

# WELCOME

## ClientBase Live Connect to Internet Booking Engines

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*For further information and individualized assistance,  
please visit one of our Study Hall sessions.*

## What is Live Connect?

- Links ClientBase Res Card to a Booking Engine
- Pushes Profile Data and Imports Reservation
  - Look! – No Hands!
- Retrieve Other Bookings – Depending on Booking Engine
  - Consumer Web Bookings
  - GDS (CRS) Booked Transactions
  - Phone Bookings
- GDS (CRS) Import is Not Live Connect

## GDS – No Setup

- GDS – Import Reservations  
(Not Really Live Connect)
  - Galileo – Apollo
  - Sabre
  - Amadeus
  - Worldspan (Beta)
- Make Sure WorkStation Setting is Correct
  - PNR Import Import
    - ❖ Blank
    - ❖ No Check in Box which says “Use Local File ...”

## Benefit of Live Connect

- Link to Many Reservation Systems
  - Added Incentives
  - Cost - Sometimes
    - ❖ None from TRAMS
    - ❖ Booking Engine Dependent
      - Where Cost – Value Added
- Abundance of Data Transferred - Little Effort
- Abundance of Information at Finger Tips

# How It Works

## Step 1

- Requires a Link to the Booking Engine Site
  - Usually Pre-installed
  - Can Add Between Releases
- Load in Utilities | Live Connect Providers

# How It Works

## Step 2

- Identify Suppliers Who Can Be Connected
  - Booking Engine Same as Supplier
    - ❖ GoGo, MLT & Most Insurance Companies
  - Booking Engine that Offers Many Suppliers
    - ❖ Vax – Vacation Access – Funjet, Club Med, Air Jamaica, Sandals
    - ❖ CruiseXpress - Cruise Lines
    - ❖ a-Wave – Cruise Lines
    - ❖ Booking Builder – So Far – Airlines - America West, SouthWest, Jet Blue, Air Trans, WestJet, Orbitz
- Add to Vendor (Supplier) Profiles - Live Connect

## How It Works

### Step 3

- Setup Login and Password
  - Usually Obtained From Suppliers
  - Can Be Unique For
    - ❖ Each Agency or
    - ❖ Each Agent within Agency
  - Instructions Are Available in Help Window
- Add to Live Connects
  - One in Global Default
  - Unique for Each Agent in Utilities | My Login

## The Connections

- Air
- Cruise
- Hotels
- Insurance
- Tours
- Other

# Thank You

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the location of your next class,  
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