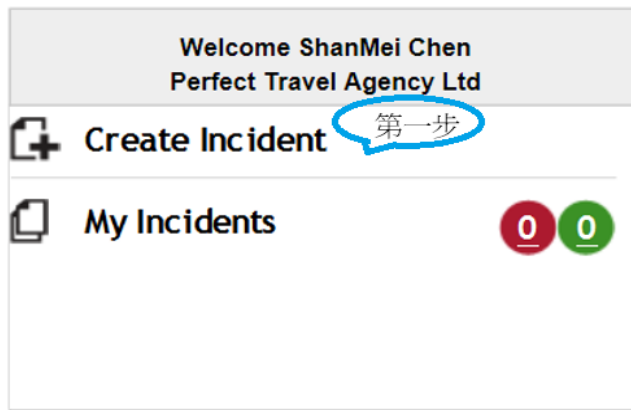


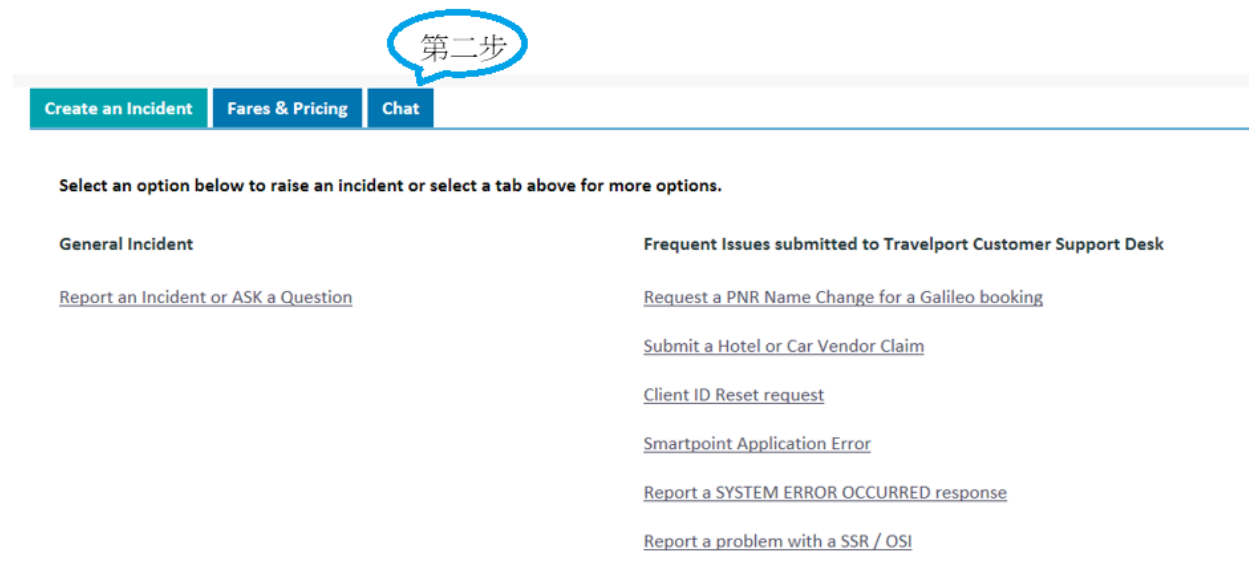
線上即時交談(CHAT)的使用方式

1. 登入您的 Ask Travelport 帳號

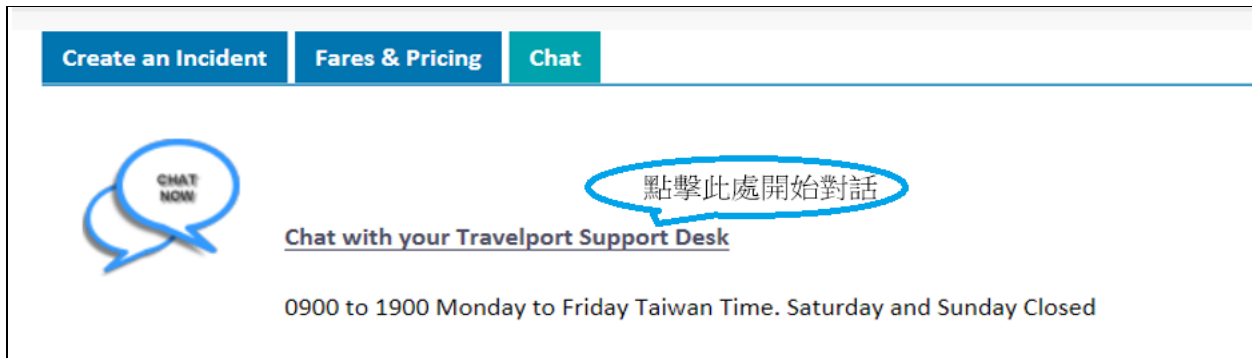
2. 從首頁點擊 “Create Incident”



3. 點擊 “Chat”



4. 點擊 “Chat with your Travelport Support Desk”



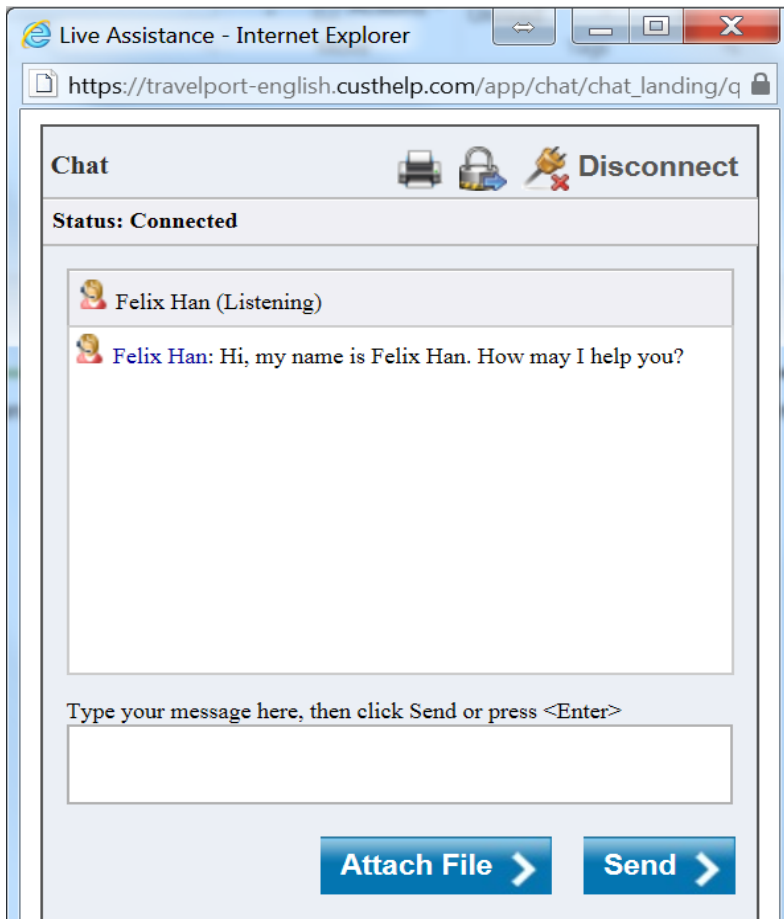
The screenshot shows a navigation bar with three buttons: "Create an Incident", "Fares & Pricing", and "Chat". Below the navigation bar is a "CHAT NOW" icon. To the right of the icon is a blue oval containing the text "點擊此處開始對話". Below this is the text "Chat with your Travelport Support Desk" and "0900 to 1900 Monday to Friday Taiwan Time. Saturday and Sunday Closed".

5. 點擊 “Submit Request” 進入在線客服服務

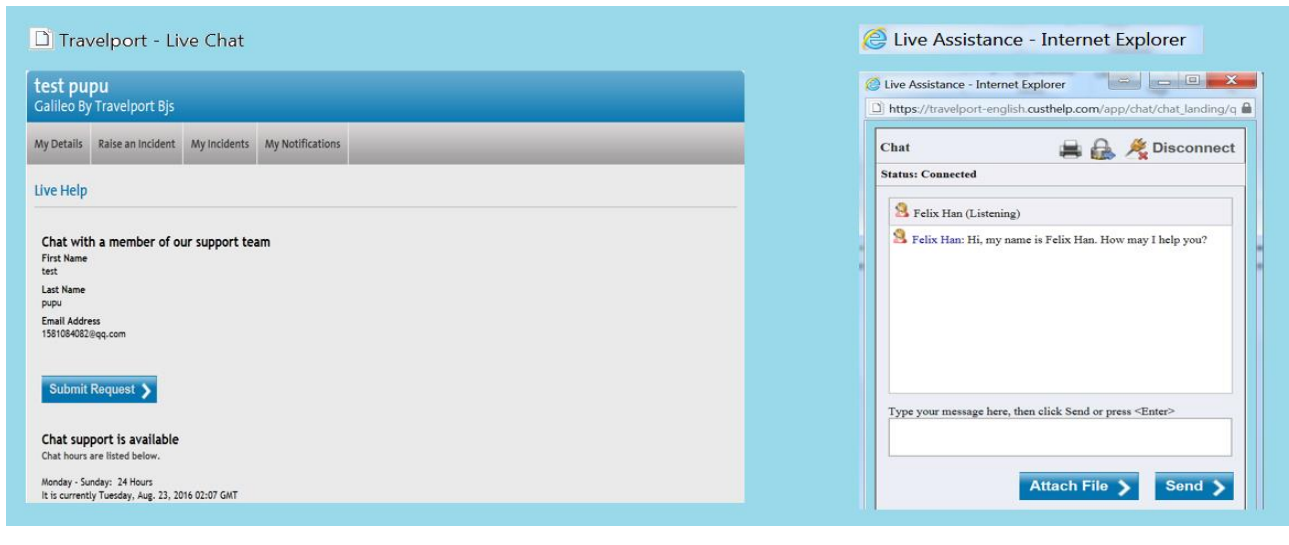


The screenshot shows a user profile page with a blue header. The header contains two input fields: "用戶名" (Username) and "您的旅行社名稱" (Your Travel Agency Name). Below the header is a navigation bar with four tabs: "My Details", "Raise an Incident", "My Incidents", and "My Notifications". The main content area is titled "Live Help" and contains a section "Chat with a member of our support team". This section has three input fields: "First Name" (名), "Last Name" (姓), and "Email Address" (郵件地址). A blue oval highlights the "Email Address" field with the text "一封帶有事件號碼的郵件會發送到此郵件地址". Below the input fields is a blue button labeled "Submit Request" with a right-pointing arrow. Another blue oval highlights the button with the text "點此開始對話". Below the "Submit Request" button is a section "Chat support is available" with the text "Chat hours are listed below." and "Monday - Sunday: 24 Hours". At the bottom left is a blue arrow pointing left with the text "Back to Home".

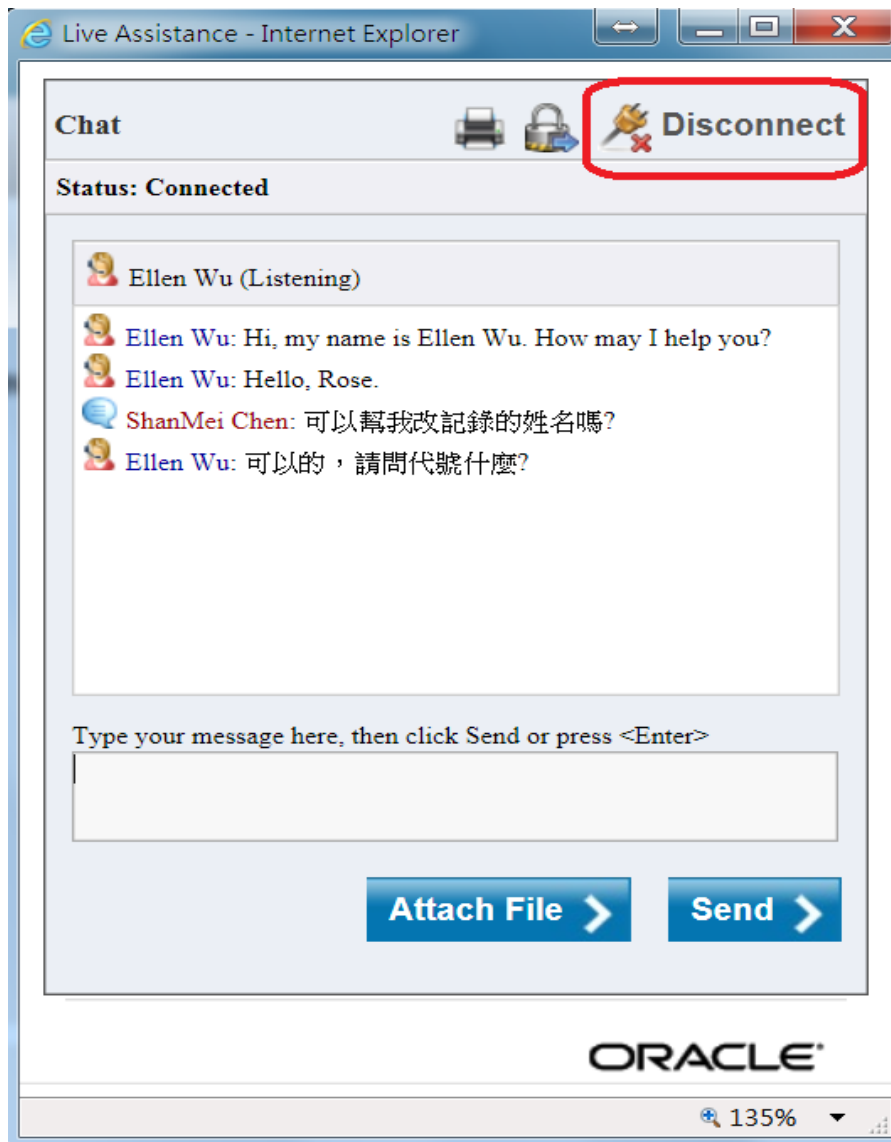
6. 在以下對話窗口輸入您的問題，並且可以選擇將文件夾帶給在線客服。



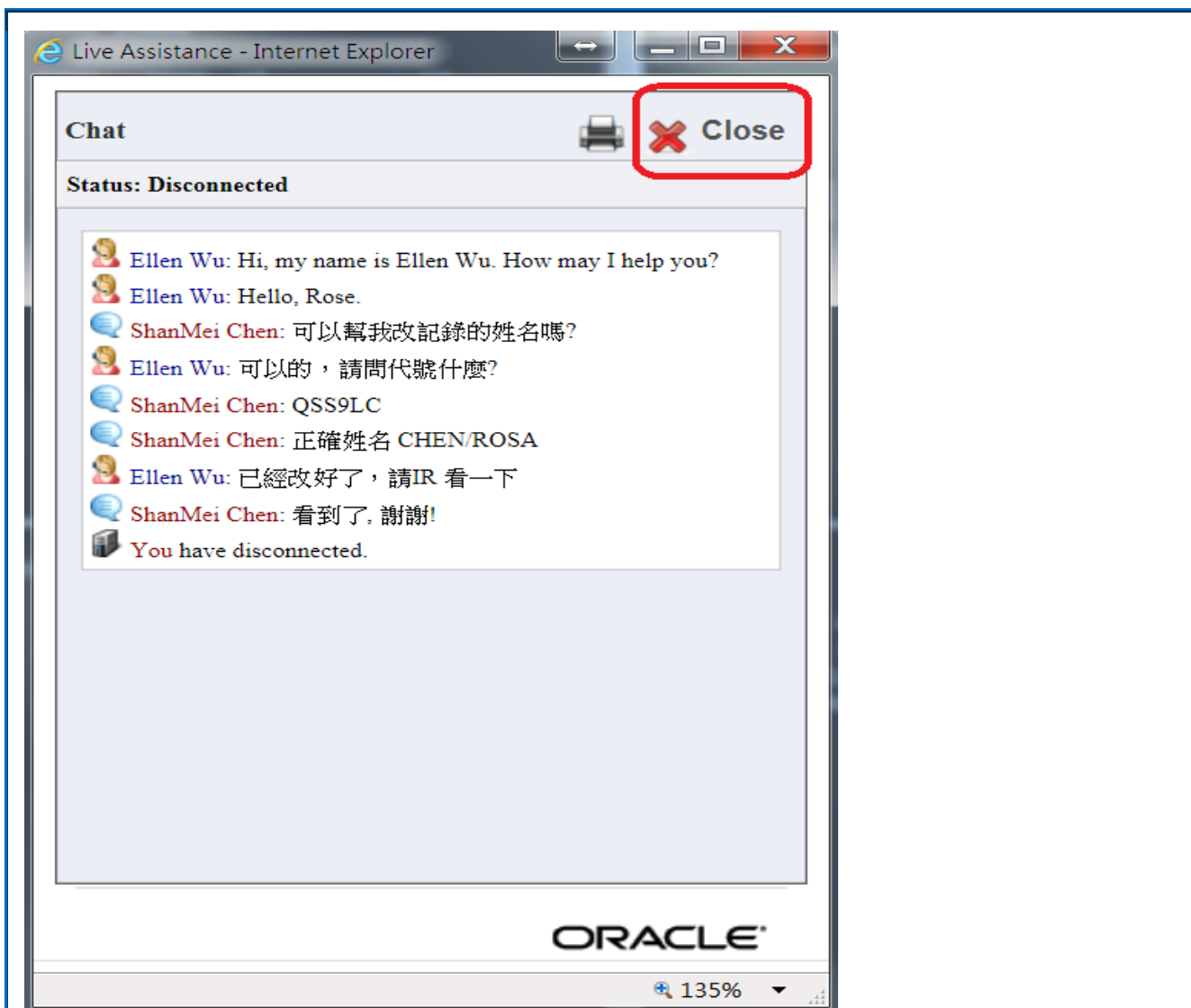
註：如果用戶點擊了對話窗口上的最小化按鈕，可以從瀏覽器裡找到“Live Assistance”繼續對話。



7. 點擊 “Disconnect” 結束此次在線客服連線。



8. 用戶可以將此次對話的全部內容進行列印或者點擊 “Close” 結束。



9. 之後，用戶會收到一封帶有此次對話內容的事件號碼的郵件。

以下是在 Ask IT-Right Now 裡面顯示的對話內容。用戶除了可以輸入繁體中文，還可以輸入英文。

The screenshot displays a web application interface for incident management. At the top, there is a header bar with the incident ID '160825-000556'. Below this, a navigation menu includes tabs for 'Incident', 'Attachments', 'Task List', 'Forward Track', 'Parent/Child', 'Partitions', 'Activity Logs', 'Audit', and 'New Tab 1'. A 'Spell Check*' dropdown menu is set to 'English (UK)'. To the right, there are buttons for 'Incident Source' and 'Chat'. Below the navigation, there are options for 'Send On Save', 'SmartAssistant', 'Search Knowledgebase', and 'Standard Text'. A main content area is titled 'Add' and contains a 'Chat Transcript Chat' section. The transcript shows a conversation between Ellen Wu and ShanMei Chen. Ellen Wu asks for help with her name, and ShanMei Chen provides the correct name 'CHENROSA'. The transcript ends with 'ShanMei Chen' disconnected.

160825-000556

Incident Attachments Task List Forward Track Parent/Child Partitions Activity Logs Audit New Tab 1

Spell Check* English (UK) Incident Source Chat

Send On Save SmartAssistant Search Knowledgebase Standard Text A°

Add

Chat Transcript Chat

Hi, my name is Ellen Wu. How may I help you?

▶ Ellen Wu: Hello, Rose.

▶ ShanMei Chen: 可以幫我改記錄的姓名嗎?

▶ Ellen Wu: 可以的，請問代號什麼?

▶ ShanMei Chen: QSS9LC

▶ ShanMei Chen: 正確姓名 CHENROSA

▶ Ellen Wu: 已經改好了，請IR看一下

▶ ShanMei Chen: 看到了，謝謝!

'ShanMei Chen' disconnected ('Concluded by End-user').

如果您對於以上說明有任何疑問，請撥打下列的電話與客戶服務部門聯繫：

客服電話: 0800 863 588 或 02-8723 1124

客服電子郵件信箱: Galileo.HelpDesk@TravelportGDSHelp.com

