

# TN Outage Customer Communication Solution

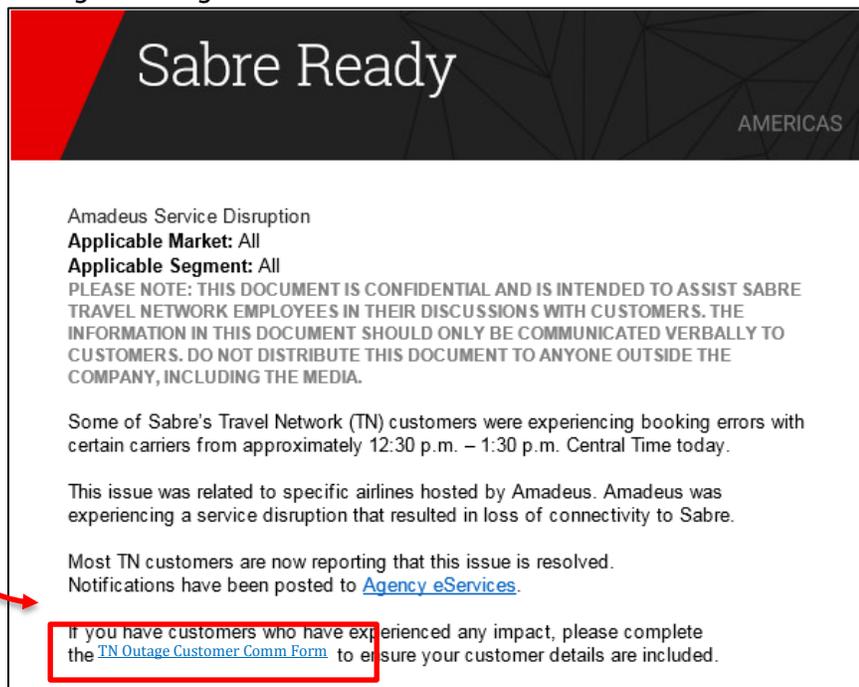
## Step-by-Step Guide: Sales/OCPE

In this guide, you will learn how to:

- 1) Navigate from Sabre Ready Email to TN Outage Summary Form During P1 and P0 outages
- 2) Navigate from TN Outage Summary Form to TN Outage Customer Communication Form
- 3) Complete and Save the TN Outage Customer Communication Form
- 4) Update the TN Outage Customer Communication Form
- 5) Complete Final Updates to TN Outage Customer Communication Form Upon Resolution of Outage

### Part 1: Navigating from Sabre Ready Email to TN Outage Summary Form during P1 and P0 Outages

- ✓ **Review Sabre Ready Email:** Upon receiving Sabre Ready email, review details and any talking points.
  - **Customers to Contact:** Work with your sales leaders to determine which customers need to be proactively contacted.
  - **Review TN Outage Summary Form:** Click on the link in the Sabre Ready Email “TN Outage Customer Communication Form.” This page will give you the internal details on the outage.
  - **Reaching Out to Customers:** Begin reaching out to customers as you normally would during an outage.



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### Part 2: Navigating from TN Outage Summary Form to TN Outage Customer Communication Form

- ✓ **Post Outreach:** After speaking with each customer, navigate to the TN Outage Summary Form from the link found in the Sabre Ready Email.
  - Review the internal details of the outage on the TN Outage Summary Form.
  - Click on the button in the top right-hand corner, "Create TN Outage Customer Comm Ticket."

### Part 3: Completing and Saving the TN Outage Customer Communication Form

- ✓ **Record:** Now it's time to record the details from your communication with the customer.

- **Step 1:** Fill in all required fields as indicated by \*:
  - Agency/Company Name: What customer did you speak with?
    - If the Agency/Company Name is not in the directory, then choose "Other." This will give you the opportunity to type in the agency/company name.

- GDS Profile: Are they a multi-GDS customer or are they on Sabre only?
- Sabre Colleague Responsible for outreach: this is you!
- Phone: If a sales leader, executive, or OCPE has a question for you, what phone number can they reach you at?

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- Communication Type: If you are an Account Director, choose Business Communication. If you are an OCPE, choose Technical Communication.
- Region: What sales P&L does the customer fall into?
- Agency/Customer Segmentation: Choose from corporate, leisure, online, or consolidator.
- **Step 2:** Indicate whether or not you have contacted this customer.

* Agency/Customer Contacted	No	▼
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- This field will default to No. If you have not been able to make contact with this customer yet, but your sales leader has asked you to reach out, leave this field as “No,” [then skip to step 6.](#)
- Upon clicking “Yes,” additional fields will open up.
- **Step 3:** Fill in additional fields to provide details of customer outreach:

* Most Recent Person Contacted	
* Most Recent Time of Contact	
* Agency/Customer Temperature	Green
* Executive Call Needed	Not Needed
* Moving Bookings away from Sabre	No

- Most Recent Person Contacted: Who at the customer’s office did you speak with?
- Most Recent Time of Contact: What date/time did you last speak with them?
- Agency/Customer Temperature: Indicate if you felt the customer temperature was green, yellow, or red when you spoke with them.
- Executive Call Needed: Does an executive need to reach out to this customer?
- Moving Bookings away from Sabre: Is the customer moving bookings away from Sabre? Are they planning to do so?
- [If an executive call was requested, please proceed to step 4. If one was not requested, skip to step 5.](#)
- **Step 4:** Providing details for executive outreach.

- Indicate which executive you would like to have reach out to the customer:

* Executive Call Needed	Requested	▼
* Requested Executive for Call		🔍

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- Who should the executive reach out to? Let the executive know who to contact, their role within the company, their email address, and phone number:

* Account Contact	<input type="text"/>
* Account Contact Role	<input type="text"/>
* Account Contact Email	<input type="text"/>
* Account Contact Phone	North America <input type="button" value="v"/>
	<input type="text"/>

- **Step 5:** If you are an OCPE and chose “Technical Communication,” and the customer is moving bookings, please fill in these additional fields. If you are not an OCPE please skip this step and [proceed to step 6](#).

* Technical: Response Time Back To Normal	Yellow <input type="button" value="v"/>
* Technical: Booking Started	Green <input type="button" value="v"/>
* Technical: Normal Business Resumed	Red <input type="button" value="v"/>

- **Step 6:** Provide details.

* Short description	<input type="text"/>
* Additional Details	<input type="text"/>
	Characters left: 4000
Next Steps	<input type="text"/>
	Characters left: 4000

- Short Description: Provide a brief description of your contact with the customer.
- Additional Details: Provide more information on the outcome of your communication with the customer. Example, “Customer frustrated by the number of recent outages. Threatening to move bookings to Amadeus. In previous outage, agency shifted 20,000 bookings and are threatening to do it again.”
- Next Steps: What needs to happen next? Example 1: Jay Jones to reach out again at no later than 10:00 CDT. Example 2: “First Last Name” will reach out to customer again in one hour.

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- **Step 7:** Save the form.
  - At the top right of the form, below your name, you will see a save button. There is also another save button at the bottom left of the form. Either of these buttons can be used to save your form. Be sure to click on this button before closing out of the form. *If you do not click save, your work will be lost.*



### Part 4: Updating the TN Outage Customer Communication Form

- ✓ **Update:** You have spoken with the customer again. Now it is time to update the TN Outage Customer Communication Form for that customer.

- **Step 1:** From the Sabre Ready email, navigate back to the TN Incident Summary Form.

The screenshot shows the 'TN Outage Summary Form - TNINC0001072'. The form contains the following fields:

Number	TNINC0001072	* External Communications Sent	No
* Priority	P1	* Internal Communications Sent	No
* Current Status	Incident Created	* GO Executive Contact	Jan Altemeier (SG0022097)
Incident Record	INC0805455	* PT Incident Manager	Todd Pickett (SG0485783)
Start Time	07-11-2017 13:14:58	* OTA Technical Contact	Brett Burgess (SG0220955)
Duration	41 Days 23 Hours 36 Minutes	* Next Update Due	07-21-2017 12:14:13
* Level of Customer Impact	Southlake and FLICA team in Atlanta		
* Incident Description	SHS call center experienced a loss of network connectivity from 14:19-14:25 CT. This affected users in SHS call center in Southlake and FLICA team in Atlanta.		

- **Step 2:** Scroll to the bottom of the page and find the Agency/Company Name you would like to update under the TN Outage Customer Comm Tickets section. This table can be sorted by Agency/Company Name, Sabre Colleague name, or SC code to help you find the Agency/Company Name you would like to update. Alternatively, you can also use the search bar at the top.

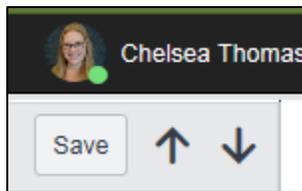


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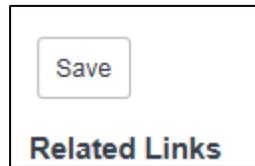
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Number	SC Code	Agency/Company Name	Sabre Colleague Responsible for outreach	Agency/Customer Contacted	GDS Profile	Communication Type	Agency/Customer
TNTSK0001128				No			
TNTSK0001124	G1Y0	American Express	AG Adam Gainey (SG0210900)	Yes	Sabre Only	Business Communication	Corporate
TNTSK0001107	0TST	Expedia	CG Constantine Hallax (SG0600936)	Yes	Multi GDS	Technical Communication	Online
TNTSK0001123	E478	Other	DG Dasheng Gao (SG0223120)	Yes	Multi GDS	Technical Communication	Online
TNTSK0001121	2H1G	Bravofly	KB Kristian Boshier (SG0891839)	Yes	Multi GDS	Technical Communication	Online
TNTSK0001120	X45G	Despegar	SB Sebastian Barreiro (SG0206823)	Yes	Multi GDS	Technical Communication	Online
TNTSK0001125	56S2	Other	ST Shelly Terry (SG0158899)	Yes	Sabre Only	Business Communication	Leisure
TNTSK0001122	TEST	Other	VI Gianni Perianayagam (SG0500930)	Yes	Multi GDS	Technical Communication	Online

- **Step 3:** Click on the Number field for the TN Incident Customer Comm Form you would like to update. Do not click on the Agency/Company Name field.
- **Step 4:** Update all applicable fields and click the save button. If you do not click on the Save button, all of your updates will be lost.



Top Right or Bottom Left



Related Links

### Part 5: Complete Final Update to TN Outage Customer Communication Form Upon Resolution of Outage

- ✓ **Final Update:** Upon resolution of the outage, update each TN outage customer Comm Form you created to ensure the following:
  - All customer temperatures are back to "Green."
  - All requested executive outreach is marked as 'Complete.'
  - All bookings that moved away from Sabre are marked as "Moved Back to Sabre."
- ✓ **How to search for all forms created by you:**
  - **Step 1:** Navigate to the TN Outage Summary Form from the Sabre Ready Email.
  - **Step 2:** Scroll to the bottom of the page under TN Outage Customer Comm Tickets.
  - **Step 3:** Choose "for text" and type your name in the search bar. This will filter results down to the Agency/Company Names which you have entered in data.

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	Number	SC Code	Agency/Company Name	Sabre Colleague Responsible for outreach	Agency/Customer Contacted	GDS Profile	Communication Type	Agency/Cu
<input type="checkbox"/>	<a href="#">TNTSK0001128</a>				No			
<input type="checkbox"/>	<a href="#">TNTSK0001124</a>	G1Y0	American Express	<a href="#">Adam Gainey (SG0210900)</a>	Yes	Sabre Only	Business Communication	Corporate
<input type="checkbox"/>	<a href="#">TNTSK0001107</a>	0TST	Expedia	<a href="#">Constantine Hallax (SG0600936)</a>	Yes	Multi GDS	Technical Communication	Online
<input type="checkbox"/>	<a href="#">TNTSK0001123</a>	E4X8	Other	<a href="#">Dasheng Gao (SG0223120)</a>	Yes	Multi GDS	Technical Communication	Online
<input type="checkbox"/>	<a href="#">TNTSK0001121</a>	2H1G	Bravofly	<a href="#">Kristian Boshier (SG0891839)</a>	Yes	Multi GDS	Technical Communication	Online
<input type="checkbox"/>	<a href="#">TNTSK0001126</a>	X4SG	Despegar	<a href="#">Sebastian Barreiro (SG0206823)</a>	Yes	Multi GDS	Technical Communication	Online
<input type="checkbox"/>	<a href="#">TNTSK0001125</a>	66S2	Other	<a href="#">Shelly Terry (SG0158899)</a>	Yes	Sabre Only	Business Communication	Leisure
<input type="checkbox"/>	<a href="#">TNTSK0001122</a>	TEST	Other	<a href="#">Vianni Perianayagam (SG0500930)</a>	Yes	Multi GDS	Technical Communication	Online

- **Step 4:** Click on the Number field in order to open and update each customer communication form. Do not click on the Agency/Company Name.
- **Step 5:** Update all applicable fields and click the save button.
- **Step 6:** Repeat process until all of your Agency/Company Names have been updated.

### Part 6: Coming soon

✓ **FAQ's**

✓ **Who to Contact with Questions / Technical Issues**

- If you have questions on how to use this tool, please contact Chelsea Thomas at [Chelsea.thomas@sabre.com](mailto:Chelsea.thomas@sabre.com) or 1-817-681-4408.