

ScriptPro Queue Sort Script

Overview

Introduction This document contains an overview of the Worldspan Queue Sort Script available to users on Worldspan Go! Res.

File name

File (Script) Name	Brief Description
Z4QSORT.CSL	Sort the PNRs in a specified queue by the 2-character booking agent sine or the 6Q/ indicator.

Need Help? Click on the link below to submit a question or issue to the Worldspan Help Desk: <http://www.worldspan.com>, then select the Help Desk Support link from the menu on the left.

Overview The Queue Sort Script moves each PNR from a specific queue to another by booking agent sine or 6Q/ indicator. The default queue for each sine/indicator is maintained in a database. This database is maintained through setup options available in the script. The script has the ability to work a specific queue or all the queues in the setup file. It can run continuously based on waiting the number of hours the user selects.

Operating Instructions

Script Conventions

- Mandatory fields are indicated with burgundy text.
- A black arrow pointing down indicates a drop down list is available for applicable choices for the input box, or the ability to scroll for more information.
- Some dialog boxes may contain input fields with conditions that would disable other fields and/or buttons (e.g., selecting a Move option will disable the ability to select specific Rule Categories to view, or leaving a field blank disables other fields pertaining only to that blank field).
- In a list where the choices are Yes or No, leaving the field blank is also No.
- Use the <Tab> key to move in order to each input field. Use <Shift><Tab> to move in reverse order. Or use the mouse to click on the needed input field.
- Some fields contain a “hot key.” This is an underlined letter. Pressing the <Alt> key and the underlined letter together will move the cursor directly to that input box.
- The <Enter> key may be used in place of the OK button.

Need to Know

Previously, Worldspan Res had provided the capability to pause and resume ScriptPro scripts using the keystroke combinations <Ctrl>W and <Ctrl>R. Go! Res cannot retain all the previous default keystrokes due to the browser defaults. The left side (terminal emulator/Go! Res) has retained some of the Worldspan keystroke defaults. If the focus is in the terminal emulator/Res side, <Ctrl>W pauses a ScriptPro script and <Ctrl>R resumes a ScriptPro script. The right side of the window (Index/Go! Res scripts) takes on the Browser/Windows keystroke and local macro defaults. HOWEVER, when the focus is in the right side/Go! Script/Index/Tools area, the <Ctrl>R may cause a Microsoft Internet Explorer error and throw the user out of the product or launch a macro, while the <Ctrl>W shuts down the product. It is important to check the focus prior to using keystroke combinations. To move the focus, click on the right or left side.

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Operating Instructions, Continued

Access

From Worldspan Go! Res:

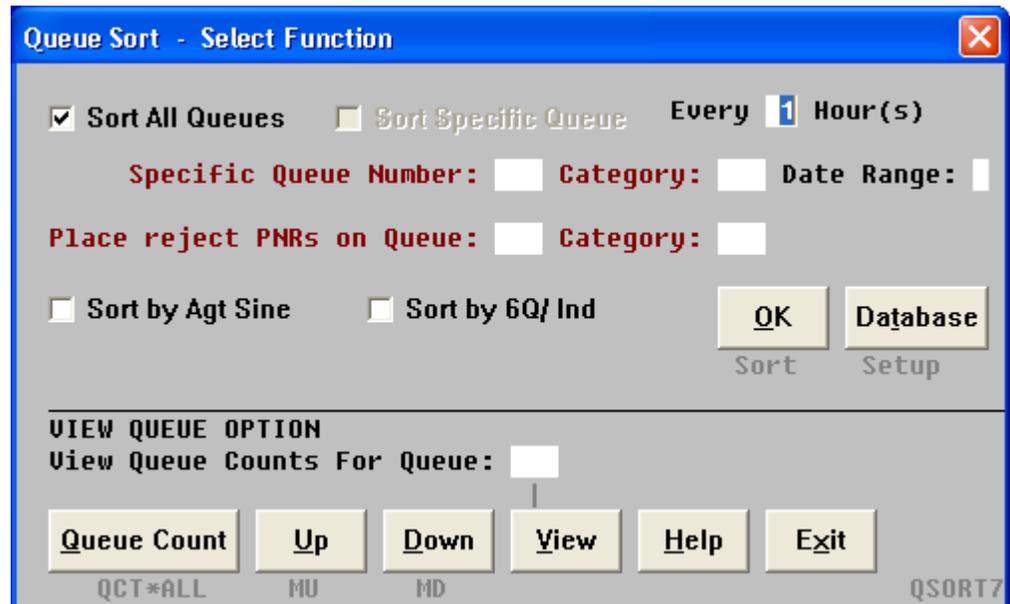
- Access the script from the Misc Tab in the Script Index
- Select Queue Sort to launch the script

Or:

- Access the ScriptPro menu in Res by pressing <Ctrl>S,
 - Type z4qsort.csl or scroll and highlight
 - <Enter>
-

Main Menu

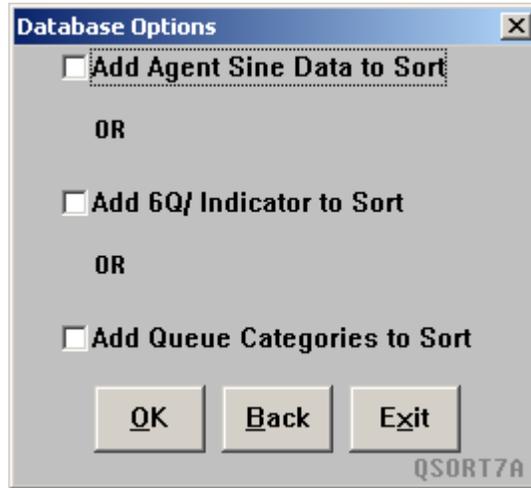
The following dialog box defaults to Sort All Queues. The user is enabled to specify the Queue and Category to sort and where to send the rejected PNRs. The script will default to running continuously every one hour. Change the hour for running less often or make the field blank to run one time. For continuous run, Select OK to sort the queue. Select Database to add, change or delete an agent queue and/or sine/6Q/ indicator. The View Queue Option includes a Queue Count button that displays the breakdown of all queues with a summary of activity. Up and Down navigate within the Queue displays. The View button displays the queue count of the specific queue indicated in the View Queue Counts for Queue field above the button. Help accesses this Overview Document and Exit exits the script.



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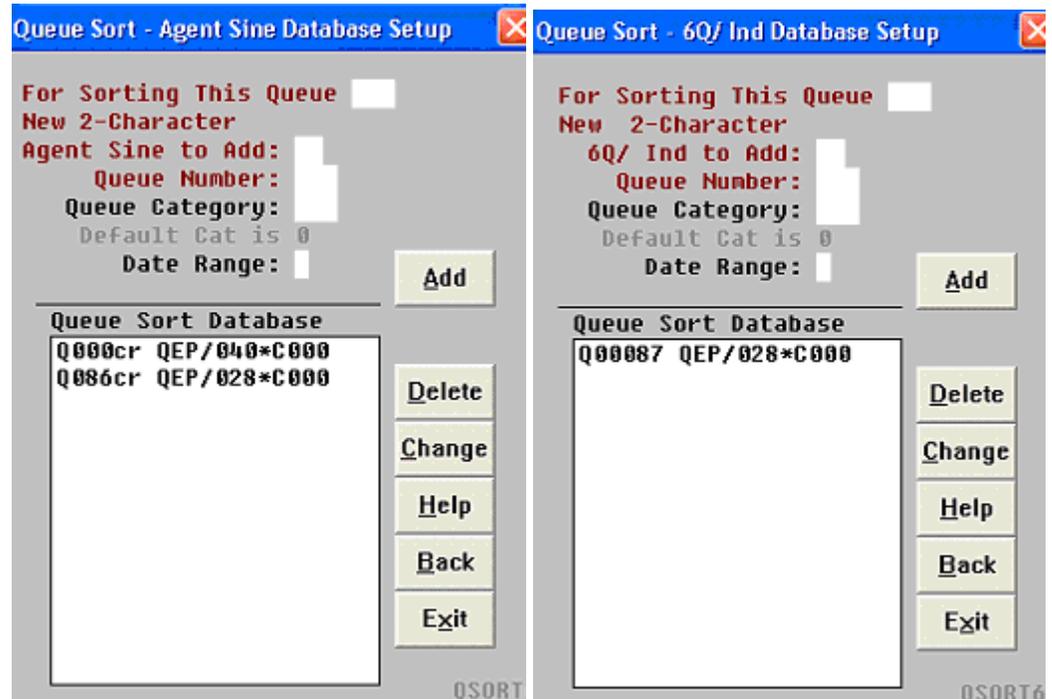
Operating Instructions, Continued

Database Setup The following is displayed when the Database option is selected. Select Add Agent Sine, Add 6Q/ Indicators, or Add Queues to continue to the Sort setup. Once an option is selected, the user can Add, Delete or Change.



Add, Delete, Change

Enter the applicable sort Queue, agent sine, queue number, category and date range to be added to the database and select Add. This refreshes the dialog box with the new information. To Delete or Change, highlight the desired line and select the appropriate button. Back returns to the database options.



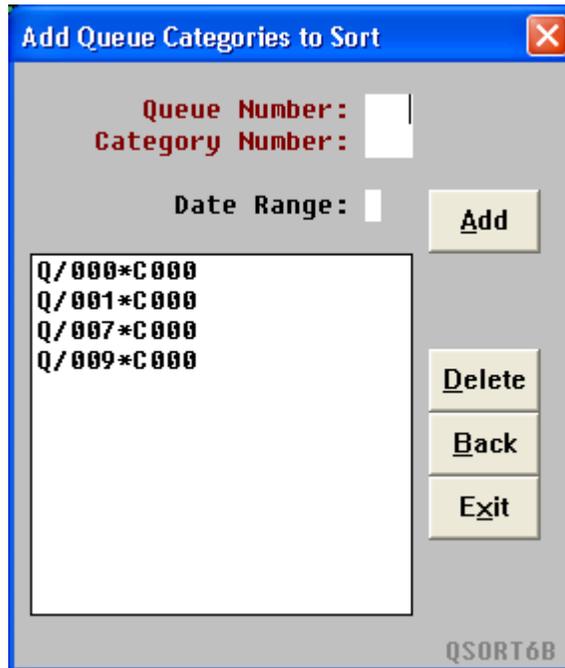
If the Agent Sine/QSort Indicator are the same for each queue, enter it once and all Q Sort will sort all queues in the database to that agent or Q/ queue.

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Operating Instructions, Continued

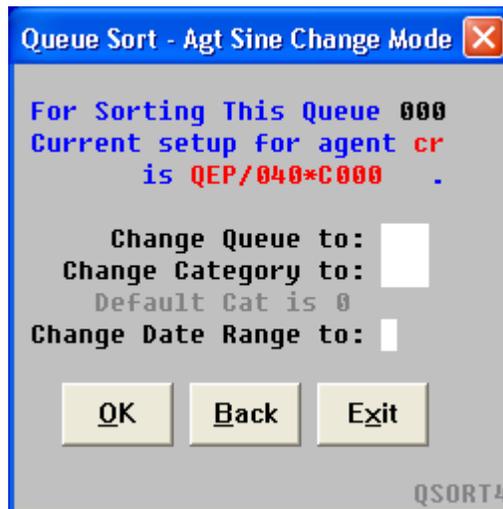
Queue Database

The script sorts all the queues that are setup in the database when the Sort All Queues option is selected. Use Sort Specific Queue option to sort one queue at a time.



Change

The following dialog box example is displayed when information is highlighted in the Database Setup and Change is selected. Enter the new queue information to be associated with that agent sine or 6Q/ Indicator. Select OK to continue with the change, Back to return to the Database Setup dialog and Exit to exit the script.



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Operating Instructions, Continued

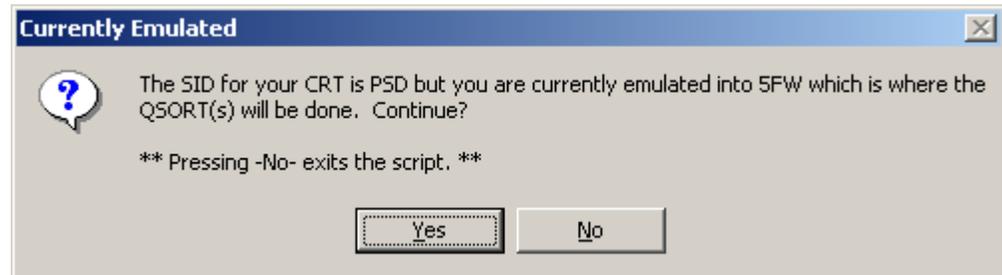
Delete

The following message is displayed when information is highlighted in the Database Setup and Delete is selected. Click on Yes to confirm the deletion and redisplay the revised database or No to return to the Database Setup dialog.



Emulation

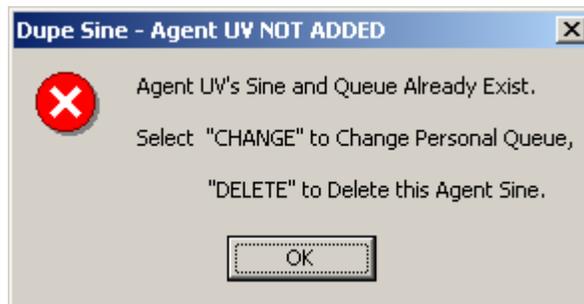
When the user is in emulation, the following message displays for verification. Select Yes to continue to sort queues in the emulated SID. Select No to exit the script and manually change the SID before re-launching the script.



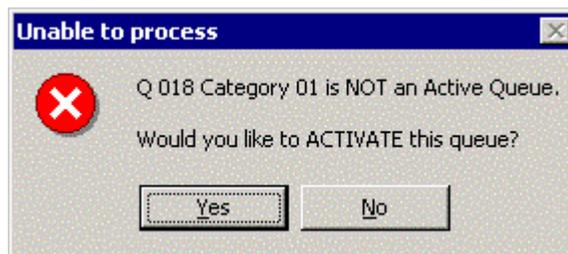
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Operating Instructions, Continued

Error Messages The following error message example indicates the agent sine already exists in the database and is assigned to a queue. OK returns to the Database Setup enabling the selection to Change or Delete the respective agent sine and queue information.



This example indicates the requested queue has not been activated and provides the option to activate the queue or to return to the script to make another queue selection.



Quit To quit or stop the script, click on the Exit Button in any dialog box, or press the Esc (escape) key.

Revisions 2/07 – Enhanced sort all queues and date range capabilities.
