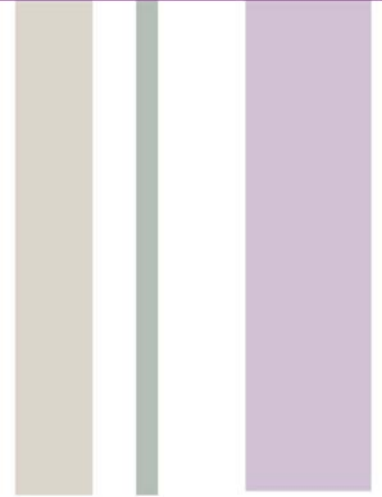




xRezAgent Course

Objectives: Have a understanding of the features of the application.
Be able to use the features of the system.



Module 1 Introduction

- Chapter Overview
- Introduction to the xRezAgent System
- xRezAgent Features
- xRezAgent Structure
- Language Support
- xRezAgent Customization
- Accessing the xRezAgent System
- Main xRezAgent Screen

Module 2 Searching for Bookings

- Chapter Overview
- Search Procedure
- Advanced Search
- Search Results
- Calculate Cancellation Costs
- Cancel Booking

Module 3 Creating New Bookings

- Chapter Overview
- Booking Overview
- Main Booking Screen
 - Flight Search
 - Hotel Search
 - Car Search

Module 4 Modifying Bookings

- Chapter Overview
- Modifying and Adding Passenger Details
- Modifying Complete Itineraries
- Cancelling a Complete Itinerary
- Adding a Product to an itinerary
- Agent Override
- Refunds
- Modifying Packages
- Cancelling a Package
- Replacing a Package
- Changing Dates for a Package

- Modifying Itinerary Components
- Cancelling an Itinerary Component
- Replacing an Itinerary Component
- Changing Dates
- Changing Dates for a Flight Adding or Modifying a Hotel Amenity
- Modifying a Hotel Allocation
- Adding and Deleting Remarks

Module 5 Exporting Bookings

- Chapter Overview
- Exporting Bookings