

┌ LIVE TRAVEL SPACE ┐  
Open | Dynamic | Connected

amadeus

# Amadeus Quick-Connect Solution



# Solution overview



## Amadeus Quick-Connect

### REST JSON API

Prime Booking Flow

Order Management

Flight Offers Search

Flight Offers Price

Flight Orders Create

Flight Order Management

Flight Order Issue

Admin UI for Customization & Analytics

get access to

Air Content (FSC, LCC)

Plug-in Solutions

Seat Map Plug-in

B2B Wallet

...& more

Services

Dedicated implementation consultancy

24/7 support

Amadeus Quick-Connect has been created to reduce time-to-market for a customer application

# 3 steps to book a flight with the API in Amadeus Quick-Connect



Prime booking flow

# Flight Offers Search

Get cheap & relevant flight availabilities and fares

API

## Request

- \_ OD, traveler type (adult, child...)
- \_ Alternative origin, radius
- \_ Included/excluded connection points
- \_ Search by fare types (public, negotiated, IT fares)
- \_ One-way combinable
- \_ Open Jaws for Full Service Carriers only
- \_ Cabin restriction
- \_ Excluded/included carriers
- \_ GDS/LCC
- \_ Get a calendar view
- \_ Currency
- \_ Max number of connections

## Response

- \_ Fare per passenger
- \_ Last ticketing date
- \_ Flight duration
- \_ Segment details: airport codes, terminal (FSC only), marketing/operating carrier, number of stops
- \_ Baggage allowance, included checked bags
- \_ Cabin class



# Flight Offers Price

## Confirm price and get details

API

### Request

- \_ Flight Offer  
(from Flight Offers Search response)
- \_ Payment method
- \_ Traveler information
- \_ Informative best pricing
- \_ Parameter to request additional bags

### Response

- \_ Type of fare
- \_ Taxes in detail
- \_ Fees if applicable
- \_ Payment requirements
- \_ Booking requirements

# Flight Create Order

Perform a flight booking including ancillaries

Pay & Issue in 1 unique step!

API

## Request

- \_ Book regular carriers
- \_ Book Low Cost Carriers
- \_ Insurance for Full Service Carrier flights only
- \_ Book Ancillary Services
- \_ Book & Pay
- \_ Traveler information
- \_ Payment information
- \_ Remarks
- \_ Documents (passport, ID, visa...)
- \_ Travel agency contact information

## Response

- \_ Order ID
- \_ Recloc ID (PNR)
- \_ Flight Order with all elements booked/stored in the order
- \_ Ticket number (FSC only)

# One Way Combinable in details

## Search step

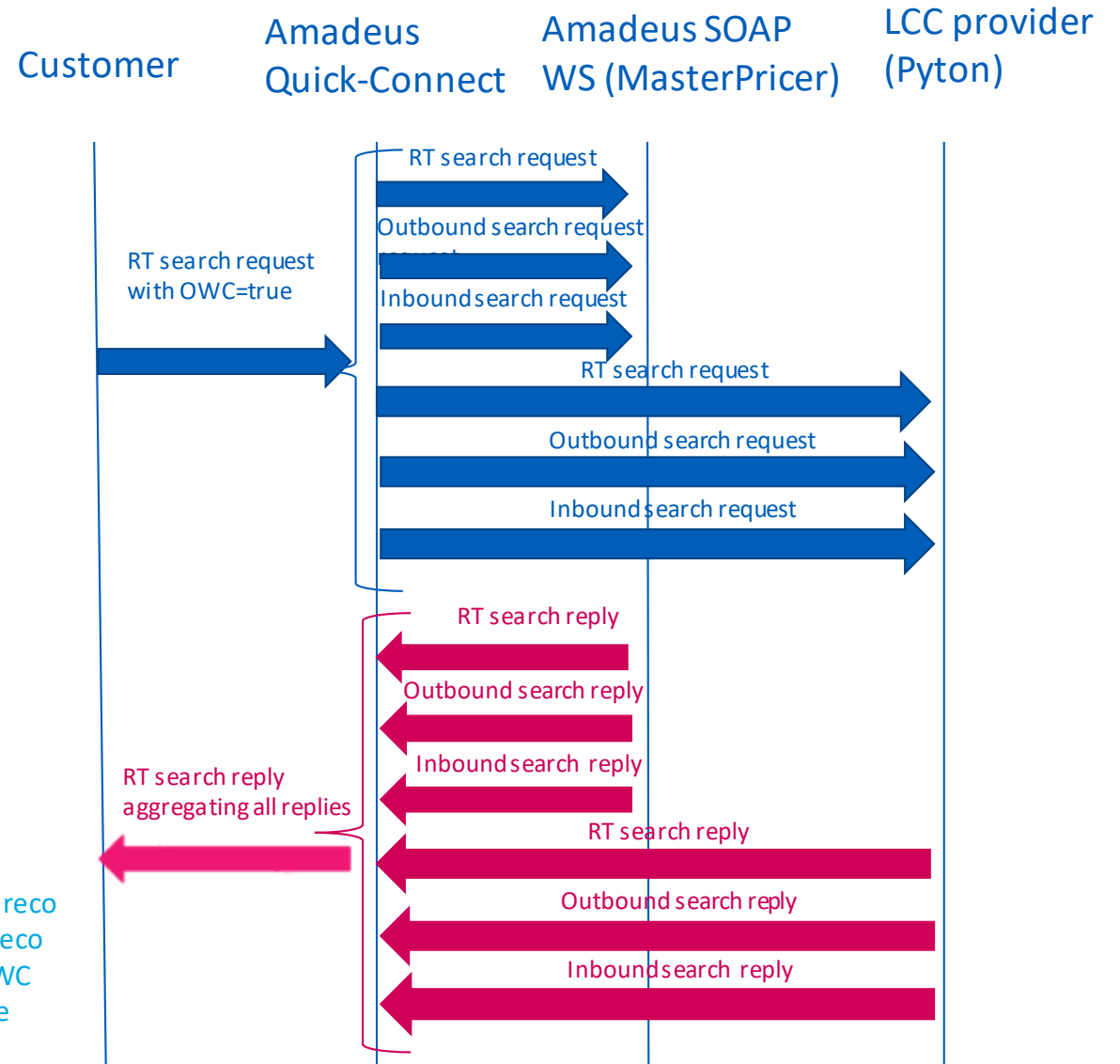
One Way Combinable (OWC) is a feature allowing to propose round trip from two one way.

For instance, traveler wants a round trip from London to Berlin. If OWC is set to true in the search request then Amadeus Quick-Connect will orchestrate several calls to providers behind the scene

Number of total reco and number of reco dedicated for OWC are customizable



## Round Trip sample with 2 providers



# One Way Combinable in details

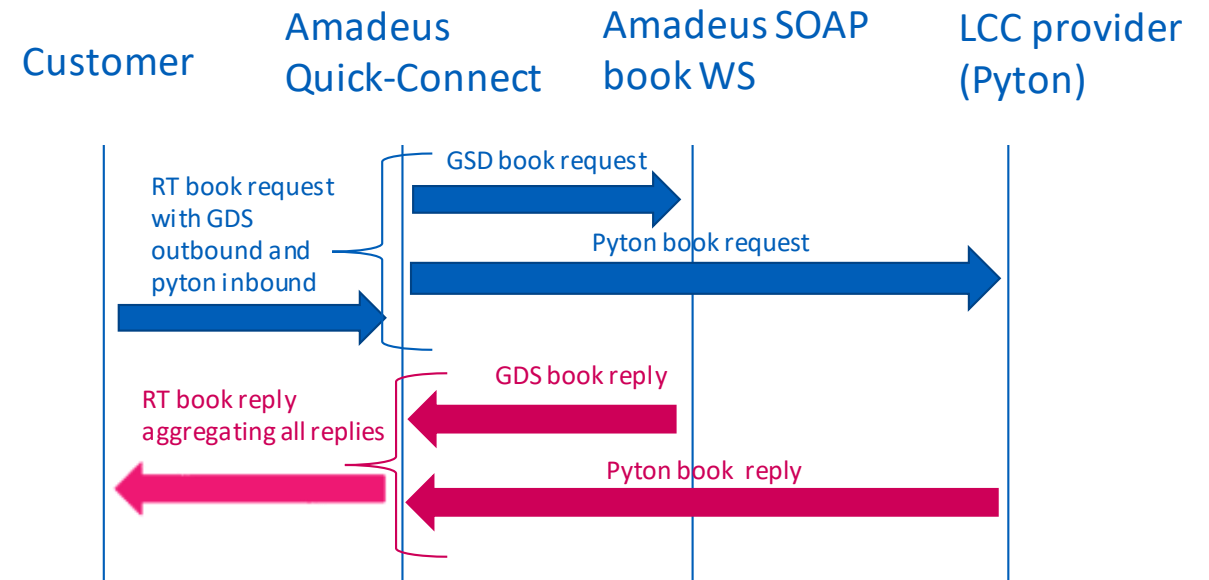
## Book step

One Way Combinable (OWC) is a feature allowing to price and to book flight recommendation from different providers in the same request

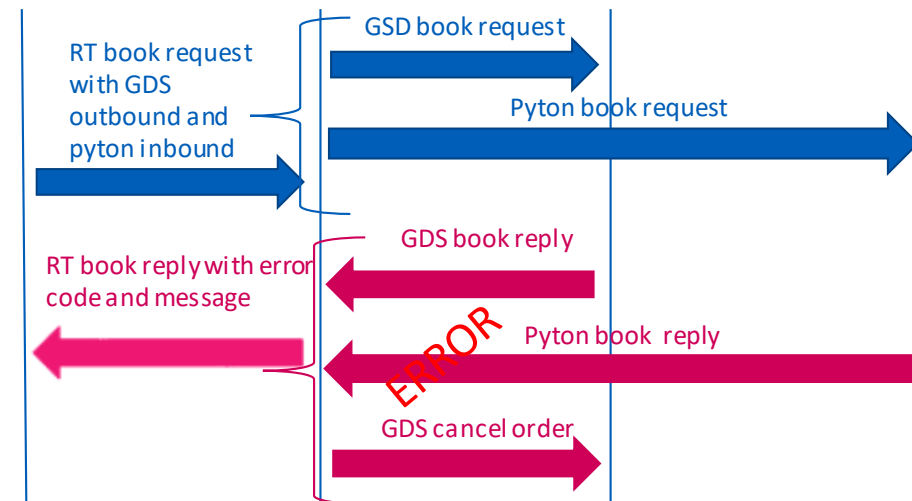
For instance, traveler chose a round trip from London to Berlin with outbound with GDS and inbound with LCC (Pyton)



## Round Trip sample with 2 providers



## In case Pyton booking raises an error :





# Flight Order Management

## Manage your existing booking record

API

### 1. GET your ORDER information

**GET**

/booking/flight-orders/{flight-ordered}

An OrderID is a unique identifier of QuickConnect Orders

### 2. CANCEL order if not issued

**DELETE**

/booking/flight-orders/{flight-ordered}

### 3. ADD elements on existing booking record (seat, docs...)

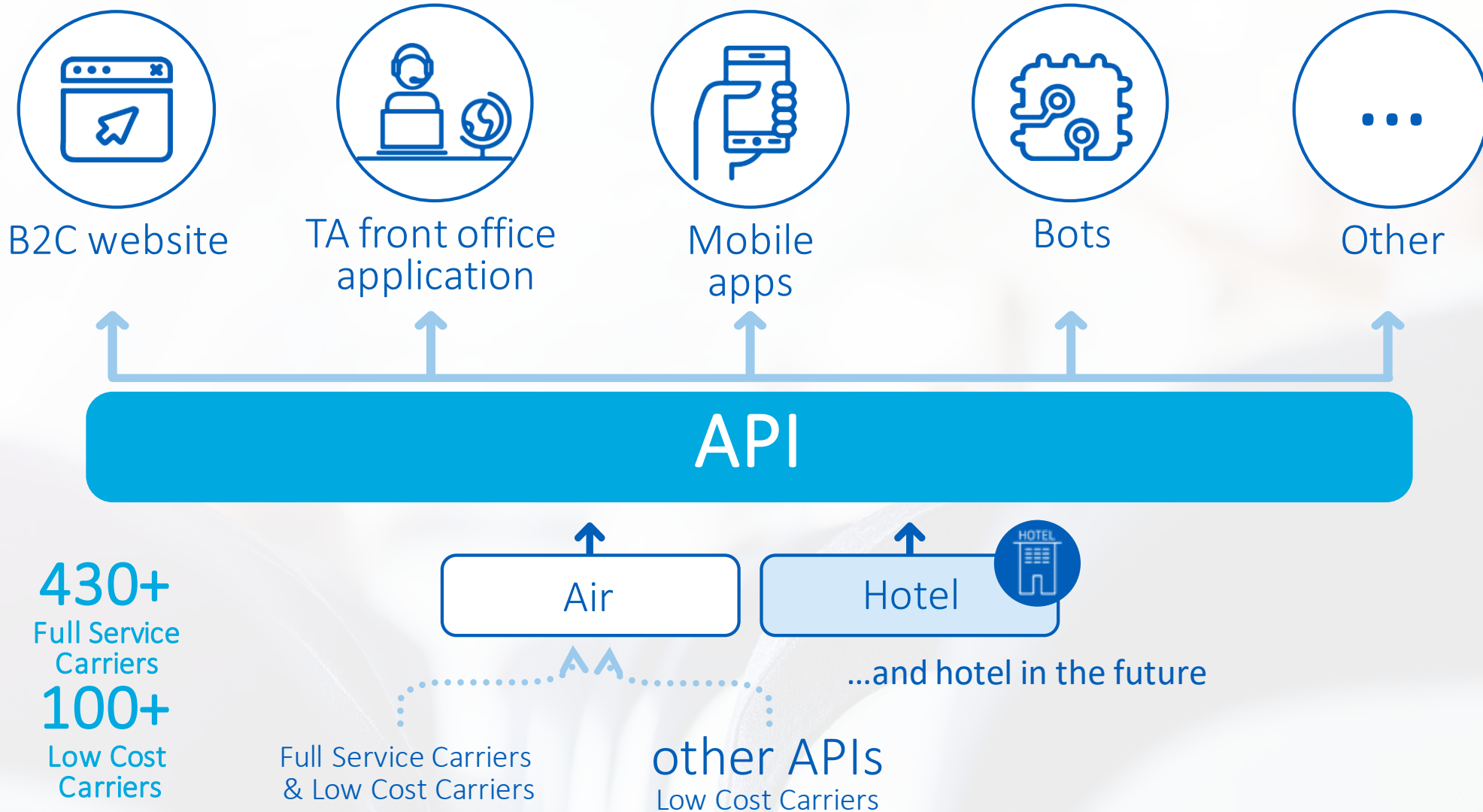
**PATCH**

/booking/flight-orders/{flight-ordered}

### Sample Get Order response:

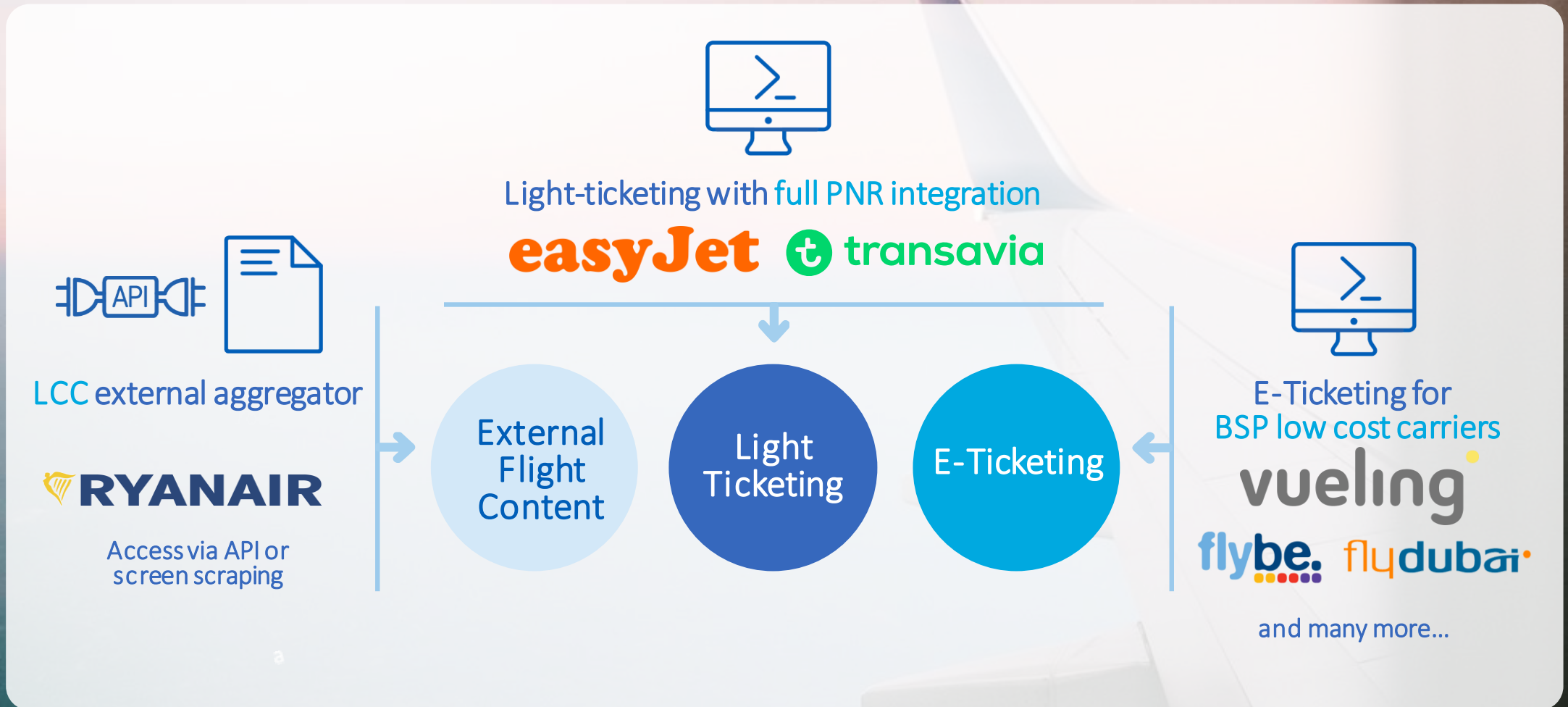
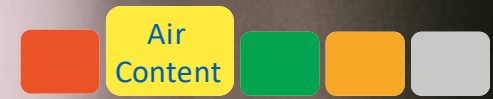
```
{
  "data": {
    "type": "flight-order",
    "id": "<<orderID>>",
    "queuingOfficeId": "<<OID>>",
    "associatedRecords": [
      {
        "reference": "<<PNR_ID>>",
        "originSystemCode": "AF",
        "flightOfferId": "1"
      },
      {
        "reference": "<<PNR_ID>>",
        "creationDate": "2019-07-01T14:26:00",
        "originSystemCode": "GDS",
        "flightOfferId": "1"
      }
    ],
    "flightOffers": [
      { ... }
    ]
  }
}
```

# Air Content

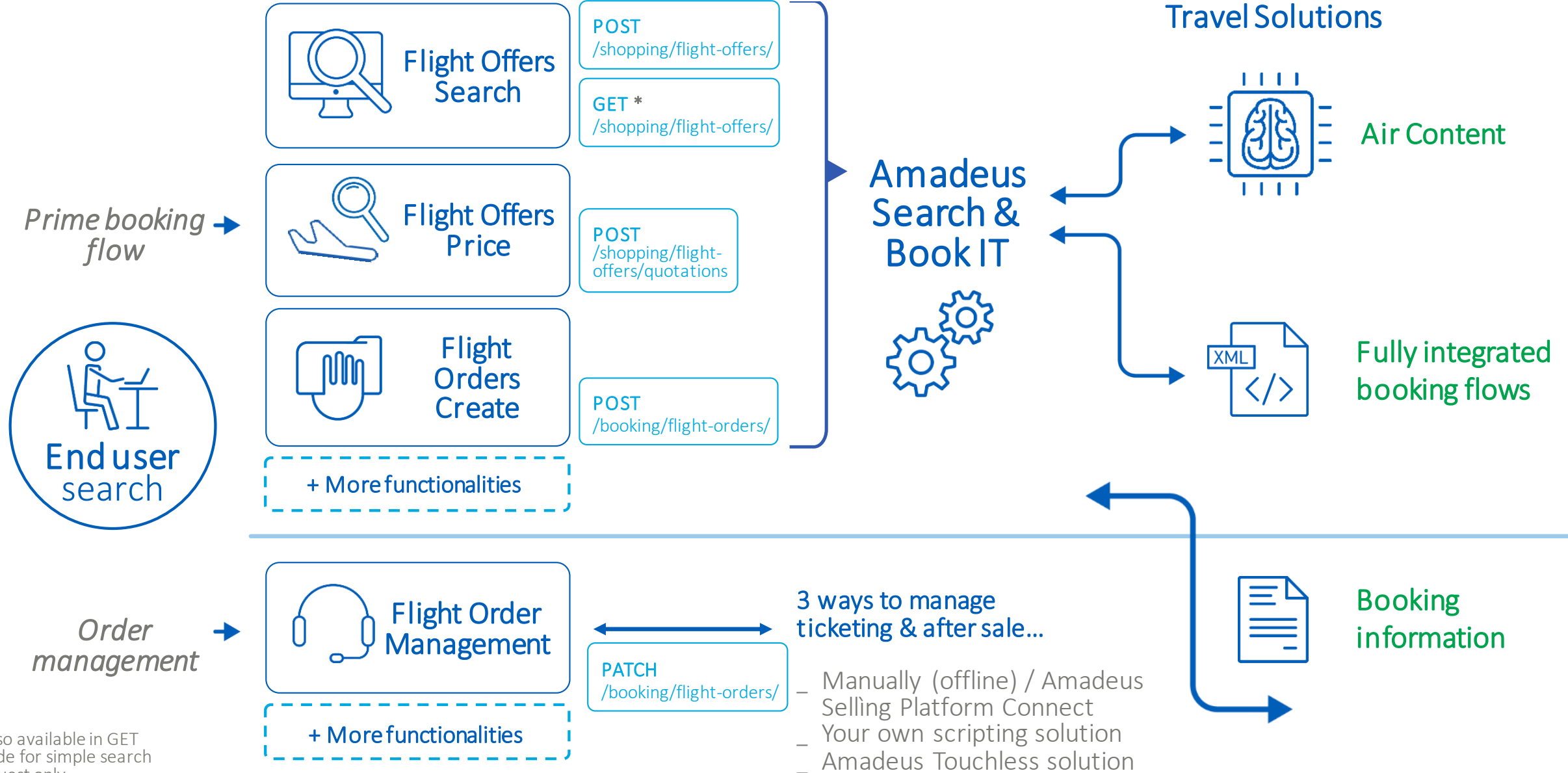


# Multiple low-cost content sources

Unique and seamless flow



# End-to-end flow





# Alternative way to propose bags to traveler

## Free bag allowance and extra checked bags

### Flight Offers **Search**

- Free bag allowance: parameter in search to get only fares including bags
- At search step only 1<sup>st</sup> additional bag for one adult is provided



### Flight Offers **Price**

- Parameter to add in the price request
- Depending on the carrier, you can also request a 2<sup>nd</sup> or 3<sup>rd</sup> extra bag at the price step

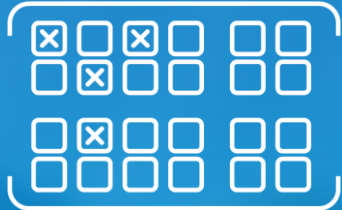


### Flight **Create** Orders

- Confirmation of extra bags booked

# Ancillary Services

Use **Seat Map**  
plug-in to book your  
seats **OR** build your own  
UI on top of our API



## Seat map display:

**GET:** to list the seat  
map of every flight  
in a flight Order

**GET**  
/shopping/seatmaps

**POST:** to retrieve the  
seat map of every  
flight in a flight Offer

**POST**  
/shopping/seatmaps

2 different  
use cases:

1. Book seat **during  
booking flow**  
of flight
2. Book seat **after  
booking the  
flight** from an  
existing order  
before issuance



Seamless display of all  
**seat maps** proposed by  
airlines thanks to the  
widget developed by  
Amadeus



Providing travelers  
free and/or  
chargeable seats  
at booking time



Customize the  
design to fit your  
own graphical  
charter

# Amadeus B2B Wallet *to ease carriers' payment*

## Generate a virtual credit card according to your business rules



### Fully integrated on Quick-Connect with Flight Create Order :

- In the request: *Form Of Payment B2B Wallet (optional)*
- *Amadeus Quick-Connect will request B2B Wallet to generate the credit card to pay the carrier, according to your business rules & depending on context (carrier, market, CC fees...)*

### Dynamically generate the relevant type and number of cards requested by the PNR

(ex: generate several virtual cards or one multi-use virtual card in the case of Ancillary Services booking)



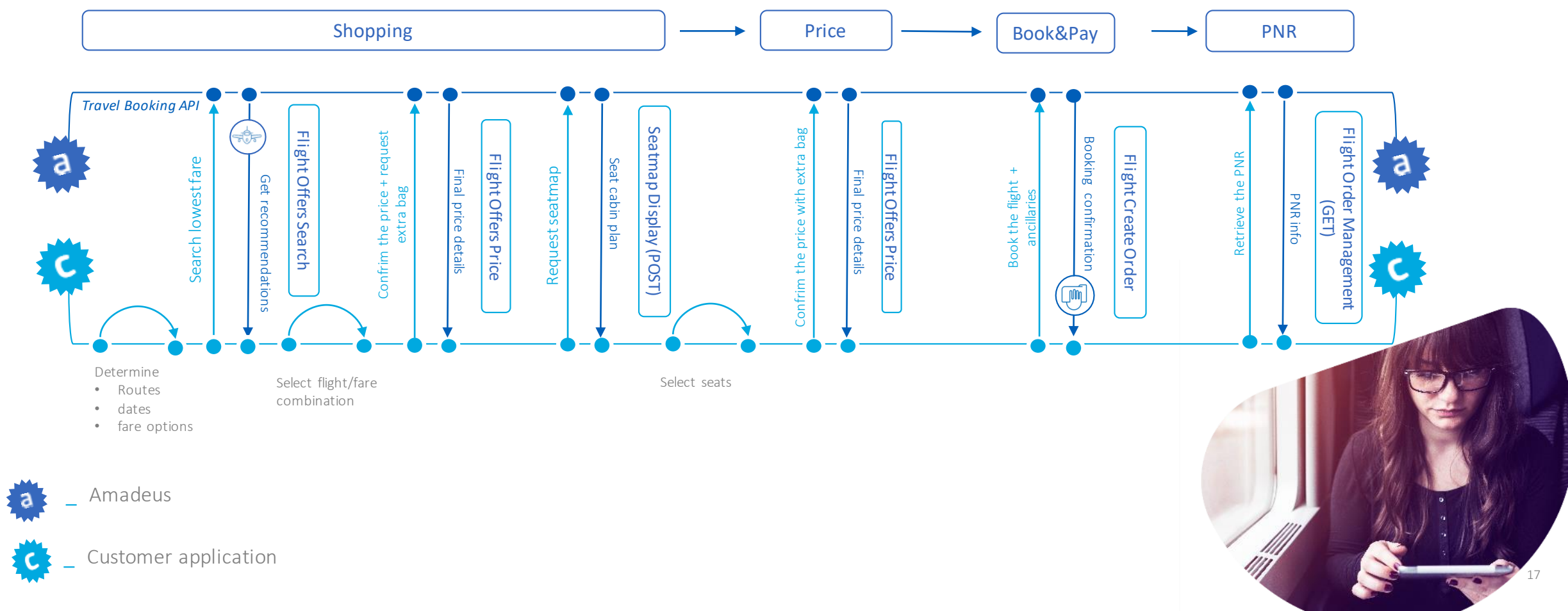
**Automate virtual card cancellation** in order to retrieve funds in case of unsuccessful booking

### Requirements:

- Subscribe to Amadeus B2B Wallet
- Set up Amadeus B2B Wallet

# Booking flow

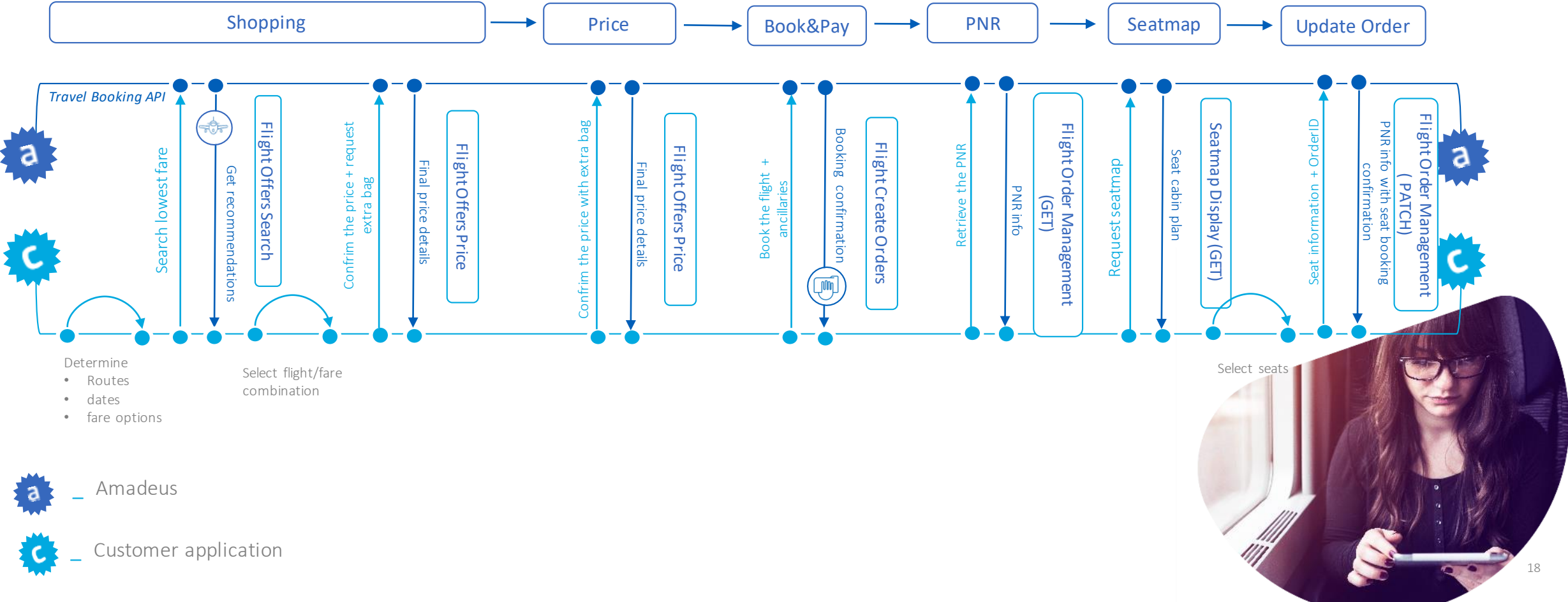
Search & Book flight + ancillaries and get your PNR information





# Booking flow

Search & Book flight + bags and book seats in post flight booking mode + retrieve you PNR information



# Admin UI for Customization



- \_ Customers can access their **API usage** to see analytics (number of segments booked, API usage...)
- \_ Customers can include/exclude carrier via the **Admin UI**

# Amadeus Quick-Connect

## Key KPIs

API

### Search Response time

- ⇒ GDS search response time are the following: 4.5s in average up to 11.5s for the 95<sup>th</sup> percentile. Notice that GDS response time varies depending on OID settings and search criteria
- ⇒ LCC search response time is usually faster: 2s in average up to 5s for the 95<sup>th</sup> percentile
- ⇒ OWC searches are done in parallel, therefore the response time is aligned on the slowest one

### Book Response time

- ⇒ GDS: 12s in average
- ⇒ LCC : depends if API or screen scrapped airlines / can be up to 1 min for slowest one
- ⇒ OWC: main parts of the booking process are done in parallel, therefore the response time is aligned on the slowest one (usually the LCC one)

### Bookability rates

- ⇒ Average bookability: 98% for GDS (when using best price) and 95% for LCC (better on API, lower on screen scrapped airlines)