ScriptPro
Seat Finder Script

Overview

Introduction   This document contains an overview of the Worldspan Seat Finder Value Added ScriptPro Script.

File name   W4QSEAST and W4QSEAT

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 script is valid for interactive seat participants (e.g., AZ, NH, AA, BD, CI, CX, DL, KA, IB, KL, LH, MH, NW, SQ, and UA when they release.).

The script adds or changes seats in confirmed HK status segments. The script uses a Worldspan queue and unique remarks to communicate with the script. This script is designed to run off a dedicated or normal workstation and may be used in a network or single user environment.

Please note:
- this script sends seat requests based on the information stored in the specified unique remark of the PNR
- the process will incur an increased number of hits to the system
- the script does not compare a reserved seat with the intent to find a better seat for the traveler (e.g., 23B is reserved and passenger wants to move forward in the cabin)
- once the script has run through 100,000 times, the PC will need to be rebooted.

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.
- The <Esc> key may be used in place of the Exit button.

Need to Know

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.

Operating Instructions, Continued

Access

From Worldspan Go! Res:
- Select the All Scripts.link from My Links
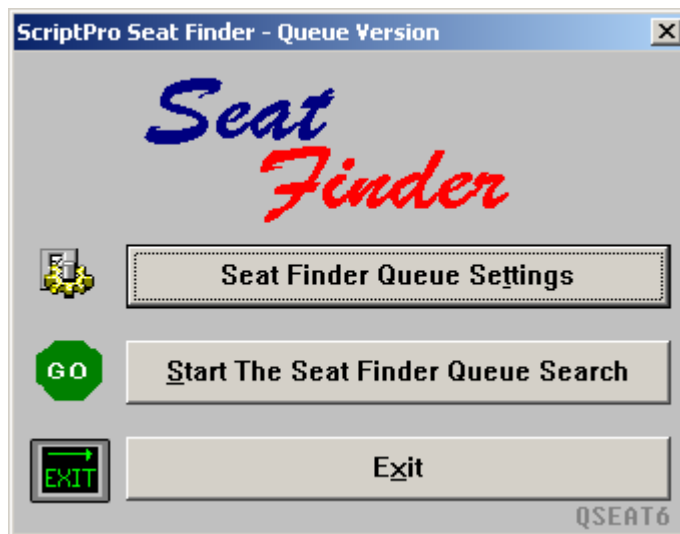- Select W4QSEAST and select OK or enter.

or
- Select the Custom Tab from the Scripts Index
- Select W4QSEAST

or
- Pressing <Ctrl>S
- Type W4QSEAST.csl or scroll and highlight
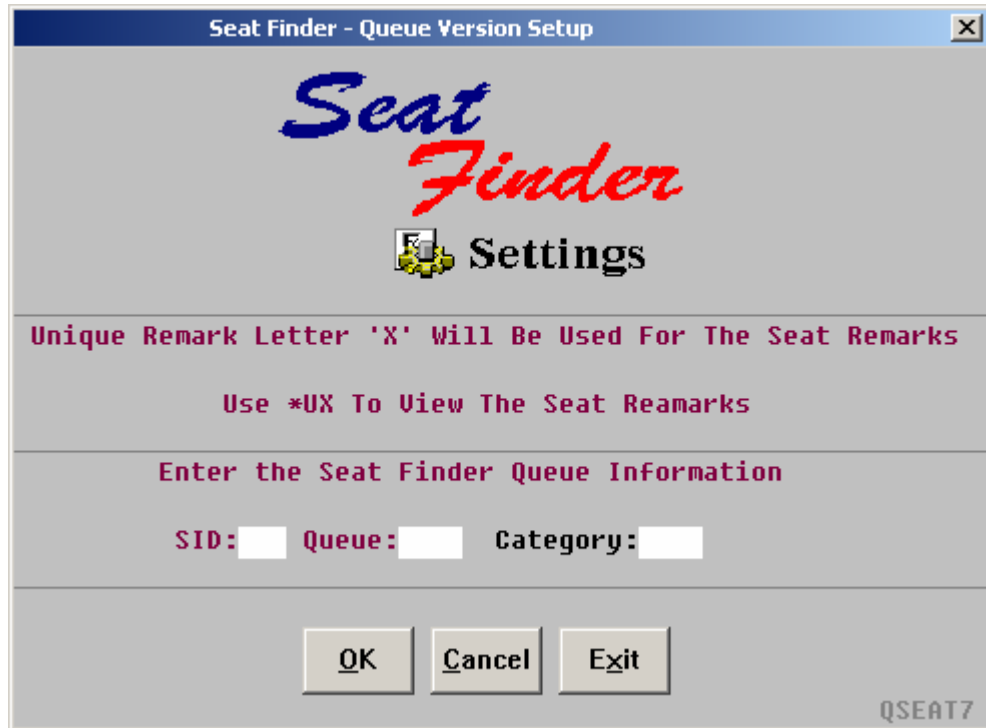- <Enter>

W4QSEAST Main Menu

Select the Seat Finder Queue Settings to setup the Seat Finder Script.

Operating Instructions, Continued

Setup,
continued

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┌────────────────────────────────────────────────────┐
│ Seat Finder - Queue Version Setup              [×]  │
├────────────────────────────────────────────────────┤
│                                                     │
│                    Seat                             │
│                     Finder                          │
│                                                     │
│                 🔧 Settings                         │
│                                                     │
│  Unique Remark Letter 'X' Will Be Used For The Seat Remarks │
│                                                     │
│         Use *UX To View The Seat Reamarks           │
│                                                     │
│         Enter the Seat Finder Queue Information      │
│                                                     │
│     SID: [  ]   Queue: [    ]   Category: [    ]     │
│                                                     │
│          [ OK ]   [ Cancel ]   [ Exit ]             │
│                                                     │
│                                          QSEAT7     │
└────────────────────────────────────────────────────┘
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Enter the SID, Queue, and Category the Seat Finder will work.

Once the setup is completed, click on Save and Exit to save the settings.

Continued on next page

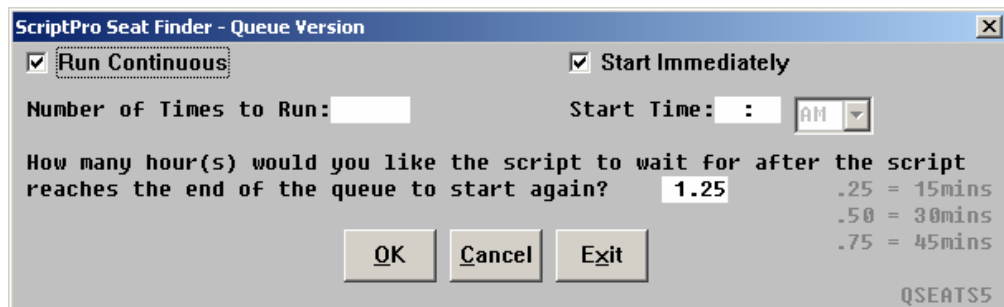# Operating Instructions, Continued

W4QSEAST Main Menu

Select the <u>S</u>tart The Seat Finder Queue Search to work the Queue.

Start the Seat Finder Queue Search

The following dialog box prompts for specific search processing:

<u>Run Continuous field</u>: Runs the script continuously.

<u>Start Immediately field:</u> Start the script immediately.

<u>Number of Times to Run Field</u>: Number of times the script should process the entire database.

<u>Start Time Field</u>: Delays the script running in a idled mode until the current time is greater or equal to the start time specified.
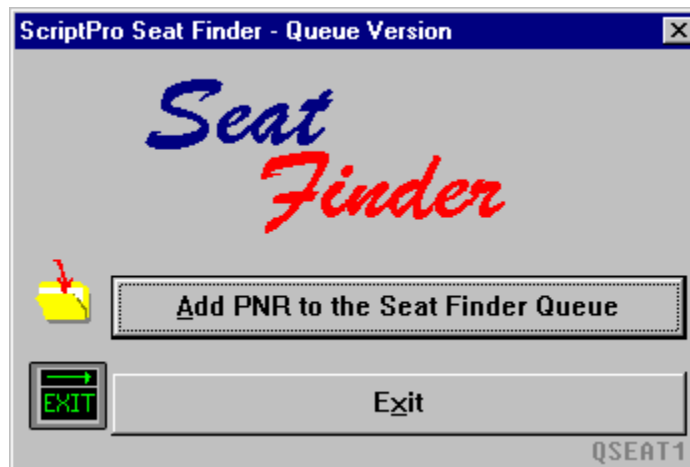
The last field is a pause or time out feature. The script runs through the entire database and then stops for the time specified. If no time is specified the script automatically waits for 60 seconds. Whole numbers such as 1 = 1 hour or a fractional part of a time 1.25 = 1 hour 15 min may be entered.

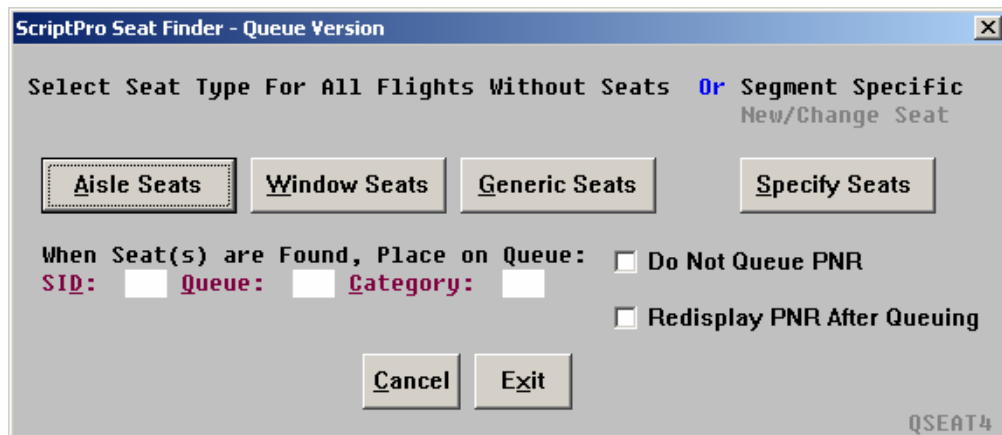# Operating Instructions, Continued

W4QSEAT	The W4QSEAT is the script an agent would use to add seat remarks to a PNR and the script will queue the PNR to the appropriate queue. Display the PNR prior to launching the script. The other script, W4QSEAST, should not be used unless you want to work the queue. Below is the opening dialog box for the "agent" script.

ScriptPro Seat Finder - Queue Version

Seat Finder

Add PNR to the Seat Finder Queue

Exit

QSEAT1

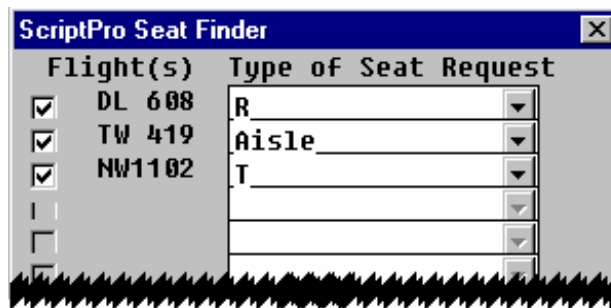|	
Add PNR to the Seat Finder Queue	When requesting a generic seat (aisle, window, any seat) for all flights without an assigned seat; Click on the Aisle Seats, Window Seats, or Generic Seats button.

ScriptPro Seat Finder - Queue Version

Select Seat Type For All Flights Without Seats Or Segment Specific
New/Change Seat

Aisle Seats   Window Seats   Generic Seats   Specify Seats

When Seat(s) are Found, Place on Queue: ☐ Do Not Queue PNR
SID: ___ Queue: ___ Category: ___

☐ Redisplay PNR After Queuing

Cancel   Exit

QSEAT4

Operating Instructions, Continued

Add PNR to the Seat Finder Queue, continued

Click on the Specify Seats button in the dialog box above to add or change a seat for a specific flight number. Aisle, Window, or Generic may be selected from the list box for each flight or a valid Worldspan and airline seat request entry (10A, T for tail, R for right, or AA for aisle across) may be used. Click on the checkbox of any segment to be excluded from requesting a seat.

Optional queuing feature: before selecting one of the buttons from the Select Seat Type dialog box, a queue and category number may be added to queue the PNR each time the script adds or changes a seat.
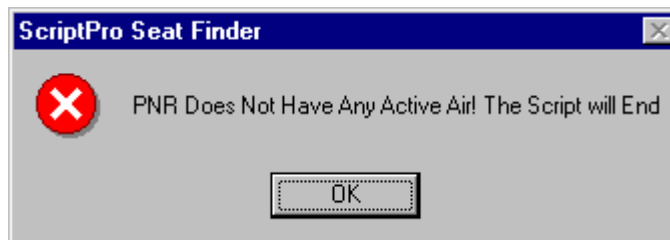
Miscellaneous

If the Seat Finder unique remark for all or part of the PNR is deleted, the Seat Finder can no longer process the deleted remark.

If the PNR is removed from Queue, the Seat Finder will no longer work that PNR.

Error Message

The PNR must be active prior to launching the script. If a PNR is not displayed, the following Error message appears:

Quit

To quit or stop the script, press the escape <ESC> key.