

ScriptPro Queues Script

Overview

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

File name

File (Script) Name	Brief Description
Z4QUEUES	Display the queue count and the queue list, works the queue, move PNRs from one queue to another queue, and sort queues by the booking agent.

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 This script assists in working PNR queues, displaying queue counts and the queue list, labeling queues, moving PNRs from queue to queue, resetting queue count, removing active/non active/duplicate PNRs from queue, and sorting queue by the booking agent.

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:

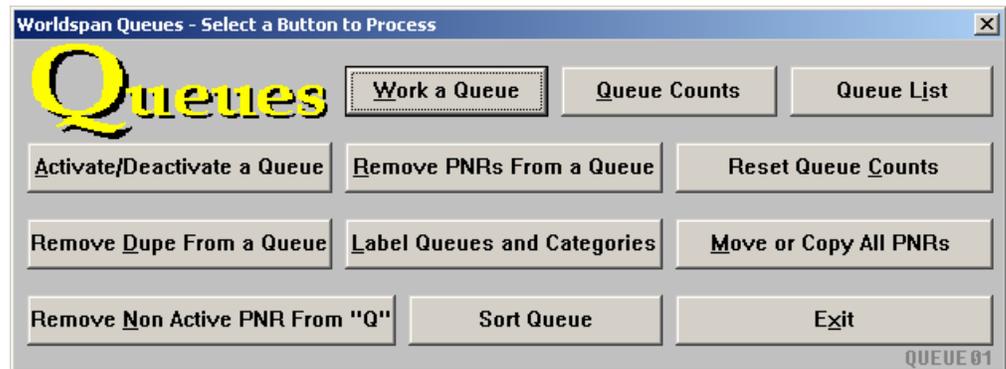
- Access the script from the Misc Tab in the Script Index
- Select Queues to launch the script

Or:

- Access the ScriptPro menu in Res by pressing <Ctrl>S,
 - Type z4queues.csl or scroll and highlight
 - <Enter>
-

Main Menu

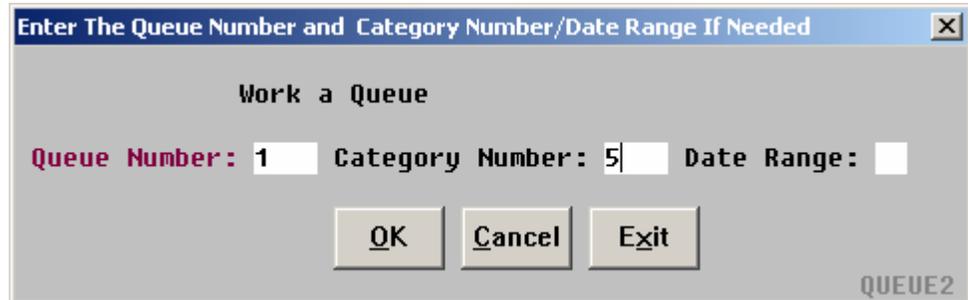
Select one of the processing options from the following Queues Main Menu dialog box:



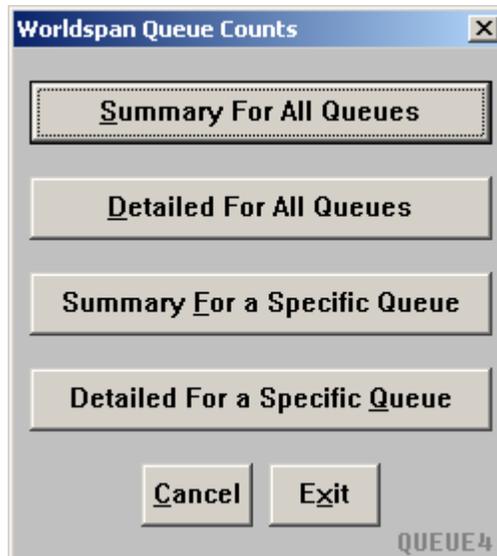
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Operating Instructions, Continued

Work a Queue Accesses the selected queue/category/date range. A dialog box allows the user to move down the PNR, work the schedule changes, remove the PNR from queue, queue the PNR to another queue, ignore the PNR, and make any valid Worldspan entry. For more information on date range go to INFO QDATE in Worldspan Res.



Queue Counts Displays the number of items on the queues, allowing options for a detailed or summary count of a specific queue or all active queues.



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Operating Instructions, Continued

Queue List

Provides the ability to display or print a list of all items on a specified queue/category/date range.

The screenshot shows a dialog box titled "Enter The Queue Number and Category Number/Date Range If Needed". The main title is "Queue List". It contains three input fields: "Queue Number:" with the value "1", "Category Number:" with the value "1", and "Date Range:" which is empty. Below the fields are three buttons: "OK", "Cancel", and "Exit". The text "QUEUE2" is visible in the bottom right corner.

Activate / Deactivate a Queue

Activates or deactivates specified queues and categories.

The screenshot shows a dialog box titled "Enter The Queue Number and Category Number If Needed". The main title is "Activate/Deactivate Queues and Categories - Use TAB KEY to move around". It contains three columns of options, each with a checkbox and input fields: 1. "Activate New Queues" with a checkbox, "Queue Number:" field, and "Number (Including 0) of Categories:" field with the value "1". 2. "Activate New Categories" with a checkbox, "Queue Number:" field, and "Range Number:" field with a hyphen. 3. "Deactivate Queue/Category" with a checkbox, "Queue Number:" field, and "Category Range Number:" field with a hyphen. Below the options are three buttons: "OK", "Cancel", and "Exit". The text "QUEUE5" is visible in the bottom right corner.

Remove PNRs From a Queue

Remove all PNRs from a specified queue/category/date range.

The screenshot shows a dialog box titled "Enter The Queue Number and Category Number/Date Range If Needed". The main title is "Remove PNRs From Queue". It contains three input fields: "Queue Number:" with the value "5", "Category Number:" with the value "1", and "Date Range:" which is empty. Below the fields are three buttons: "OK", "Cancel", and "Exit". The text "QUEUE2" is visible in the bottom right corner.

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Operating Instructions, Continued

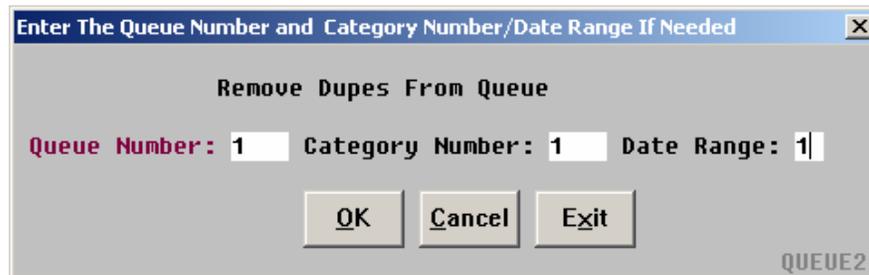
Reset Queue Counts

Resets the number of items (IW) to zero for all queues.



Remove Dupe from a Queue

Removes dupe PNRs from a specified queue/category/date range.

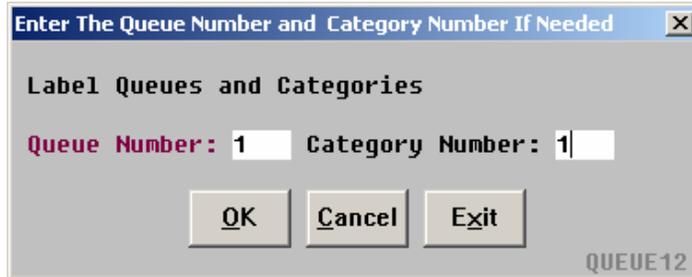


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Operating Instructions, Continued

Label Queues and Categories

Creates or changes the label of a queue and/or category.



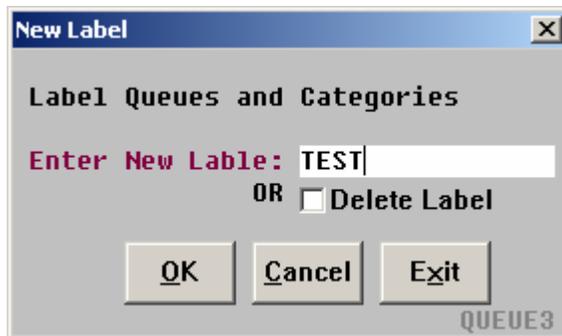
Enter The Queue Number and Category Number If Needed

Label Queues and Categories

Queue Number: 1 Category Number: 1

OK Cancel Exit

QUEUE12



New Label

Label Queues and Categories

Enter New Label: TEST

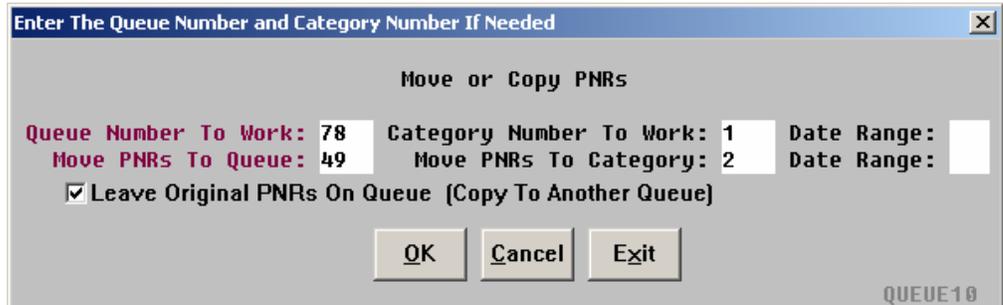
OR Delete Label

OK Cancel Exit

QUEUE3

Move or Copy all PNRs

Displays PNRs on specified queue one at a time and copies or moves each PNR to another queue/category/date range.



Enter The Queue Number and Category Number If Needed

Move or Copy PNRs

Queue Number To Work: 78 Category Number To Work: 1 Date Range:

Move PNRs To Queue: 49 Move PNRs To Category: 2 Date Range:

Leave Original PNRs On Queue (Copy To Another Queue)

OK Cancel Exit

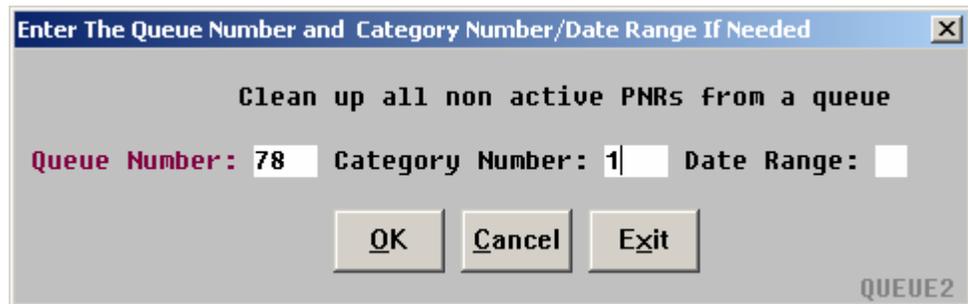
QUEUE10

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Operating Instructions, Continued

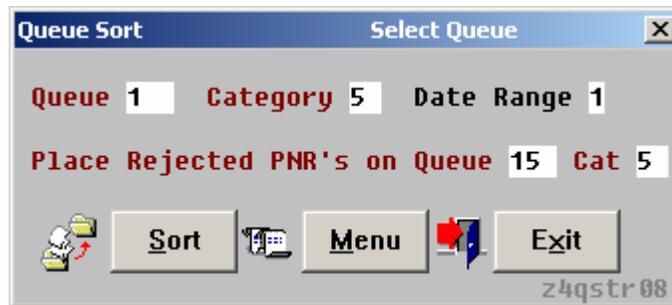
Remove Non Active PNRs From "Q"

Displays the queue list for a specified queue/category/date range. The script reads the screen and determines if the PNR is active or non active. Once the list is completed, the script removes all of the non active PNRs from Queue. Queues with a count over 1300 will be accessed to read each PNR due to the size limitation of the Queue List. PNRs containing only a TVL segment with the word Retention will be considered non-active.



Sort Queue

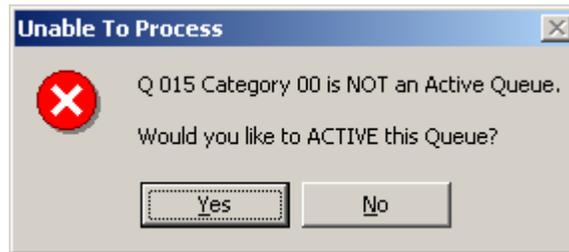
The queue sorts PNR by the agent sine. The script opens the queue and reads the PNR history to determine the booking agent. The script then verifies the database for the agent sine, and moves the PNRs to the respective agent queue. If an agent is not assigned in the database then those PNRs go to the rejected queue.



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Operating Instructions, Continued

Error Message The queue selected to send the rejected PNR was not an active queue. User can either activated the queue or choose another queue number.



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

Revisions 10/06 – Enhanced Remove non-active PNRs option.
