

Tech Tip Tuesday—March 4, 2014

by David Hirsch

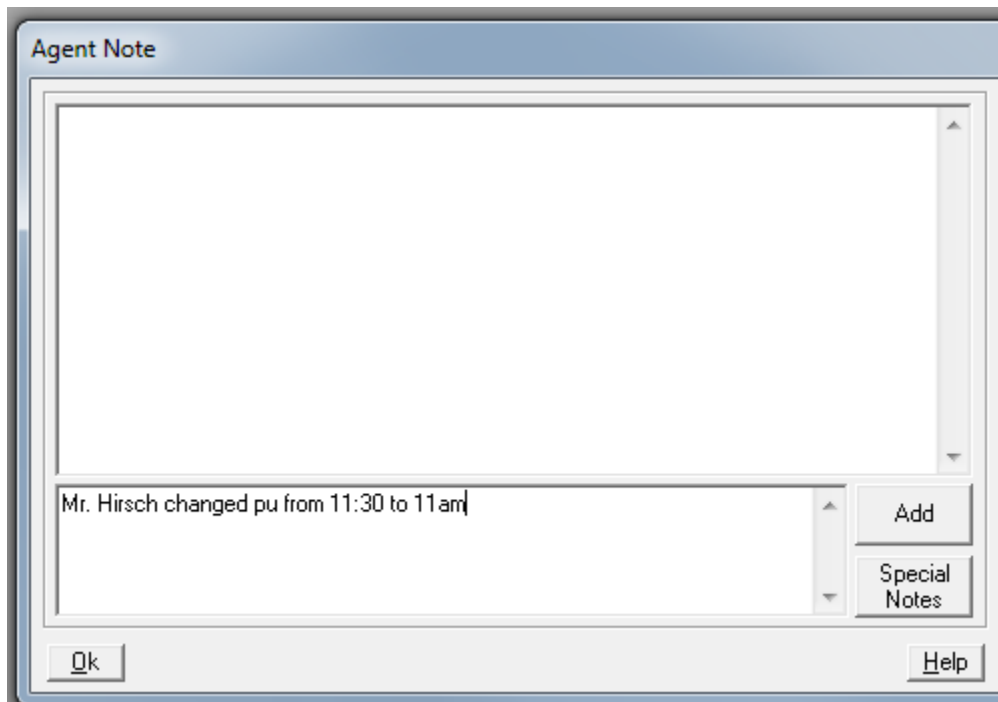
Prompt for Agent Note

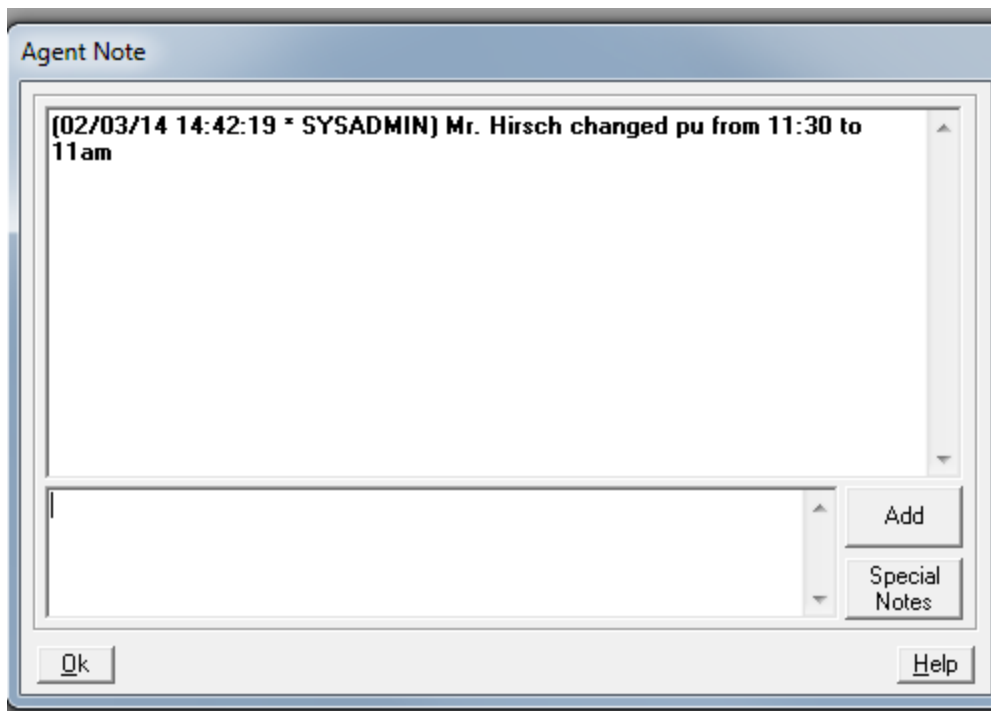
Whenever a change is made to a trip, Livery Coach notes what changed, who changed it, when it was changed, and what the old and new values are.

The only thing it can't know, of course, is why the change was made.

Most of you already know that one purpose of Agent Notes is for your reservation agent to note in the trip why a change was made.

Agent notes are auto-time stamped with the agent id, and even if you type the note in the block and forget to click "Add", it will still add the agent note for you. (And note the recommended practice is for the agent to actually note what was changed—that way if there is something inconsistent with the change and the note, you can track down what went wrong and maybe catch it before there is a service error—much better than just a note that says "Pax changed pu time".)

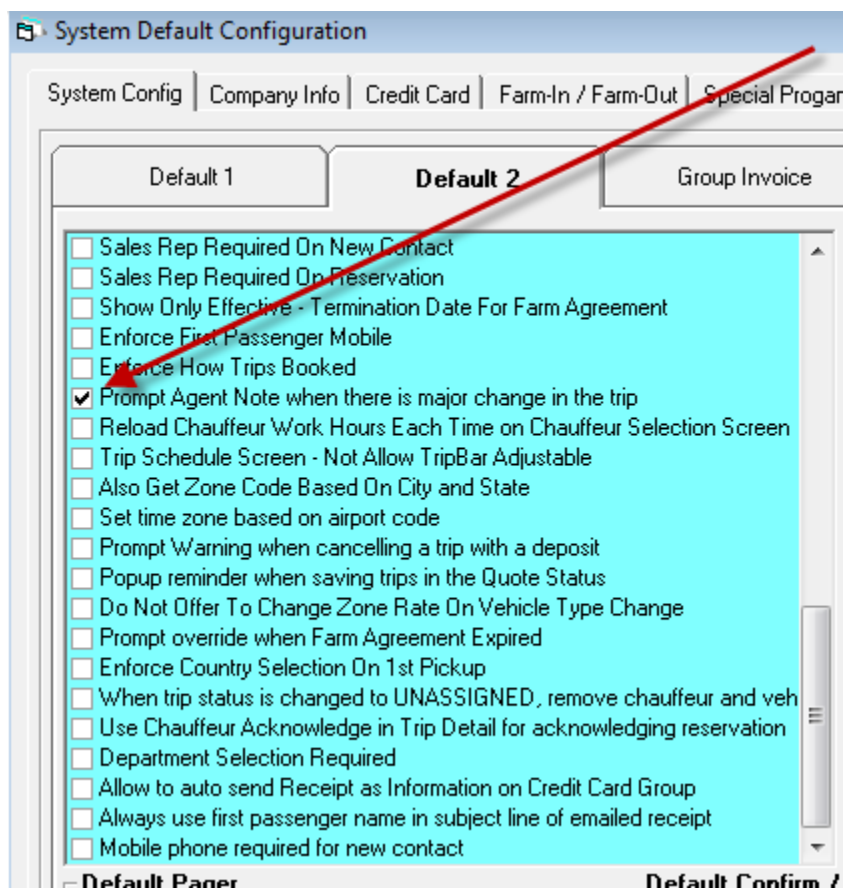




But what do you do if your agents are forgetting to click on the Agent Note button to note the reason for the change in the first place?

Livery Coach has an answer.

In Maintenance, under Maintain...System Default Config, there is an option (under the Default 2 tab) labeled "Prompt Agent Note when there is major change in the trip". Make sure this is checked.



Now, when a change is made, and the agent clicks "Save", a box will pop up prompting the agent to note WHY the change was made.

Agent Note

Instruction

1. Document your work
2. Notify your dispatcher

(02/03/14 14:42:19 * SYSADMIN) Mr. Hirsch changed pu from 11:30 to 11 am

Mr Hirsch called to change pu from 11 to 10:45am

Add

Special Notes

Ok Help