

ClientBase (CBW): Get Connected to Over 80 Suppliers with Live Connect

Ken Jonker, Trams National Sales Manager

What is Live Connect?

- Links ClientBase Res Card to a Booking Engine
- Pushes Profile Data
- Imports Reservation
 - Look! – No Hands!
- Retrieve Other Bookings – Depending on Booking Engine
 - Consumer Web Bookings
 - GDS (CRS) Booked Transactions
 - Phone Bookings
- Compare and Update Reservations

NOTE: GDS (CRS) Import is Not Live Connect

Live Connect Features Supported by VAX

VAX supports the following Live Connect features if checked off by ✓:

- ✓ **CREATE NEW RESERVATION (Launch, Book & Import)**
 - ✓ Populates client data from ClientBase Profile
 - ✓ Sends Reservation details from Confirmation Page
- ✓ **IMPORT EXISTING RESERVATION (Reservation booked outside of ClientBase)**
 - ✓ Uses confirmation number to automatically pass all reservation details
 - ✓ Allows user to browse for reservation and upon retrieval adds reservation details
- ✓ **RETRIEVE RESERVATION** - Retrieves reservations booked through Live Connect, and upon editing, imports updated reservations details
- ✓ **COMPARE AND UPDATE** - Compare itinerary information that has changed since you booked online, and then update reservation fields with newly updated data
- ✓ **LIST NEW RESERVATIONS** - List the last reservations booked by your user login and password

Benefit of Live Connect

- Efficiency – Saves Time
- 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
- Save/Update in Utilities | Live Connect Providers

How It Works

Step 2

- Identify Suppliers Who Can Be Connected
 - Booking Engine Same as Supplier
 - Pleasant, GoGo, MLT & Most Insurance Companies
 - Booking Engine that Offers Many Suppliers
 - Vax – Vacation Access – Funjet, Club Med, Air Jamaica, Sandals
 - Amadeus Cruise/Sabre Cruise - Cruise Lines
 - AgentWare - Airlines
- 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

Thank You!

Check your Survival Guide to find
the location of your next class.