XML Queue Manager

Application and Set Up Guide

Version No: 13.1
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Introduction

The XML Queue Manager program runs on Galileo® XML API Desktop technology; which allows continuous queue distribution over a Galileo Desktop terminal.

Purpose of the Document

This document is the installation and Set Up Guide for XML Queue Manager v13.0. It describes in detail the steps involved to Install and set up the application.

Prerequisite

- Galileo Desktop must be installed on the system to run this installation successfully.
- SMTP Server settings and appropriate emails need to be updated into settings.ini file before running the application.

Installation

Double click on the executable file.

1.1 Setup Preparation Screen

This shows the setup wizard preparation screen to prepare the XML Queue Manager setup.
Please Note: V13.1 includes both TaskMain and Mapping123 files (in the new GUI format), therefore we highly recommend making a backup of your existing files to avoid losing any data for existing users. The existing user can also migrate/import their current files i.e. Settings, Task Maintenance and Mapping data through Launcher functionality (Launcher.exe) made available along side the Queue manager. Please refer below on how to use Launcher functionality. New users can however directly run the Queue Manager application without worrying any file backup and refer to the procedure below.

1.2 Welcome Dialog Box

Below is the setup welcome screen

![Welcome Dialog Box](image)

1.3 Agent Sign ID User Input

![Agent Sign ID User Input](image)
The user can provide the Sign On ID that will be automatic updated into the settings of Queue Manager.

**Note:** If Galileo Desktop is not signed in when XML Queue Manager is launched the sign on found in the Agent ID value of Queue Manager settings will be used to automatically sign onto the Galileo Desktop. In order for this to happen a robotic sine must be created, which has password override activated. (For more details please refer to the set up section of this guide).
1.4 Task Maintenance File Name user input

The user can provide the task maintenance file name that will be updated into the Queue Manager settings. This is the default Task Maintenance file name which the application will use to distribute the PNRs.

This field can be left blank and can be updated directly in the Queue Manager setting screen as shown above.
Fail Queue / Queue Category Number

The user can input the Fail Queue number and the Fail Queue Category (if required). These values will be updated into the Queue Manager Setting.

This field can be left blank and can be updated directly in the settings.ini file.

Note: This functionality is not mandatory and is controlled in the Queue Manager settings screen. After installation the agent will need to checked the check box “Activate Fail Queue Func...” if they wish to use this functionality.
1.5 Email Alert 1 user input

The user can provide the Email ID to send the Fail Queue PNR email alerts to, which will be updated into the Queue Manager settings.
Only the first email is updated from the installation file, the other 2 email addresses can be updated directly in the settings.ini file if required.

This field can be left blank and can be updated directly in the Queue Manager setting page.

1.6 Choose Destination Location

By default application will installed at “C:\Program Files\Queue Manager”
The user can choose the location where the Queue Manager Application will be installed. The “Browse” option allows the use to choose an alternative location for the file.

1.7 Installation Setup Status Screen
This screen shows the installation status of the application.

1.8 Installation Complete Screen

This screen confirms that the setup has finished successfully.

The user will need to click “Finish” to exit the install wizard.
Migrating the data for existing QM users

The below set of procedures are recommended for users who are using an older version of Queue Manager. After installing the Queue Manager application users can now import all their settings, taskmain and mappings data into the newer version without manually keying.

Go to the Queue manager installation path (e.g. “C:\Program Files\QueueManager”)

Go to Folder “Launchers” (“C:\Program Files\QueueManager\Launchers”)

Place all your existing files settings.ini, taskmain.csv and Mapping files in the Launcher folder

Click on executable file “Travelport.QMLauncher.exe”, this system will imported all your existing records into the new interface. Now you can start the work on new version Queue Manager application. Any subsequent changes and modification to the data that has been imported can be done by Setting, TaskMain and Mapping interfaces available in new installed version of Queue Manager.

Host Sign-on Set Up

XML Queue Manager can be set up in 2 ways. Firstly a robotic sine can be created in order for the application to automatically sign in, or secondly the agent can manually sign in to Galileo Desktop using a service bureau sine. Regardless of the way it’s set up, the agent will need to double click the executive file (found in the main folder) to run the application.
The host sign on is created separately to the installation of the product, and this will need to be created by the provisioning team after discussion with the customer on how they would like to run the application.

XML Queue Manager is hard coded to emulate into the PCC before moving the PNRs, which is where the difference in the 2 set ups becomes apparent.

1. **Use the robotic sine (non-service bureau)**
   - The agent can run the application without opening Galileo Desktop
   - An error is returned in the “Fail PNR” log to show that emulation failed. (Shown below)
   - PNRs are correctly distributed based on the data loaded into the mapping files, even though the following error is returned.

```
##### 2012/02/08 10:07:52 Failed SEM action towards pseudo "XD8" #####
##### 2012/02/08 10:07:54 Failed SEM action towards pseudo "XB7" #####
##### 2012/02/08 10:07:56 Failed SEM action towards pseudo "XB3" #####
##### 2012/02/08 10:07:58 Failed SEM action towards pseudo "65LX" #####
```

In order for this to happen a robotic sine must be created, which has password override activated. (For more details please refer to the set up section of this guide).
Example of a robotic sine with password bypass:

```
>STD/2XDS/QO        NAME:...........................................
ADDRESS CODE:........... TERMINALS IN USE:    /
PASSWORD:........... CHANGED BY:......... ESWD BYPASS:Y
PASSWORD LAST UPDATED:...... SIGN LAST USED:....... 
DUTY-CODES: ./.../.../.../.../.../.../.../.../.../.../.../.../.../.../...
TEMP AUTH:... EXPIRES:...... TEMP AUTH:... EXPIRES:......
LOCK:IC MULTI-TERMINAL: N MULTI-DEPT: N MULTI-CITY: N
AUTO SIGN-OFF TIME: 030 MIN CORPORATE SECURITY LEVEL: 0
AUTHORIZER LEVEL:........ MESSAGE ADDR:....... AGENCY AUTH: N
AUTHORIZER ID::C347830 ADDRESS CODE: SYDN
PROFILE CHANGED BY: C347830 DATE:21DEC9946 OTH AUTH: NNNNNNNNN
AUTH CITIES:./.../.../.../.../.../.../.../.../.../.../.../.../.../.../.../...
ONE AAA:IC RSFR TEAM:.... KEYWORD:....... USE KYWD: N
```

2. Use a service bureau sine
   - The agent needs to sign into Galileo Desktop before running the application.
   - Emulation will work, therefore no error is returned
   - PNRs are distributed based on the data loaded into the mapping files
XML Queue Manager Set Up

When Queue Manager is installed the following files are created by default:

- Mapping file GUI
- Taskmain file GUI
- Queue Manager Exe file – used to run the application
- Log Folder – houses various log files
- Help Folder for SMTP troubleshooting
  - Email-Settings.ini – separate ini file for SMTP settings (only required for troubleshooting)
  - SendEmail.exe – an exe file to send a test email to ensure the SMTP settings are correct

After running the application for the first time various support logs are created in the log folder:

- Folder for Log Files
  - ApplicationLog - Summary of success/fail PNRs
  - ErrorLog_1 – Details of Queue Manager errors
  - Log_HostCommands – List of all Host commands performed by Queue Manager
  - Fail Queue Log – CSV file showing all PNR’s which are moved to the Fail Queue
  - Fail Queue Log Archive – Maintains an archive of the Fail Queue log
  - PNR Queue List – Displays a list of all the PNRs present in a Queue

Please note: These files must be in the above folders in order for Queue Manager to work, therefore please do not move these.

For details on the log files please refer to the support guide.

Configuration Settings

1.9 Settings

In version 13 of XML Queue Manager, the settings now appear at the top of the application page, instead of previously a separate ini file.
1.10 Task Maintenance File

The “Taskmain File” tells queue manager what queue’s to distribute and what mapping file to use when distributing the PNR’s. It contains the data of the source PCC, the source queue number, source queue category number, the name of the agent mapping file, the add notepad indicator and the notepad details.

XML queue manager recognises the name of the header, not column alpha; hence, the header names must be exact, as shown in the following table and in the same order or the application will not be able to read them and will prompt the agent with an error message.

<table>
<thead>
<tr>
<th>Header</th>
<th>Function</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>*From PCC</td>
<td>This is the source PCC which the application will emulate into.</td>
<td>XD8</td>
</tr>
<tr>
<td>*From Queue No</td>
<td>This is the source queue number. The application will distribute the PNRs on the queues listed in this field.</td>
<td>10</td>
</tr>
<tr>
<td>From Category</td>
<td>This is the source queue category. The application will distribute the PNRs on the queue categories listed in this field.</td>
<td>CNB</td>
</tr>
<tr>
<td>*Mapping File</td>
<td>This field indicates the name of the agent mapping file which contains the destination queue/queue category and agent details. The agent mapping file is stored in the same folder as the XML queue manager program, therefore only the file name is required. (Multiple mapping files accepted.)</td>
<td>Within GUI (as explained below)</td>
</tr>
<tr>
<td>Add Note</td>
<td>This field indicates if XML Queue Manager will add a notepad into the PNR or not. Y – the data in the Notepad field will be added into the PNR. N – do not add a notepad into the PNR.</td>
<td>Y</td>
</tr>
<tr>
<td>Notepad</td>
<td>This field contains the content of the notepad which will be added into the PNR while distributing the queue.</td>
<td>Testing Q10</td>
</tr>
</tbody>
</table>

*Mandatory fields which must be completed to run the application*
Example: Taskmain File

Task Maintenance Screen for defining the Task and Mapping file for the same; a user adding a new entry can now either create a new mapping file, import records from the existing file or use an existing mapping file.

- Distribute Queue 99 using mapping settings, no notepad added
- Distribute Queue 94 using mapping settings, no notepad added
- Distribute Queue 98 using mapping settings, no notepad added
- Distribute Queue 96 using mapping settings, no notepad added
- Distribute Queue 97 using mapping settings, no notepad added

2.0 Agent Mapping File

The “Mapping Files” tells queue manager where to place the PNR’s. It defines the Destination PCC and Destination Queue No, along with the different distribution methods.

XML queue manager recognises the name of the header, not column alpha; hence, the header names must be exact, as shown in the following table and in the same order or the application will not be able to read them and will prompt the agent with an error message.

All fields in the mapping file are explained below:
<table>
<thead>
<tr>
<th>Header</th>
<th>Function</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prefix Agent SINE</td>
<td>To append a 0 to the agent sine – Prefix agent Sine (used only if the agent SINE begins with a 0)</td>
<td>0</td>
</tr>
<tr>
<td>Agent Name</td>
<td>This field contains the agent name. The application compares the data in this field with the data in the <strong>first phone field</strong> on a PNR to determine what to do on the distribution task.</td>
<td>Jill</td>
</tr>
<tr>
<td>Agent Sine</td>
<td>This field contains the RSPR TEAM CODE (not the Agent Sine as the field name suggests); the application compares the data in this field with the upper left hand corner code in the PNR to determine what to do on the distribution task.</td>
<td>68</td>
</tr>
<tr>
<td>*Destination PCC</td>
<td>This field indicates which PCC the application should distribute for a specified agent.</td>
<td>XD8</td>
</tr>
<tr>
<td>Agency Accounting Details</td>
<td>This field contains the Agency Accounting Details. The application compares the data in this field with the data in the DOCI-AC ACCT field of the PNR to determine what to do on the distribution task.</td>
<td>1023AB</td>
</tr>
<tr>
<td>Customer Identifier Field</td>
<td>This field contains the customer code. The application compares the data in this field with the data in the CUST field of the PNR to determine what to do on the distribution task.</td>
<td>TESTING</td>
</tr>
<tr>
<td>Document Itinerary Remark</td>
<td>This field contains the free text itinerary remarks. The application compares the data in this field with the data in the DOCI-X*QD field of the PNR to determine what to do on the distribution task.</td>
<td>QUEUES</td>
</tr>
<tr>
<td>*Queue No</td>
<td>This field indicates what queue number, in the destination PCC, that the application should distribute for a specified agent.</td>
<td>89</td>
</tr>
<tr>
<td>Category</td>
<td>This field indicates (where if applicable), what is the queue category that the application should distribute, under the destination PCC and queue number, for a specified agent.</td>
<td>C03</td>
</tr>
<tr>
<td>*Distributed By</td>
<td>This field advises the application how to distribute the PNR. The options are: SINE = by agent sine NAME = by agent name. DI.AC- = value found in the DOCI-AC ACCT field of the PNR CI. = value found in the Customer Identifier field of the PNR DI.X- = the value found in the DOCI-X*QD field of the PNR</td>
<td>SINE</td>
</tr>
</tbody>
</table>
Mandatory fields which must be completed to run the application. You are also required to complete at least one of the distribution fields.

Example: Mapping File

After clicking new the new mapping file will be displayed where user to enter mapping parameters and provide a file name which will be saved and user will be prompted back to task maintenance file. The file saved can also be later used for either importing or used directly as a reference while defining task maintenance details

Mapping Import Dialogue Box

The screen below demonstrates the dialogue box which allows user to encourage and select existing mapping file from which records need to be imported
Mapping Import

Screen demonstrating after the records are appended using import functionality. Existing list can either append or delete entries and file then can be saved using a different name.

This PNR shows all of the available distribution options, based on the mapping file to demonstrate where the application is reading the data from.
XML Queue Manager can distribute PNR’s to multiple queues if it matches the values in multiple fields.

Eg. Based on the above PNR and mapping file the application will move this PNR to 5 queues:

- Q/89 in XD8 based on the agent sine
- Q/88 in XD8 based on the agent name
- Q/91 in XB7 based on the DI.AC field
- Q/92 in XB7 based on the CI field
- Q/93 in XD8 based on the DI.X*QD field

Important Notes:

1. The application will read the 1st DI.X*QD, and the name from the 1st phone field in the PNR only
2. If using multiple fields to distribute the PNR to multiple queues then the application will only recognise the PNR as “Failed to distribute” if no criteria is matched.
   a. Eg. If the Agent SINE matches and the PNR is distributed then no notification will be given if the other fields such as Agent Name, DI’s or CI don’t match, even though they are shown on the mapping file.