Q/30	Remove from queue	All Steps
Action 2	Carissa	Q/9 & Q/10	ZCP	Move to Q/40	Remove from queue	Copy Action 1 & update
Action 3	Shivani	Q/9 & Q/10	ZSP	Move to Q/50	Remove from queue	Copy Action 2 & update

Schedule 2 – Sort General Queues						Copy Schedule 1 & update
Action 1	Emilia	Q/0 – Q/25*	ZEH	Move to Q/35	Remove from queue	Update the copied action
Action 2	Carissa	Q/0 – Q/25*	ZCP	Move to Q/45	Remove from queue	Update the copied action
Action 3	Shivani	Q/0 - Q/25*	ZSP	Move to Q/55	Remove from queue	Update the copied action

*Exclude – Ticketing queues from the previous schedule Q/9 – Q/10



SCHEDULE 1 - SORT TICKETING QUEUES

- 1. Click on **Schedules**
- 2. Click on New Schedule

Travelpor	t Queue Control Co	onsole™				Home	Contact us
				Hello, Nikki.Bromwich@	Travelport.com Log	off 🎇	English-(UK)
Schedules	Access methods	Agency	Users	Audit Log entries	Settings -	Re	ports +
List Schedules							
New schedule	Queue manager migration v	vizard					

3. Type in the name of the schedule (eg. Ticketing sort, General sort etc) and click Create
The active box will be ticked later once the schedule has been completed

Create Schedule	
Name	
Ticket Sort	
Active	
The Time Table can be added on the next page after clicking Crea	ate

Create	Back to schedules

4. Click on Add new item under Time table

Edit Schedule				
Name				
Ticket Sort				
Active				
Time table:				
+ Add new item				
Days To Execute	Frequency (mins.)	Run from time	Run to time	
H 4 0 F H				No items to display
Save Back to	details			

5. Select the days and times that the queue sort should run, then click Update
<u>Note</u>: Frequency cannot be less than every 15 mins.

Edit	×
Days To Execute:	All days Weekdays Number of days
	Monday
	 Wednesday
	Thursday
	Friday
	Sunday
Frequency (mins.)	15
Run from time	06:00 🕒
Run to time	23:00
	Vupdate O Cancel

6. Click Save

Time table:

+ Add new item							
Days To Execute	Frequency (mins.)	Run from time	Run to time				
Weekdays	15	06:00	23:00	🖋 Edit 🗙 Delete			
Image: Image							
Save Back to	details						

The Schedule is now complete. QCC will run every 15mins on weekdays between 6am and 11pm.

Action 1 – Emilia

1. Create the first action, for the first user - Emilia, by clicking on New action

Details Schedule				
Name: Ticket Sort Active: No Next scheduled run: Schedule is not active	Minimum time in min frequency): 15 Time table:	ns (Highest allowed		
Last run:	Days To Execute	Frequency (mins.)	Run from time	Run to time
Run on specific times: No	Weekdays	15	06:00	23:00
	н н 1	H H		
Edit Back to schedules			Reports	•
List Actions				
New action New ticketing action				
Run Order Name T Active Handlers Monitoring Queu	ie(s)			
Image: Image Image: Image: Image Image: Image: Image Image: Image: Image: Image: Image: Image Image:			No items to	display 🖒

2. Select Access method (there should only be one). Give the Action a name, and tick the Active box

Edit Action	
Access method	□ Stop all actions on failu
Default	Failure queue
Name	
Emilia Ticket Sort	Failure queue category
Sender email address	
	Failure queue date range
Sender display name	
	Failure queue PCC
Z Active	



Scroll down and click Create

□ Always run (ignore queues)	Failure email recipient	semicolon separated
Continue if the extracted value is not available in cryptic handler		
Inherit PNRs		h
\Box Inherit PNRs from previous action in this schedule		
□ Inherit Un-Matched PNRs from previous actions in this schedule		
Un-matched queue(s) (if critera is not met) Help		
Un-matched email recipient(s) semicolon separated		
le l		
Create Back to schedule		
Un-matched email recipient(s) semicolon separated		



Queue Monitoring: Action 1

1. Scroll down and add the Queues to Monitor by clicking on Add new item

Queues to monitor

+ Add new item				
Number of Queue	Category	Date Range	PCC	
				No items to display

2. Type in the Queue number and PCC, then click Update

Repeat these steps for each required queue

+ Add new item				
Number of Queue	Category	Date Range	PCC	
9			ХВ7	✓ Update S Cancel
H 4 1 F	M			1 - 1 of 1 items

Queues to monitor

+ Add new item					
Number of Queue	Category	Date Range	PCC		
10			XB7		× Delete
9			XB7	🧨 Edit	× Delete
н ч 1 н					1 - 2 of 2 items

Criteria: Action 1

1. Scroll down and click on Edit Criteria

Criteria



- 2. Click on Enable simple filter and select the fields as per below, then click Generate Criteria
 - BookingFile
 - TwoLetterAgentSine
 - EqualTo
 - Add the consultants 2 letter code

Edit Criteria

The screen will refresh, and the criteria will be displayed in step 1

3. Scroll down and click Save Criteria

Test and Save		
Step 1:	Generate Criteria	Any changes made here will override an existing criteria. ((CreatorSignOnQM != null && CreatorSignOnQM.ToLower() = {string(EH)}))
Step 2:	Queue for testing:	XB7/9 ~
Step 3:	Test Criteria	This may take some time depending on number of PNRs in selected queue.
Step 4:	Save Criteria	

The confirmation is shown at the top of the page.

Criteria Saved Successfully	Х
Edit Criteria	

4. Scroll to the bottom of the page and click Back to Action

Step 4:	Save Criteria		
		Delete Criteria	Back to action

Handler: Action 1

1. Scroll down and click **Add handler** to add the 1st handler

Handlers			
Add handler			
Run Order	Handler Name	Configuration XML definition	

2. Select Move to queue from the drop down menu, then click Add and save

Select a handler

Move to queue	¥
Add and save	Back to details

- 3. Configure the move to queue handler, then click Save Configuration
 - Enter the queue number
 - Enter the category optional
 - Enter date range optional
 - Enter PCC

Configure Handler

Queue number:	30	
Queue category:		
Queue date range:		
Queue PCC:	XB7	
Save configuration	Back to detail	s

4. Scroll down and click **Add Handler** to add the 2nd handler

Handlers				
Add handler				
Run Order	Handler Name	Configuration XML definition		
1 Move to queue	Move to queue	<root actionid="59889" agencyid="91"><ite< td=""><td>Up</td><td>Configure</td></ite<></root>	Up	Configure
			Down	Remove

5. Select Remove from Queue from the dropdown menu, then click Add and Save.



The first action is now complete. Click **Back to schedule** to view the list of actions.

Details Action	
Run Order: 1	Stop all actions on failure: No
Name: Emilia Ticket Sort	Failure email recipient:
Access method: Default	Failure queue:
Sender email address:	Failure queue category:
Sender display name:	Failure queue date range:
Active: No	Failure queue PCC:
Always run (ignore queues): No	
Inherit PNRs from previous action in this schedule: No	
Inherit Un-Matched PNRs from previous actions in this schedule: No	
Continue if the extracted value is not available in cryptic handler: Yes	
Un-matched queue(s) (if critera is not met):	
Un-matched email recipient(s):	



List Actions

New action	New tick	eting act	ion				
Run Order	Name 🝸	Active	Handlers	Monitoring Queue(s)			
							Details
1 Emi Tick	Emilia Ticket Sort Yes 2		0		Les entries	Up	Edit
		2	XB7/9, XB7/10,	Log entries	Down	Create copy	
							Delete



As you have setup the first action this can be copied and amended for the next action or you could start from scratch.

- From Scratch Follow the steps for the 1st action and ensure you tick the box Inherit Un-Matched PNRs from previous actions in this schedule to allow QCC to use the PNRs which did not match Emilias 2 letter sign from the her action.
- Copying see below steps

Amendments to be made:

- Action Name
- Criteria
- Handler 1

Action 2 – Carissa

- 1. Create the next Action for Carissa by clicking on Create copy on the first action
 - This will create a copy of the 1st action with the same details

List Actions New action New ticketing action Run Order Name Active Handlers Monitoring Queue(s) Details Edit Emilia Ticket Sort No 2 XB7/9, XB7/10, Log entries Up Down 1 Create copy Delete 10 items per page 1 - 1 of 1 items I 4 1 ▶ | H C

2. Click **Edit** on the 2nd Action

List Actions

New action	New ticketing action							
Run Order	Name T	Active	Handlers	Monitoring Queue(s)				
	Forthe Foliat Cont				Lon entries	1.1m	Davar	Details Edit
1	Emilia Ticket Sort No 2 XB7/9, XB7/10,		XB7/9, XB7/10,	Log entries Up Down		Down	Create copy Delete	
								Details Edit
2	Emilia Ticket Sort -Copy	No	2	XB7/9, XB7/10,	Log entries	Up	Down	Create copy Delete
Image: Image Image: Image: Image: Image Image: Image: Image: Image Image: Image: Image: Image Image: Image: Image: Image: Image Image: Ima								

3. Amend the Name, tick the **Active** box, tick the box **Inherit Un-Matched PNRs from previous actions in this schedule**, scroll down and click **Save**.

Edit Action	
Access method Default ~	☐ Stop all actions on failure Failure queue
Name	
Carissa Ticket Sort	Failure queue category
Sender email address	
	Failure queue date range
Sender display name	
	Failure queue PCC
Active	
	Failure email recipient semicoton separated
Always run (ignore queues and criteria)	
Continue if the extracted value is not available in cryptic handler	
Inherit PNRs	
Inherit DNDs from providus action in this schedule	
Inherit Un-Matched PNRs from previous actions in this schedule	
Do not refresh PNR for applying criteria Help	
Un-matched queue(s) (if critera is not met)	
	<i>B</i>
Jn-matched email recipient(s) semicolon separated	
Criteria:	
((CreatorSignOnQM I= null && CreatorSignOnQM.ToLower() = {string(EH)})	
1	
	6
Edit criteria	
Save Back to details	



Queue Monitoring: Action 2

• As this action is inheriting (or using) the PNRs from the previous action you don't need to configure the queues again as it will use the same as Emilias. Ie. Q/9 and Q/10.

Criteria: Action 2

1. Scroll down and click Edit Criteria, then amend the Agent sign on

Criteria		
((CreatorSignOnOM I= n	ull 2.2. CreatorSignOpOM ToLower() = (string(EH)))	
)	uii aa GreatorSignOnQivi. IoLower() = {string(En)})	
Edit criteria		<i>li</i>

2. Amend the Agent sign on, and click Generate Criteria

Edit Criteria

 Send bo Do NOT 	oking file to next step Send booking file to	o if all of the following conditions are met next step if all of the following conditions are met	
Enable s	simple filter		
lf	BookingFile	✓ TwoLetterAgentSine ✓ Equal To ✓ CP	
Test and Save			
Step 1:	Generate C	Any changes made here will override an existing criteria.	
		((CreatorSignOnQM != null && CreatorSignOnQM.ToLower() = {string(EH)})	
			4

This will refresh the criteria for the new 2 letter sign.

Test and Save		
Step 1:	Generate Criteria	Any changes made here will override an existing criteria. ((CreatorSignOnQM != null && CreatorSignOnQM.ToLower() = {string(CP)}))
Step 2:	Queue for testing:	XB7/9 ~
Step 3:	Test Criteria	This may take some time depending on number of PNRs in selected queue.
Step 4:	Save Criteria	

3. Scroll down and click Save Criteria

• The confirmation is shown at the top of the page.

Criteria Saved Successfully	Х
Edit Criteria	

4. Scroll to the bottom of the page and click **Back to action**

Step 4:	Save Criteria		
		Delete Criteria	Back to action

Handler: Action 2

1. Scroll down to edit the Handler by clicking on Configure

Handlers Run Order Handler Name Configuration XML definition <root ActionId="59891" AgencyId="91"><ite Configure Up 1 Move to queue Down Remove -. Up Configure 2 Remove from queue Down Remove

2. Amend the queue number, then click Save configuration

Configure Handler	
Queue number:	40
Queue category:	
Queue date range:	
Queue PCC:	xb7
Save configuration	Back to details

The second Action is now complete. Click **Back to Schedule** to see the list of actions.

List Actions							
New action New ticketing action							
Run Order	Name 🝸	Active	Handlers	Monitoring Queue(s)			
	Emilia Ye Ticket Sort			XB7/9, XB7/10,			Details
		Yes 2	2		Log entries	Up	Edit
1						Down	Create copy
						Delete	
							Details
2	Carissa	Carissa Ticket Sort Yes 2	2	Inherit Un-Matched PNRs from previous actions in this schedule	Log entries	Up	Edit
	Ticket Sort		2			Down	Create copy
						Delete	



Action 3 – Shivani

- Create the next Action for Shivani by clicking on Create copy on the 2nd action
 This will create a copy of the 2nd action with the same details

List Action:	List Actions							
New action New ticketing action								
Run Order	Name 🝸	Active	Handlers	Monitoring Queue(s)				
							Details	
	Emilia Ticket Sort	ort Yes 2	2	XB7/9, XB7/10,	Log entries	Up	Edit	
			2			Down	Create copy	
							Delete	
							Details	
2	Carissa Ticket Sort	Carissa Ticket Sort Yes 2	es 2	Inherit Un-Matched PNRs from previous actions in this schedule	Log entries	Up	Edit	
						Down	Create copy	
							Delete	

2. Click **Edit** on the 3rd Action

List Actions								
New action New ticketing action								
Run Order	Name T	Active	Handlers	Monitoring Queue(s)				
							Details	
1	Emilia	Vec	2	VR7/0 VR7/10	Log entries	Up	Edit	
1	Ticket Sort	Ticket Sort	2	XB//9, XB//10,	Log entries	Down	Create copy	
					Delete			
							Details	
2	Carissa Ticket Sort	Yes 2		Inherit Un-Matched PNRs from previous actions in this schedule	Log entries	Up	Edit	
2			2			Down	Create copy	
					Delete			
							Details	
2	Carissa Ticket Sort - No Copy	ssa et Sort - No 2 /	0			Up	Edit	
3 1			Inherit Un-Matched PNRs from previous actions in this schedule	Log entriés	Down	Create copy		
							Delete	
н •	1		10 🔻	items per page			1 - 3 of 3 items 💍	

3. Amend the Name, tick the Active box, scroll down and click Save.

Edit Action	
Access method	□ Stop all actions on failure
Default ~	Failure queue
Name	
Shivani Ticket Sort	Failure queue category
Sender email address	
Candau diantau nama	Failure queue date range
sender display name	Failura queue BCC
Z Active	Failure email recipient semicolon separated
Always run (ignore queues and criteria)	
Continue if the extracted value is not available in cryptic handler	
Inherit PNRs	li li
□ Inherit PNRs from previous action in this schedule	
Inherit Un-Matched PNRs from previous actions in this schedule	
Do not refresh BNP for applying criteria	
Jn-matched queue(s) (if critera is not met) Help	
Jn-matched email recipient(s) semicolon separated	
Criteria:	là
(
(CreatorSignOnQM != null && CreatorSignOnQM.ToLower() = {string(CP)}))	
Edit criteria	
Cause Pools to details	
Save Back to details	



Queue Monitoring: Action 3

• As this action is inheriting (or using) the PNRs from the previous action you don't need to configure the queues again as it will use the same as Carissa's. le. Q/9 and Q/10.

Criteria: Action 3

1. Scroll down and click Edit Criteria

Criteria

(
(CreatorSignO	OnQM != null && CreatorSignOnQM.ToLower() = {string(CP)})	
)		
Edit criteria		

2. Amend the Agent sign on and click Generate Criteria

Edit Criteria

Send booking file to next step if all of the following conditions are met	
 Do NOT Send booking file to next step if all of the following conditions are met 	
Enable simple filter If BookingFile TwoLetterAgentSine Equal To SP	
Enable filter by Count	
Enable advanced filter by count ;	
Test and Save	
Step 1: Generate Criteria Any changes made here will override an existing criteria. (<	



This will refresh the criteria for the new 2 letter sign.

3. Scroll down and click Save Criteria

Test and Save		
Step 1:	Generate Criteria	Any changes made here will override an existing criteria. ((CreatorSignOnQM I= null && CreatorSignOnQM.ToLower() = {string(SP)}))
Step 2:	Queue for testing:	XB7/9
Step 3:	Test Criteria	This may take some time depending on number of PNRs in selected queue.
Step 4:	Save Criteria	

• The confirmation is shown at the top of the page.

Criteria Saved Successfully	Х
Edit Criteria	

4. Scroll to the bottom of the page and click Back to action

Step 4:	Save Criteria		
		Delete Criteria Back to action	

Handler: Action 3

1. Scroll down to edit the Handler by clicking on Configure

Handlers				
Add handler				
Run Order	Handler Name	Configuration XML definition		
1	Move to queue	<root actionid="59891" agencyid="91"><ite< td=""><td>Up Down</td><td>Configure Remove</td></ite<></root>	Up Down	Configure Remove
2	Remove from queue		Up Down	Configure Remove

2. Amend the queue number, then click Save configuration

Configure Handler	
Queue number:	50
Queue category:	
Queue date range:	
Queue PCC:	XB7
Save configuration	Back to details

The 3rd Action is now complete. Click Back to Schedule to see the list of actions.

List Actions								
New action	New action New ticketing action							
Run Order	Name 🝸	Active	Handlers	Monitoring Queue(s)				
							Details	
	Emilia Ticket Sort					Up	Edit	
1		Sort Yes	2	XB7/9, XB7/10,	Log entries	Down	Create copy	
							Delete	
	Carissa Ticket Sort	Carissa Ticket Sort	es 2	Inherit Un-Matched PNRs from previous actions in this schedule	Log entries		Details	
2						Up	Edit	
2						Down	Create copy	
						Delete		
							Details	
2	Shivani	Shivani Ticket Sort Yes 2	0		Log entries	Up	Edit	
3	Ticket Sort Yes		2	Inherit Un-Matched PNRs from previous actions in this schedule		Down	Create copy	
						Delete		
	1		10 🔻	items per page			1 - 3 of 3 items 💍	

Schedule 1 – Completed Details

Back to schedules

Schedule 1 – Sort Ticketing Queues - Monitor Q/9 & Q/10										
Action 1 - Emilia	Criteria - ZEH	Handler 1 - Move to Q/30	Handler 2 - Remove from queue							
Action 2 - Carissa	Criteria - ZCP	Handler 1 - Move to Q/40	Handler 2 - Remove from queue							
Action 3 - Shivani	Criteria - ZSP	Handler 1 - Move to Q/50	Handler 2 - Remove from queue							

Details Schedule

Name: Ticket Sort Active: No Next scheduled run: Schedule is not active	Minimum time in mir frequency): 15 Time table:	ns (Highest allowed		
Last run:	Days To Execute	Frequency (mins.)	Run from time	Run to time
Run on specific times: No	Weekdays	15	06:00	23:00
	H 4 1			
Edit Back to schedules			Reports	Ŧ

List Actions

New action	New tick	eting acti	on				
Run Order	Name 📍	Active	Handlers	Monitoring Queue(s)			
1	Emilia Ticket Sort Yes 2 XB7/9, XB7/10,		XB7/9, XB7/10,	Log entries	Up Down	Details Edit Create copy	
2	Carissa Ticket Sort	Yes	2	Inherit Un-Matched PNRs from previous actions in this schedule	Log entries	Up Down	Delete Details Edit Create copy Delete
3	Shivani Ticket Sort	Yes	2	Inherit Un-Matched PNRs from previous actions in this schedule	Log entries	Up Down	Details Edit Create copy Delete
	1		10 🔻	items per page		1	- 3 of 3 items 💍

• After adding all users it's time to activate the schedule.

1. Click Back to schedules

Details Schedule							
Name: Ticket Sort Active: No Next scheduled run: Schedule is not active	Minimum time in mins (Highest allowed frequency): 15 Time table:						
Last run: Run on specific times: No	Days To Execute Weekdays	Frequency (mins.)	Run from time 06:00	Run to time 23:00			
	н е 1	► H					
Edit Back to schedules			Reports	•			

2. To start the Ticket sort, click on Activate on the schedule

List Schedule	5				
New schedule	Queue mana	ger migration wizard			
Name T	Frequency T	Next scheduled run	Active T		
Ticket Sort	Frequency	Not active	No	Log entries	Details Edit Delete Activate
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				Create copy

3. Click Yes

Change status	Schedule	
Are you sure you wan	o enable the schedule: Ticket Sort (Travelport AU - XD8/31HX)?	
Yes	Back to schedules	

The schedule is now active and will run every 15mins on weekdays between 6am and 11pm.

List Schedules

edule Queue man	ager migration wizard					
▼ Frequency ▼	Next scheduled run Y	Active T				
Traguanay	19/04/2021	Vac	Log optriog	Details	Details Edit	Details Edit Delete
T Frequency	10:52:58.293	res	Log entries	Create co	Create copy	Create copy



SCHEDULE 2 - SORT GENERAL QUEUES

Schedule 2 – Sort General Queues – Monitor all remaining queues										
Action 1 - Emilia	Criteria - ZEH	Handler 1 - Move to Q/35	Handler 2 - Remove from queue							
Action 2 - Carissa	Criteria - ZCP	Handler 1 - Move to Q/45	Handler 2 - Remove from queue							
Action 3 - Shivani	Criteria - ZSP	Handler 1 - Move to Q/55	Handler 2 - Remove from queue							

As you have already setup the first schedule, this can be copied and amended or you can start from scratch.

- From Scratch Follow the steps for Schedule 1 •
- Copying see below steps •

Amendments to be made:

- Schedule Name
- **Action Names**
 - a. Queues to Monitor
 - b. Handler 1
- Click on Create Copy of the schedule you want to copy

 This will create a copy of the 1st schedule with the same details
 - b. Click Edit to amend this

New schedule	e Queue mana	ger migration wizard						
Name 🛛 🍸	Frequency T	Next scheduled run	Active T					
Ticket Sort	Frequency	19/04/2021 11:08:02.857	Yes	Log entries	Details Create co	Edit	Delete	Deactivate

List Schedules

List Schedules

New schedule	Queue manager migration wizard								
Name T	Frequency T	Next scheduled run T	Active T						
Ticket Sort	Frequency	19/04/2021 11:08:02.857	Yes	Log entries	DetailsEditDeleteDeactivateCreate copy				
Ticket Sort - Copy	Frequency	Not active	No	Log entries	Details Edit Delete Activate Create copy				

2. Update the name of the schedule then click **Save**

Edit Schedule					
Name General Sort)				
+ Add new item					
Days To Execute	Frequency (mins.)	Run from time	Run to time		
Weekdays	15	06:00	23:00	🥒 Edit	× Delete
H 4 1 P H				1 -	1 of 1 items
Save Back to	details				

You now need to amend Emilias action to update the name, monitoring queues, and the 1st handler.

Action 1 – Emilia

1. Click Edit on the Emilias action

List Action	S										
New action New ticketing action											
Run Order	Name T	Active	Handlers	Monitoring Queue(s)							
1	Emilia Ticket Sort	Yes	2	XB7/9, XB7/10,	Log entries	Up Down	Details Edit Create copy Delete				
2	Carissa Ticket Sort	Yes	2	Inherit Un-Matched PNRs from previous actions in this schedule	Log entries	Up Down	Details Edit Create copy Delete				
3	Shivani Ticket Sort	Yes	2	Inherit Un-Matched PNRs from previous actions in this schedule	Log entries	Up Down	Details Edit Create copy Delete				
H	1	•	10 🔻	items per page			1 - 3 of 3 items 💍				

2. Edit the name of the action and click **Save**

Edit Action

Access method	□ Stop all actions on failure
Default ~	Failure queue
Name	
Emilia General Sort	Failure queue category
Sender email address	
	Failure queue date range
Sender display name	
	Failure queue PCC
Z Active	
Always run (ignore queues and criteria)	Failure email recipient semicolon separated
Continue if the extracted value is not available in cryptic handler	
Inherit PNRs	la l
□ Inherit PNRs from previous action in this schedule	
Inherit IIn Metched DNRs from provinus actions in this schedule	
Un-matched queue(s) (if critera is not met) Help	
	li li
Un-matched email recipient(s) semicolon separated	
Criteria:	A
(
(CreatorSignOnQM I= null && CreatorSignOnQM.ToLower() = {string(EH)}))	
Edit criteria	
Save Back to details	



Queue Monitoring: Action 1

1. Scroll down to edit the queues to monitor and click **Edit** on the first line.

2. Amend the queue number and click Update

a. Repeat for Q/10 - Edit, Amend the queue number and Update

Queues to monitor

+ Add new item					
Number of Queue	Category	Date Range	PCC		
o 🗘			ХВ7	✓ Update	O Cancel
10			XB7	🥒 Edit	× Delete
H 4 1 +	M				1 - 2 of 2 items

3. Add the new queues to monitor.

- a. Click Add new item
- b. Add the queue number and PCC, then click **Update**
- c. Repeat for all general queues

Queues to monitor

+ Add new item					
Number of Queue	Category	Date Range	PCC		
1 🗘			xb7	✓ Update	O Cancel
0			XB7	🧪 Edit	× Delete
2			XB7	🧪 Edit	× Delete
н н	M				1 - 3 of 3 items

Criteria: Action 1

 As this action was copied from the original schedule you don't need to configure the criteria as it will use the same details as Emilia's criteria from schedule 1, ie. ZEH

Handler: Action 1

1. Scroll down to amend the 1st handler by clicking **Configure**

Handlers

Add handler				
Run Order	Handler Name	Configuration XML definition		
1	Move to queue	<root actionid="59903" agencyid="91"><ite< td=""><td>Up Down</td><td>Configure Remove</td></ite<></root>	Up Down	Configure Remove
2	Remove from queue		Up Down	Configure Remove

2. Update the queue number and click Save Configuration

Configure Handler	
Queue number:	35
Queue category:	
Queue date range:	
Queue PCC:	xb7
Save configuration	Back to details

3. Click **Back to schedule**

Details Action					
Run Order: 1	Stop all actions on failure: No				
Name: Emilia General Sort	Failure email recipient:				
Access method: Default	Failure queue:				
Sender email address:	Failure queue category:				
Sender display name:	Failure queue date range:				
Active: Yes	Failure queue PCC:				
Always run (ignore queues): No					
Inherit PNRs from previous action in this schedule: No					
Inherit Un-Matched PNRs from previous actions in this schedule: No					
Continue if the extracted value is not available in cryptic handler: Yes					
Un-matched queue(s) (if critera is not met):					
Un-matched email recipient(s):					
Edit Delete Back to schedule					



New action New ticketing action Run Order Name Active Handlers Monitoring Queue(s) T Details XB7/0, XB7/1, XB7/2, XB7/3, XB7/4, XB7/5, XB7/6, Emilia Up Edit XB7/7, XB7/8, XB7/11, XB7/12, XB7/13, XB7/14, General 2 Log entries Yes 1 XB7/15, XB7/16, XB7/17, XB7/18, XB7/19, XB7/20, Down Create copy Sort XB7/21, XB7/22, XB7/23, XB7/24, XB7/25, Delete Details Carissa Edit Up 2 Log entries General Yes 2 Down Create copy Sort Delete Details Up Edit Shivani 3 2 Log entries Yes rit Un.Ma Ticket Sort Down Create copy Delete 1 - 3 of 3 items M 4 1 10 items per page ► Þ Ċ

All updates are now completed for Emilia. For the remaining consultants you only need to update the Action

Action 2 – Carissa

1. Click Edit on Carissa's action.

name and 1st handler as the queues will be inherited automatically.

2. Update the name, scroll down and click Save

Access method	
Access method	
Default	~
Name	
Carissa General Sort	
Sender email address	
Sender display name	
Active	





Edit Action



Queue Monitoring: Action 2

• As this action is inheriting (or using) the PNRs from the previous action you don't need to configure the queues again as it will use the same as Emilias, ie All remaining general queues

Criteria: Action 2

• As this action was copied from the original schedule you don't need to configure the criteria as it will use the same details as Carissa's original criteria, ie.ZCP

Handler: Action 2

1. Scroll down to Handlers and click **Configure** on the 1st handler

Handlers

Add handler				
Run Order	Handler Name	Configuration XML definition		
1	Move to queue	<root actionid="59904" agencyid="91"><ite< td=""><td>Up Down</td><td>Configure Remove</td></ite<></root>	Up Down	Configure Remove
2	Remove from queue		Up Down	Configure Remove

2. Update the queue number, then click Save Configuration

Configure Handler	
Queue number:	45
Queue category:	
Queue date range:	
Queue PCC:	xb7
Save configuration	Back to details



Action 3 – Shivani

1. Click Edit on Shivani's action.

List Actions

New action	New tick	eting act	ion					
Run Order	Name T	Active	Handlers	Monitoring Queue(s)				
							Details	
1	Emilia General	Yes	2	XB7/7, XB7/8, XB7/11, XB7/12, XB7/12, XB7/13, XB7/14,	Log entries	Up	Edit	
	Sort		-	XB7/15, XB7/16, XB7/17, XB7/18, XB7/19, XB7/20, XB7/21, XB7/22, XB7/23, XB7/24, XB7/25,		Down	Create copy	
							Delete	
							Details	
2	Carissa General	Yes	2	Inherit Un-Matched PNRs from previous actions in this schedule	Log entries	Up	Edit	
	Sort		-			Down	Create copy	
							Delete	
							Details	
3	Shivani	ni Yes 2	2	Inherit IIn Matched PNRs from previous actions in this schedule	Log entries	Up	Edit	
Ticket Sort					Down	Create copy		
							Delete	
H 4	1		10 🔻	items per page			1 - 3 of 3 items	Ċ

2. Update the name, scroll down and click Save

Edit Action

cess method	
Default	~
lame	
Shivani General Sort	
Sender email address	
Sender display name	
Active	



• As this action is inheriting (or using) the PNRs from the previous action you don't need to configure the queues again as it will use the same as Carissa's, ie All remaining general queues

Criteria: Action 3

• As this action was copied from the original schedule you don't need to configure the criteria as it will use the same details as Carissa's original criteria, ie.ZCP

Handler: Action 3

3. Scroll down to Handlers and click **Configure** on the 1st handler

Handlers

Add handler				
Run Order	Handler Name	Configuration XML definition		
1	Move to queue	<root actionid="59904" agencyid="91"><ite< td=""><td>Up Down</td><td>Configure Remove</td></ite<></root>	Up Down	Configure Remove
2	Remove from queue		Up Down	Configure Remove

4. Update the queue number, then click **Save Configuration**

Configure Handler	
Queue number:	55
Queue category:	
Queue date range:	
Queue PCC:	XB7
Save configuration	Back to details

Click Back to schedule to review all actions

List Actions

New action	New tick	keting act	ion				
Run Order	Name T	Active	Handlers	Monitoring Queue(s)			
				XB7/0 XB7/1 XB7/2 XB7/3 XB7/4 XB7/5 XB7/6			Details
1	Emilia	Vec	2	XB7/7, XB7/8, XB7/11, XB7/12, XB7/13, XB7/14,	Log entries	Up	Edit
Sort	Sort	163	2	XB7/15, XB7/16, XB7/17, XB7/18, XB7/19, XB7/20,	Log chaics	Down	Create copy
					Delete		
	Carissa 2 General Yes Sort	Carissa		Inherit Un-Matched PNRs from previous actions in this schedule	Log entries		Details
с			es 2			Up	Edit
۷		163				Down	Create copy
							Delete
		Shivani General Yes 2 Sort	2	Inherit Un-Matched PNRs from previous actions in this schedule	Log entries		Details
3	Shivani General					Up	Edit
5	Sort					Down	Create copy
					Delete		

Schedule 2 – Completed

Schedule 2 – Sort General Queues – Monitor all remaining queues						
Action 1 - Emilia	Criteria - ZEH	Handler 1 - Move to Q/35	Handler 2 - Remove from queue			
Action 2 - Carissa	Criteria - ZCP	Handler 1 - Move to Q/45	Handler 2 - Remove from queue			
Action 3 - Shivani	Criteria - ZSP	Handler 1 - Move to Q/55	Handler 2 - Remove from queue			

Details Schedule

Name: General Sort Active: No Next scheduled run: Schedule is not active	Minimum time in mins (Highest allowed frequency): 15 Time table:					
Last run:	Days To Execute	Frequency (mins.)	Run from time	Run to time		
Run on specific times: No	Weekdays	15	06:00	23:00		
	I					

Edit	Back to schedules	Reports	Ŧ
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List Actions

New action	New tick	eting act	ion				
Run Order	Name 🝸	Active	Handlers	Monitoring Queue(s)			
							Details
Emilia	Emilia General	Yes	2	XB7/1, XB7/0, XB7/2, XB7/3, XB7/7, XB7/11, XB7/12, XB7/14, XB7/15, XB7/16, XB7/17, XB7/18, XB7/19, XB7/14, XB7/19, XB7/19, XB7/14, XB7/19, XB7/14, XB7/19, XB7/14, XB7/19, XB7/14, XB7/19, XB7/14, XB7/14, XB7/19, XB7/14, XB7/19, XB7/14, XB7/19, XB7/14, XB7/14, XB7/19, XB7/14, XB7/14, XB7/14, XB7/19, XB7/14, XB7/14, XB7/14, XB7/14, XB7/19, XB7/14, XB7	Log entries	Up	Edit
	Sort	105	2	XB7/20, XB7/21, XB7/22, XB7/23, XB7/24, XB7/25,	Log onaloo	Down	Create copy
					Delete		
							Details
2	Carissa General	Carissa General Yes 2 Sort	′es 2	Inherit Un-Matched PNRs from previous actions in this schedule	Log entries	Up	Edit
-	Sort					Down	Create copy
						Delete	
							Details
3	Shivani General	Yes	2	Inherit Un.Matched PNRs from previous actions in this schedule	Log entries	Up	Edit
-	Sort		inneric on-watched PWKS from previous actions in ons schedule	Log online	Down	Create copy	
							Delete
	1		10 🔻	items per page			1 - 3 of 3 items 💍



Activate Schedule 2

• After adding all users it's time to activate the schedule.

1. Click Back to schedules

Details Schedule				
Name: Ticket Sort Active: No Next scheduled run: Schedule is not active	Minimum time in mir frequency): 15 Time table:	ns (Highest allowed		
Last run:	Days To Execute	Frequency (mins.)	Run from time	Run to time
Run on specific times: No	Weekdays	15	06:00	23:00
	H 4 1	► H		
Edit Back to schedules			Reports	•

2. To start the General sort, click on Activate on the schedule

List Schedule	s					
New schedule	Queue mana	ager migration wizard				
Name T	Frequency T	Next scheduled run T	Active T			
Ticket Sort	Frequency	19/04/2021 11:23:05.023	Yes	Log entries	Details Edit Delete Deactivate Create copy	
General Sort	Frequency	Not active	No	Log entries	Details Edit Delete Activate Create copy	
H 4	1 F H	10 • items per pag	je		1 - 2 of 2 items	Ç

3. Click Yes

Change status	Change status Schedule					
are you sure you want to enable the schedule: General Sort (Travelport AU - XD8/31HX)?						
Yes	Back to schedules					

The schedule is now active and will run every 15mins on weekdays between 6am and 11pm.

List Schedule	S							
New schedule	Queue mana	ager migration wizard						
Name T	Frequency T	Next scheduled run T	Active T					
Ticket Sort	Frequency	19/04/2021 10:52:58.293	Yes	Log entries	Details Edit Create copy	Delete	Deactivate	
General Sort	Frequency	19/04/2021 10:49:18.750	Yes	Log entries	DetailsEditCreate copy	Delete	Deactivate	
	1 🕨 🕨	10 • items per pag	ge				1 - 2 of 2 item	is 🖒