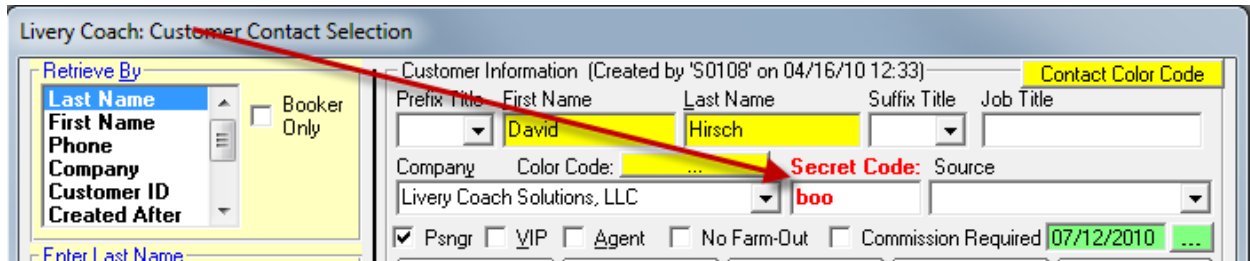


Tech Tip Tuesday—September 9, 2014

by David Hirsch

Secret Code—What is it?

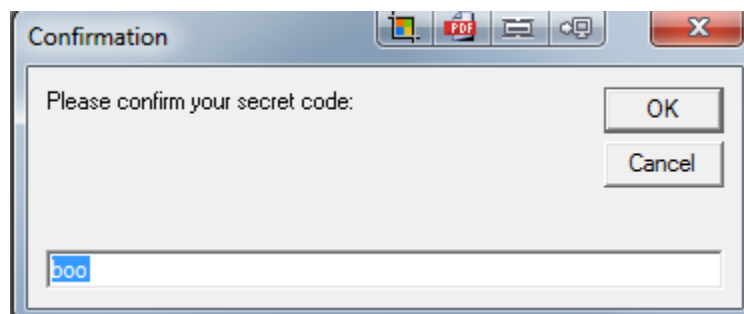
When you look at the contact record, some of you may have noticed a field for “Secret Code”. What’s the point of that code, anyway?



The purpose of the secret code is to allow a booker to put a “password” on his profile so that no one else can call in and pretend to be that person and book trips. I once heard of a real-world example where the son of a wealthy executive would call a limo company and book trips, pretending to be his father. Attaching a secret code can stop this sort of activity.

The first step, of course, is to let the customer tell you he or she wants to “protect his account” or whatever words might be used—so you can ask the customer for a key word or number that he wants to use, and you can put it in the field on the contact record.

Now, when that person makes a booking, just before the payment method pops up in the reservation wizard, a box will prop up prompting the agent to confirm the secret code:



That’s it—simple as that. It is a rarely used feature, in our experience...but now you know...and should you have a client who wants to better “protect” his account, you’ve got an answer.