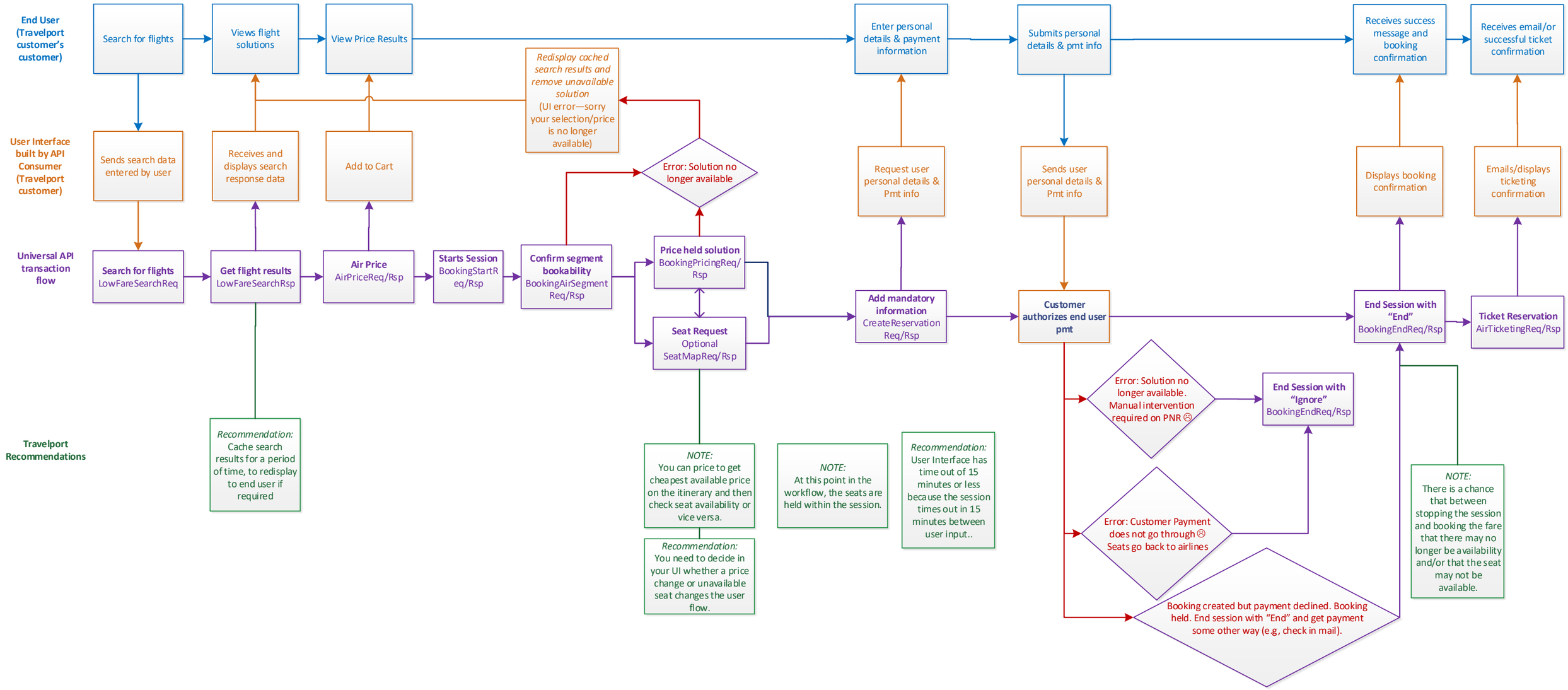
End User (Travelport customer's customer)
User Interface built by API Consumer (Travelport customer)
Universal API transaction flow
Travelport Recommendations
Search for flights
Views flight solutions
View Price Results
Enter personal details & payment information
Submits personal details & pmt info
Receives success message and booking confirmation
Receives email/or successful ticket confirmation
Redisplay cached search results and remove unavailable solution (UI error—sorry your selection/price is no longer available)
Sends search data entered by user
Receives and displays search response data
Add to Cart
Error: Solution no longer available
Request user personal details & Pmt info
Sends user personal details & Pmt info
Displays booking confirmation
Emails/displays ticketing confirmation
Search for flights LowFareSearchReq
Get flight results LowFareSearchRsp
Air Price AirPriceReq/Rsp
Starts Session BookingStartReq/Rsp
Confirm segment bookability BookingAirSegmentReq/Rsp
Price held solution BookingPricingReq/Rsp
Seat Request Optional SeatMapReq/Rsp
Add mandatory information CreateReservationReq/Rsp
Customer authorizes end user pmt
End Session with "End" BookingEndReq/Rsp
Ticket Reservation AirTicketingReq/Rsp
Error: Solution no longer available. Manual intervention required on PNR ☹
End Session with "Ignore" BookingEndReq/Rsp
Error: Customer Payment does not go through ☹ Seats go back to airlines
Booking created but payment declined. Booking held. End session with "End" and get payment some other way (e.g, check in mail).
Recommendation: Cache search results for a period of time, to redisplay to end user if required
NOTE: You can price to get cheapest available price on the itinerary and then check seat availability or vice versa.
Recommendation: You need to decide in your UI whether a price change or unavailable seat changes the user flow.
NOTE: At this point in the workflow, the seats are held within the session.
Recommendation: User Interface has time out of 15 minutes or less because the session times out in 15 minutes between user input..
NOTE: There is a chance that between stopping the session and booking the fare that there may no longer be availability and/or that the seat may not be available.