Travelport

Redefining travel commerce

We're
redefining
our self-help portal

"How did I ever work without it?"

We hear this frequently from Travelport's customers. They are referring to the ASK Travelport (www.ASK-Travelport.com) online guide and answers portal created for our partner travel agencies and used by our customers worldwide. Much more than an online help system, ASK Travelport supports your operation for increased productivity through informed users.

Moving, learning and selling

ASK Travelport is delivering the answers you need, when you need it, or when you simply want to explore and learn about daily workflow processes, billing and settlement, local products, functionality, and more. Through this online system, you can also connect with a Travelport help desk professional to raise, monitor and update support incidents, all through one portal.

"I love the ASK Travelport portal where we get answers to our questions quickly. This has made it so much easier for us to find information when we need it. KUDOS to Travelport."

Travel Leaders, Florida

Managing Incidents

As an ASK Travelport user, you have the ability to submit and manage your incidents on the ASK landing page, where you can also:

— Identify open incidents

— Action an open incident

— Track the status of an incident

— Request a status check

— Close an incident

— Reopen an incident that has not been resolved

An ASK Travelport administrator can also manage incidents for multiple branches in their organization, allowing a wide view of all incidents and users.

Refer to your latest help desk queries

The ASK Travelport portal helps you move forward and refer back with ease by giving you access to previous questions or incidents you have raised, whether through the system, by phone or e-mail.

Global resource that can speak your local language

ASK Travelport is available in multiple languages. In most cases, it will communicate with you in the preferred language specified in your account setting.

Facts about ASK Travelport

— Over 175,000 customers worldwide tap into the ASK Travelport help system for fast answers

— Over 1.2 million questions are answered each year

— 14 languages are offered

— Nearly 150 categories of information are covered (topics vary by region)

It just keeps getting better

At the end of every answer in ASK Travelport, we invite travel agents to indicate with a click whether the answer is useful. This not only helps us perfect our answers, but also our products and services. We also encourage agents to help us improve answers, products and services through periodic ASK Travelport surveys.

Increasing your productivity with ASK capabilities

— Tap into the constantly growing ASK Travelport information database to find fast, clear answers about products, updates, functionality, services and more.

— Get timely notifications from Travelport, such as product advisories, service alerts and updates to the most-asked questions from other users.

— Track your support incidents through the system, even if you have used our help desk service in the past – or choose to receive status updates via e-mail each time your incident is actioned, escalated or closed.

— Allow our help desk professional to take control of your screen to quickly observe the exact issue you are experiencing, and work with you in real-time to resolve it.

— Tailor your account preferences to receive information in your preferred language, and select other personal preferences.

— Manage the number and type of e-mails received from Travelport via the mailing options feature

Skip the telephone – just click for answers

Whether you need technical help, functionality tips or other support, the ASK Travelport help system is one click away so you never need to pick up the phone, wait or lose your momentum.

Ask it, click it, and you've got it!

We're changing the way you find answers

Register today at www.ask-travelport.com to immediately ask, browse, raise incidents or find specific information. You'll wonder how you ever worked without it.

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