

XML Queue Manager

Customer Maintenance Guide

The aim of this guide is to provide users of XML queue manager the steps to update and maintain their agency set up of the XML Queue Manager program after it has been installed.

All files for XML Queue manager reside in the C drive of the computer where the program runs from; C:\Queue Manager.

Within this file you will find all files that control the XML Queue manager program. To make any agency updates you only need to access 'taskmain.svc' and 'standard.svc' these are the files that control how your agency sorts the queues from the Galileo pre-assigned queues.

When updating any of the XML Queue manager files please do not change any file names or references to file names.

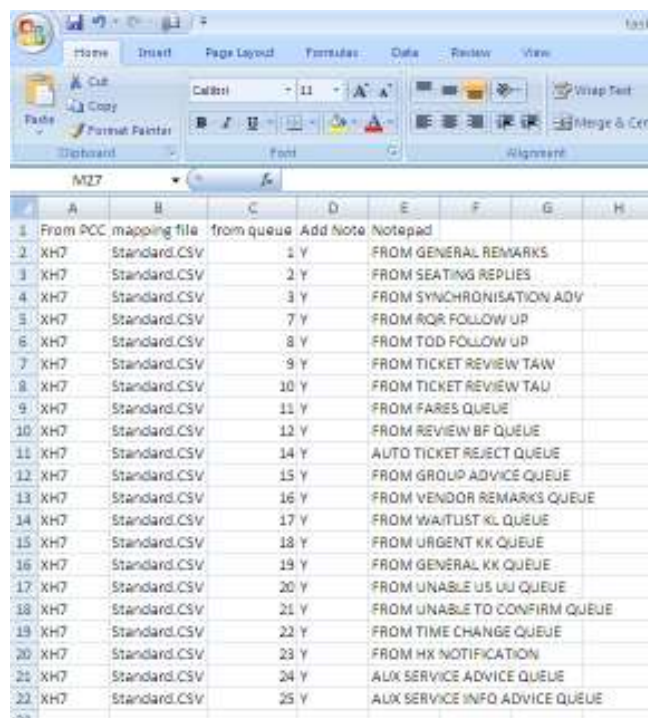
Maintaining the pre-assigned Queues and notepads

The task maintenance file 'taskmain.csv' is the file that controls what queues you want to be sorted by XML queue manager. Although the queues that will be sorted can be controlled here we do not recommend you alter them as the standard set up already lists all Galileo pre-defined queues. In this file you can also amend the notepads that will appear in the XML queue manager sorted PNRs.

When you have made the necessary updates please save the file, but, do not change the file name.

Please do not change the other areas of this file.

Example of task maintenance file:



	A	B	C	D	E	F	G	H
1	From PCC mapping file	from queue	Add Note	Notepad				
2	XH7	Standard.CSV	1	Y	FROM GENERAL REMARKS			
3	XH7	Standard.CSV	2	Y	FROM SEATING REPLIES			
4	XH7	Standard.CSV	3	Y	FROM SYNCHRONISATION ADV			
5	XH7	Standard.CSV	7	Y	FROM RQR FOLLOW UP			
6	XH7	Standard.CSV	8	Y	FROM TOD FOLLOW UP			
7	XH7	Standard.CSV	9	Y	FROM TICKET REVIEW TAW			
8	XH7	Standard.CSV	10	Y	FROM TICKET REVIEW TAU			
9	XH7	Standard.CSV	11	Y	FROM FARES QUEUE			
10	XH7	Standard.CSV	12	Y	FROM REVIEW BF QUEUE			
11	XH7	Standard.CSV	14	Y	AUTO TICKET REJECT QUEUE			
12	XH7	Standard.CSV	15	Y	FROM GROUP ADVICE QUEUE			
13	XH7	Standard.CSV	16	Y	FROM VENDOR REMARKS QUEUE			
14	XH7	Standard.CSV	17	Y	FROM WAITLIST KL QUEUE			
15	XH7	Standard.CSV	18	Y	FROM URGENT KK QUEUE			
16	XH7	Standard.CSV	19	Y	FROM GENERAL KK QUEUE			
17	XH7	Standard.CSV	20	Y	FROM UNABLE US UU QUEUE			
18	XH7	Standard.CSV	21	Y	FROM UNABLE TO CONFIRM QUEUE			
19	XH7	Standard.CSV	22	Y	FROM TIME CHANGE QUEUE			
20	XH7	Standard.CSV	23	Y	FROM HX NOTIFICATION			
21	XH7	Standard.CSV	24	Y	AUX SERVICE ADVICE QUEUE			
22	XH7	Standard.CSV	25	Y	AUX SERVICE INFO ADVICE QUEUE			

Maintaining the agency Staff queue numbers

The agent mapping file 'Standard.csv' controls your agency queues and where the pre-assigned queues should be distributed to.

As you have agents change in your store you are able to update this file to ensure your staff queues are kept up to date. Please find below an example of this file and again below that the description of each of the fields.

When you have made the necessary updates please save the file, but, do not change the file name.

Example of agent mapping file:



	A	B	C	D	E	F
1	agent sine	agent name	Queue no	Category	Destination	Distributed by
2	AA	person1	30	C10	XH7	sine
3	BB	person2	31		XH7	sine
4	CC	person3	32		XH7	sine

Agency mapping file definitions:

Header	Function	Example
Agent Name	This field contains the agent name; while the distribution is by name, the application compare the data in this field with the data in the first phone field on a PNR to determine what to do on the distribution task.	Person1
Agent Sine	This field contains the agent sine (the RSPR field in STD); while the distribution is by sine, the application compare the data in this field with the upper left hand corner code in the PNR to determine what to do on the distribution task.	AA
Destination PCC	This field indicates which PCC the application should distribute for a specified agent.	XH7
Queue No	This field indicates what queue number, in the destination PCC, that the application should distribute for a specified agent.	30
Category	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.	C10
Distributed By	This field advises the application whether the distribution should be base on the agent name or agent sine data. SINE = by agent sine, NAME = by agent name.	SINE