GLOBAL GUIDANCE:

- Provide onscreen directions for activities
- For learner navigation guidance, use the term "SELECT" instead of "CLICK"
- Ensure that there is feedback for both correct and incorrect answers in activities
- Ensure to indicate both correct and incorrect answers in activities
- <mark>Update 6/12/23:</mark> Previous and Next functionality should be present in all Storyline dev.
- <mark>Update 6/12/23</mark> - GDs, please note that we cannot have any text on image graphics. Text must be in Rise for assets. Please update and apply this globally.
- Dev notes are in *italicized, blue font*

SB REVISIONS
- When making revisions to content in the storyboard, please use red font to indicate content which has been changed/added

Client Handover Prep:

Grading

1. LMS reporting: 100% Course progress and min passing score: 80%
2. Assignment type: Quiz
3. The Assessment should be at the end of the course, post-wrap up
4. Total attempts#: Summative assessment - 1 attempt per question, 2 attempts for assessment.
5. Randomize question order (highlight one): <mark>Y</mark>/N
6. Shuffle answer choices (highlight one): <mark>Y</mark>/N
7. Enable time exam(highlight one): Y/<mark>N</mark>
8. Assessment result visibility (highlight one):
   a. <mark>Always show</mark>
   b. Never show
   c. Show when subsection is past due
9. Are there any prerequisites?

<div style="border:1px solid black">

pdate 6/12/23: **Alpha and Beta Dev/Reviews:**

- Course navigation should be free - no lockdown of navigation in SLs or Rise course until Gold development.
- Please provide a clickable menu in SL for reviews so they can easily move through the SL activity. This will be removed for Gold.
- There should be no quiz restriction for course navigation until Gold development.

Final Packing

- SCORM version: 2004 v3
- Final platform (highlight one): Rise | Client LMS/Other
- Final asset inventory: [*LINK*]
- Final Assessment Name & Abbrev. Name:

</div>

Course Name and Project Catalog #:	Course Name: Introduction to Reviewing a PNR History
Instructional Designer:	Val Groce
Course Objectives:	1. Understand the importance of reading the PNR history. 2. Identify the sequence of actions performed to a PNR. 3. Determine the changes performed to a PNR. 4. Identify who performed changes to a PNR.

INTRODUCTION

Course Intro Text - Rise
Welcome to Introduction to Reviewing PNR History! Every PNR tells a story from the moment travel is booked to when the trip is over. Every detail, every change, and every update is captured in the PNR history. In this course, you will learn how to interpret a PNR history, so when you are contacted to assist a traveler, you can quickly identify what has happened so far and how you might assist them. *Accessibility text:* Are you ready to learn more? Select the **BEGIN** button above to get started.

Activity Name	Welcome Video
Output	Video
File Name	*EXP_PNR_History_Welcome*
Resources:	**Please use the following MURF avatars:** ● Rachel (conversational)
Overview:	*Create a short, captivating video showcasing the content that we have built for this client.* *Please leverage the assets as much as possible and incorporate dynamic transitions and flashes.* *Devs:* *Accessibility:* ● *Please include closed captions (CC) for this video.* ● *Please use a diverse set of characters in photos, illustrations, video, and audio to include and represent the different learners.*

Intro Text - Rise
Welcome to Introduction to PNR History!

Player Controls and Guidance - Rise Labeled Graphic
Devs - please note the specific order below for the graphic to show: *Title:* Player Controls and Guidance Select each **plus sign** (**+**) below to review each player control or course navigation type. **PLAY** *[add a play icon]* Select this icon to start playing a video. **FULL SCREEN** *[add a full screen icon]* Select this icon to view the activity in full-screen mode. **VOLUME** *[add a volume icon]* Select this icon to control the volume. **CLOSED CAPTION** *[add a CC icon]* Select this icon to turn on closed captions. Captions will appear at the bottom of the activity screen. **SCROLLING** *[add a scrolling icon]* This course is experienced similar to a web page, with primary navigation to content requiring scrolling downward or upward. Please remember to scroll after completing each piece of content until you reach the button that will take you to the next section of the course. Select the button at the end of each content page to progress to the next section.

Intro Text - Rise
PNR history tells a story about a Passenger Name Record (PNR), but it doesn't have to be a mystery. Once you unravel the PNR history details, you can imagine the scenes, the characters, and even the plot twists. Identifying and resolving those plot twists quickly makes you a hero of the story. Let's see how!

Accessibility text: To begin, select the **Play** button below to watch the video.

VO SCRIPT/CAPTIONS	ONSCREEN TEXT	IMAGERY
Once upon a time, Mary booked the trip of a lifetime for her family to Italy…Rome, to be exact. She's been saving money for the last 2 years and has enough to upgrade everyone to business class. She had all of the details figured out and booked her trip online.		*The female character (Mary) with thoughts about a Rome vacation…lots of Italian-themed details in her thoughts.*
The next day she learned that she had to change the dates of the trip, so she contacted us to assist with those details.		*Mary contacts the company and speaks to an agent to make a change to her plans.*
The night before departure, she got a message from the airline that the flight was delayed, and is now departing an hour later.		*Mary is holding a cell phone that has a message about a flight delay.*
This is just the beginning of Mary's story, but every action and change is recorded in her PNR history.		*Show the PNR example with an overlay of Matrix dripping codes downward.*
In reading PNR history, you'll interpret actions and changes performed in a PNR, right down to who performed the change.		*PNR Example showing boxes flashing around certain details.* • `S 9996WS/DS 13FEB0`

		•
		 `CS/TP 232 V 24JU`
		 `CS/TP1450 V 26JU`

This is how every PNR tells a story, and this course unlocks how to read any part of that story as it's written.	Every PNR Tells a Story	*Agent opens a book in the middle, and a light bulb appears above their head.*
After some self-paced learning, you'll join your peers in a workshop with a facilitator to work together as you practice identifying PNR details and interpreting PNR history yourself.		*Group of agents working together.*
After the workshop, you will enjoy a review activity before you complete an assessment that demonstrates your ability to meet the course objectives.		*Agent looking at the screen with thumbs-up.*
What are you waiting for? Let's jump into the story!	Let's jump into the story!	

Activity Name	Did You Know?
Output	Rise Quote
Resources:	*Note to IDs: If your DYK contains multiple numbers/statistics, the client prefers that it be added line by line vs in paragraph form.*

Text - Rise Text + Quote

"The United States requires airlines operating within the U.S. to provide the Department of Homeland Security, U.S. Customs and Border Protection, with the PNR data, to facilitate safe and efficient international travel. This practice is widely accepted around the world and is replicated by foreign border authorities."
—

FAQ: U.S. Customs and Border Protection

Activity Name	
	Course Objectives
Output	Rise Numbered List
Resources:	*New asset*

Text - Rise

1. Understand the importance of reading the PNR history.
2. Identify the sequence of actions performed to a PNR.
3. Determine the changes performed to a PNR.
4. Identify who performed changes to a PNR.

Activity Name	
	Mission Statement
Output	Rise Image & Text

Text
WE BELIEVE TRAVEL IS A FORCE FOR GOOD *When we power more travel, we unleash more opportunities to strengthen connections, broaden horizons and bridge divides.* *Our mission is to power global travel for everyone, everywhere.* *Reviewing and interpreting a PNR history enables us to quickly catch up on all activity that occurred on any PNR. In doing so, we can identify an impactful moment that led to a traveler contacting us, and quickly determine how we can help. This keen attention to detail sets us apart in the world of travel providers.*

Activity Name	At-a-Glance
Output	Rise 3-column grid
Resources:	*New asset*

Text
Self-Paced Learn It! Explore the different components of a PNR history. Duration: 40 minutes

Facilitator-Led Try It! Practice interpreting PNR history. Duration: 90 minutes
Self-Paced Master It! Review and final assessment. Duration: 30 minutes

Outro Text - Rise
Accessibility text: Select the **LEARN IT! (SELF-PACED)** button below to move on. *Add a Continue Button titled:* LEARN IT! (SELF-PACED)

Learn It! (SELF-PACED)

Developer Note: Learn It Section #1 Title
Learn It! Section #1Title: Sequence of Actions

Activity Name	
	Accessing PNR History
Output	Rise Matching

Rise Intro
Explore Your Resources There are several different entries we may use to retrieve PNR History. Let's get warmed up as you use Amadeus Help to drag and drop each description to the appropriate history code.

Detail	Code
Retrieve full PNR History	RH
Air History: These changes are only done to flights. These action codes are located at the segment line and tell the action taken on the segment.	RHI
Retrieve SSR/OSI History (this includes SPFD)	RHG
Retrieve History of Remarks	RHR
Retrieve History of Fare Elements	RHF

Activity Name	
	Understanding the Layers
Output	*Video Name: PNR_Layers*
Resources:	*New asset*

	Murf Avatar: Cooper (conversational) *Notes about images (may need GD assistance):* *Start with PNR Example.png and scroll down and grab the last 2 lines of PNR example part 2.png and make into one image.*

Intro Text - Rise

The first step of understanding the sequence of actions in a PNR is to understand the layers as you see them. This video shows you exactly how to break down the layers of a PNR to start interpreting the "chapters of a story" in the PNR history. To get here, we used RHI to view only the Air History.

Commented [2]: Shannon - this is where I made the declaration about reviewing only the air history.

VO SCRIPT/CAPTIONS	ONSCREEN TEXT	IMAGERY
A PNR's history can take up multiple pages as it records actions in real-time along the way. As a matter of fact, Amadeus records up to 999 actions in a PNR.		
These can be overwhelming at first, but begin to make sense as you break the details into smaller segments. Let's call them layers…like a cake. Who doesn't love cake? *(excited VO tone)*		*Start with PNR Example.png and scroll down and continue with PNR example part 2.png as if they were one item.* *Slide up the different clusters of lines and fade in a layer cake.*

When reviewing a PNR, the first entries, or the oldest, are at the top, with the most recent updates at the bottom.	Oldest entries on top Newest entries on the bottom	*PNR Example.png* *Highlight the top part of this image, scrolling down past PNR example part 2.png and call attention to the bottom of the list as the newest entries.*
At the top of a cake, you might see a statement of what the cake is for, such as a birthday or graduation. On a PNR, it states the summary of the initial travel booking.		*Show a layer cake that says "Happy Birthday Bobby" on top.*

We will start with the triple zero series of actions. This layer represents when the booking was initially created. The triple zero tells us it's the first series of actions for this PNR. Next to that, we see "OS", which means Original Segment.
 	
The status is "LK", which indicates that this is a passive sell segment, and the airline has not confirmed the segments.
		PNR Example.png
		Add emphasis (like zoom) or a box around the first segment…
		starting just below **"RP/SEAEX38cc "** *going down the 5 lines of the 000 series*
		
		`000 OS/TP 232 V 24JUN 6 IADLIS LK5 1735 0550+1/NN *1A/E*`
		`000 OS/TP1450 V 26JUN 1 LISRAK LK5 1445 1620/NN *1A/E*`
		`000 OS/TP1437 Q 03JUL 1 CMNLIS LK5 1125 1245/NN *1A/E*`
		`000 OS/TP 235 Q 03JUL 1 LISIAD LK5 1715 2035/NN *1A/E*`
		`000 RF-SEAEX38CC-MCG-EXPD_B/WSEXPAPD CR-SEAEX38CC 50623705 A`
		`S 9996WS/DS 13FEB0029Z`
		
		For the last VO sentence, move the box around the column that says LK5.
		
		`LK5`
		`LK5`
		`LK5`
		`LK5`

At the very bottom of that set of actions, it starts with "R F"..or…received from. That is a system-generated line that was created whenever a PNR is saved.
 	
Every layer of a PNR ends with an RF line, so that's how you'll know where each layer of detail ends and the next begins. The Received From line shows who performed a set
		Add emphasis to the first RF line (and the short line below it):
		
		"000 RF-SEAX38CC…….."
		
		`000 RF-SEAEX38CC-MCG-EXPD_B/WSEXPAPD CR-SEAEX38CC 50623705 A`
		`S 9996WS/DS 13FEB0029Z`

Commented [3]: Team, here you say S = Segment, which I think is correct. But later on the content you are calling is Status. Please check with Betty but the S is segment. So OS - original segment, XS - cancel segment, CS - Change segment (usually the status)

Commented [4R3]: Confirmed in Amadeus, OS = Original segment. Will make sure others are correct too.

Commented [5R3]: No action here.

of actions in the PNR, and occurs every time the PNR is saved.		
When we look at the next set of entries, they are an extension of the 000 sequence, six actions later. Remember, we are seeing a filtered Airfare History, so those lines are not included in the view.	What about 000/001-000/005?	*Enhance the text in multiple lines* 000/006 000/006 000/006 000/006 006
The CS status tells us that the status changed, but to what?		*Enhance the next column of numbers next to the same set as the row above.* CS/ CS/ CS/ CS/
Let's look to the right of that set of actions, where LK5 turned into HK5. This means that the airline has confirmed the seats in the flight itinerary.		*Add emphasis to the right or a box around the HK5 column (4 lines tall)* HK5 HK5 HK5 HK5
Below that, we see that something new happened in step 006. There was a small airline scheduling change that we can see.		*Emphasize or box around the 3rd segment with the line starting at 006.* 006/014 TC/TP 232 V 24JUN 6 IADLIS TK5 1755 0610+1/ 1735 0550+1 014 RF-REACC TP Q-0001AA/NCE1A0955 CR-LISTP0552 00000000 0000 /DS 16FEB2108Z

Commented [6]: Please change this to "set" or "series"

Commented [7R6]: Done

The next line tells us the same, and our system automatically accepts it. We see on the RF line that these occurred on the 16th of February.		*Emphasis or box around the 4th segment*
		`014/017 CS/TP 232 V 24JUN 6 IADLIS HK5 1755 0610+1/TK *1A/E*`
		`017 RF-ETK-CIS-MCG-EXPD_B/WSEXPIQC CR-SEAEX38CC 50623705 SU`
		
		Emphasis these lines when 16th of February is mentioned.
		`/DS 16FEB2108Z`
		
		`9989WS/DS 16FEB2110Z`

Now the next set of actions tells us that the flights were all canceled by the code XS.		*Grab this*
		`017/024 XS/TP 232 V 24JUN 6 IADLIS HK5 1755 0610+1/TK *1A/E*`
		`006/024 XS/TP1450 V 26JUN 1 LISRAK HK5 1445 1620/NN *1A/E*`
		`006/024 XS/TP1437 Q 03JUL 1 CMNLIS HK5 1125 1245/NN *1A/E*`
		`006/024 XS/TP 235 Q 03JUL 1 LISIAD HK5 1715 2035/NN *1A/E*`
		`024 RF-SGF0044200-MCG-EXPD_B/SGF0044200 CR-SEAEX3605 5062370`
		`5 SU 0231GG/GA-MCG-EXPD_B/GAWITKT 23JUN1226Z`

So what this PNR history tells us is that a traveler made a booking on the website and the airline confirmed their seats on the flight itinerary on the 13th of February.
 	
Three days later, there was a schedule change, and then on the 23rd of June, all flight segments were canceled by an agent.
		As the narration goes, on the first paragraph, show emphasis on this when they say Website.
		`000 OS/TP 232 V 24JUN 6 IADLIS LK5 1735 0550+1/NN *1A/E*`
		`000 OS/TP1450 V 26JUN 1 LISRAK LK5 1445 1620/NN *1A/E*`
		`000 OS/TP1437 Q 03JUL 1 CMNLIS LK5 1125 1245/NN *1A/E*`
		`000 OS/TP 235 Q 03JUL 1 LISIAD LK5 1715 2035/NN *1A/E*`
		`000 RF-SEAEX38CC-MCG-EXPD_B/WSEXPAPD CR-SEAEX38CC 50623705 A`
		`S 9996WS/DS 13FEB0029Z`
		
		Then this when it says "confirmed their seats"
		`HK5`
		`HK5`
		`HK5`
		`HK5`
		
		February 13th.
		`006 RF-WS-MCG-EXPD_B/WSEXPAPD CR-SEAEX3605 50623705 AS 9998W`
		`S/DS 13FEB0031Z`
		
		3 days later…

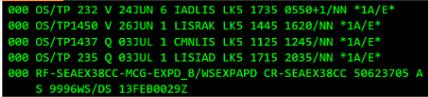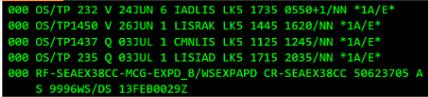|		

		`006/014 TC/TP 232 V 24JUN 6 IADLIS TK5 1755 0610+1/ 1735 0550+1`
		`    014 RF-REACC TP Q-0001AA/NCE1A0955 CR-LISTP0552 00000000`
		`         0000  /DS 16FEB2108Z`
		`014/017 CS/TP 232 V 24JUN 6 IADLIS HK5 1755 0610+1/TK *1A/E*`
		`    017 RF-ETK-CIS-MCG-EXPD_B/WSEXPIQC CR-SEAEX38CC 50623705 SU`
		`         9989WS/DS 16FEB2110Z`
		
		June 23rd…
		`017/024 XS/TP 232 V 24JUN 6 IADLIS HK5 1755 0610+1/TK *1A/E*`
		`006/024 XS/TP1450 V 26JUN 1 LISRAK HK5 1445 1620/NN *1A/E*`
		`006/024 XS/TP1437 Q 03JUL 1 CMNLIS HK5 1125 1245/NN *1A/E*`
		`006/024 XS/TP 235 Q 03JUL 1 LISIAD HK5 1715 2035/NN *1A/E*`
		`    024 RF-SGF0044200-MCG-EXPD_B/SGF0044200 CR-SEAEX3605 5062370`
		`         5 SU 0231GG/GA-MCG-EXPD_B/GAWITKT 23JUN1226Z`

And that's how PNR history resembles layers of a cake. Now that you know how to segment the layers, you can next start interpreting more of the details and put together a story.		*As the VO occurs, show a layer cake with annotations.* *Top: First entry details* *Bottom: Most recent* *Center layers: Changes with icing in-between that says "RF = end of change"*

Transition Text - Rise

Let's take a closer look at a PNR and start separating the layers. This time it will be at your own pace reviewing the flight itinerary history. Remember that the first entries are at the top, the most recent at the bottom, and in the center is a history of the different changes that you'll begin to interpret along the way. The RF tells you you're at the bottom of the layer, just like icing in between.

Commented [8]: Shannon - I added another disclaimer that they are reviewing the flight itinerary history here, too.

Activity Name	
	Every PNR Tells a Story
Output	Rise Labeled Graphic *New asset*

Resources:	Use these two images stitched together: ● _PNR Example_ ● _PNR example part 2_ (bottom 2 lines go with the first image)

Interactive – Labeled Graphic	

Graphic	**Use these two images stitched together:** ● _PNR Example_ ● _PNR example part 2_ (bottom 2 lines - starting with RF - go with the first image)
Content	**Item 1**

	Placement	_Place the marker over this area:_
		
		`000 OS/TP 232 V 24JUN 6 IADLIS LK5 1735 0550+1/NN *1A/E*`
		`000 OS/TP1450 V 26JUN 1 LISRAK LK5 1445 1620/NN *1A/E*`
		`000 OS/TP1437 Q 03JUL 1 CMNLIS LK5 1125 1245/NN *1A/E*`
		`000 OS/TP 235 Q 03JUL 1 LISIAD LK5 1715 2035/NN *1A/E*`
		`000 RF-SEAEX38CC-MCG-EXPD_B/WSEXPAPD CR-SEAEX38CC 50623705 A`
		`    S 9996WS/DS 13FEB0029Z`

	Header	First PNR entry – The flight segments are booked
	Body	The step 000 tells us that this is the first sequence of actions in the PNR. In this original segment: ● The OS action code shows that the original roundtrip flight segments were added to the PNR . ● The LK5 segment status code tells us they haven't been confirmed by the airline yet. ● The RF code at the bottom signifies the end of this event with a date and time stamp, and who performed these actions.
	Marker Style	Checkmark
	Media	_Image: Layer 1_ _ALT Text:_ First PNR actions showing original booked flight.

Comments:

Commented [9]: Updated

Commented [10R9]: I don't see this verbiage added before this section of the graphic.

Commented [11R9]: My implication was expected to continue from the original declaration in the video, but I added additional text in the transition to make it absolutely clear.

Commented [12R9]: @valerie@learningtribes.co Please add a comment to the additional transition text so that it is easy for Shannon to reference.

Commented [13R9]: 👍

Commented [14]: OS doesn't tell us they booked online (RF will tell us that, OS just shows original flights were added)
Change to:

The OS action code shows that the original roundtrip flight segments were added to the PNR.

Commented [15R14]: Done

Commented [16]: Updated.

Commented [17R16]: Minor change needed. Change 2nd bullet to:

The LK5 segment status code tells us they haven't been confirmed by the airline yet.

Commented [18R16]: Done

Commented [19]: "original"

Commented [20R19]: Thanks

Item 2

Placement	*Place the marker over this area:*
| | ```
000/006 CS/TP 232 V 24JUN 6 IADLIS HK5 1735 0550+1/NN *1A/E*
000/006 CS/TP1450 V 26JUN 1 LISRAK HK5 1445 1620/NN *1A/E*
000/006 CS/TP1437 Q 03JUL 1 CMNLIS HK5 1125 1245/NN *1A/E*
000/006 CS/TP 235 Q 03JUL 1 LISIAD HK5 1715 2035/NN *1A/E*
      006 RF-WS-MCG-EXPD_B/WSEXPAPD CR-SEAEX3605 50623705 AS 9998W
          S/DS 13FEB0031Z
``` |
| Header | Change Segment Status |
| Body | We are still on the 000 series, and the 6th update (006).
When the PNR is first created during the booking path, all elements are added and saved. They will be marked as step 000.

When an element is modified and the PNR is saved, it is marked with a cross-reference step number. This indicates when it was last saved, as well as a new step number for the most recent save.

Cross-referencing of step numbers helps you easily identify what previous history section the change impacted.

Let's break down the example 000/006
000/= The original history section impacted by the change
006 = The history section showing the change

So, you can easily compare the new change (006) to the original element (000) to identify what change occurred.

● The CS action code alerts us of a changed status code.
● The segment status code HK5 tells us the airline confirmed the seats in the flight itinerary. |

Commented [21]: Shannon, this is where I added your fabulous description in the body section.

Commented [22]: Fixed

Commented [23R22]: Change to:
Change Segment Status

It's more about understanding that's what happened here w/the CS action code.

Commented [24R22]: Ok

Commented [25]: "The CS action code alerts us of a changed status code."

Commented [26R25]: Fixed

Commented [27]: "The segment status code HK5 tells us the airline confirmed the seats in the flight itinerary."

Commented [28R27]: Done

		● The **RF** line tells us that this occurred on 13th of February.
	Marker Style	Checkmark
	Media	<u>Image Layer 2</u> *ALT Text:* PNR action showing airline confirmation of flight itinerary.

Item 3

Placement	*Place the marker over this area:*
	`006/014 TC/TP 232 V 24JUN 6 IADLIS TK5 1755 0610+1/ 1735 0550+1`
	`    014 RF-REACC TP Q-0001AA/NCE1A0955 CR-LISTP0552 00000000`
	`         0000  /DS 16FEB2108Z`

Header	A change is made by the airline
Body	The next change is on line 006/014, which is update 14 cross-referencing the 006 step. ● TC, or Time Change, tells us that this is an example of an airline schedule change, where the airline changed the flight times. ● The **RF** line tells us this occurred on the 16th of February.
Marker Style	Checkmark
Media	<u>Image Layer 3</u> *ALT Text:* PNR actions showing time change by the airline.
Audio	n/a

Item 4

Placement	*Place the marker over this area:*

Commented [29]: Shannon - could you help me verbalizing this cross-reference explanation? I'm sure you have a very simplified way of explaining.

Commented [30R29]: Hi Val. It's not super simple to explain. LOL. Here's what I sent Tricia via email. I updated it to reflect this specific example. I actually think this should go in the previous section example, as it's when we 1st see a cross reference.

When the PNR is first created during the booking path, all elements are added and saved. They will be marked as step 000.
When an element is modified and the PNR is saved, it is marked with a cross reference step number. This indicates when it was last saved, as well as new step number for the most recent save.

Cross referencing of step numbers helps you easily identify what previous history section the change impacted.

Let's break down the example 000/006
000/= The original history section impacted by the change
006 = The history section showing the change

So, you can easily compare the new change (006) to the original element (000) to identify what change

Commented [31R29]: That was an excellent description, and as requested, I added it to Item 2. Thank you!

Commented [32R29]: @valerie@learningtribes.co Please highlight where this was added.

Commented [33R29]:

Commented [34]: Can we check this with Betty. Is this what TC means?

Commented [35R34]: TC means "Time Change". I've asked for FE to update.

Commented [36R34]: I added that detail.

```
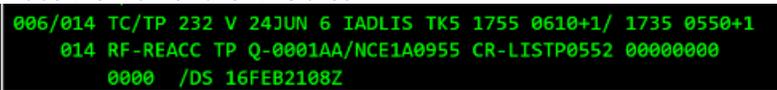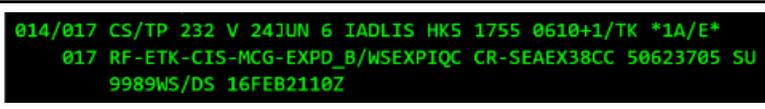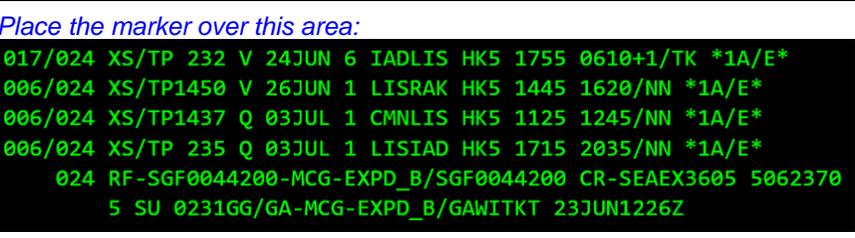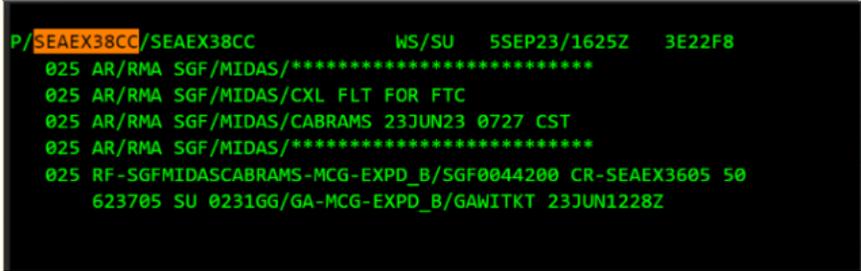014/017 CS/TP 232 V 24JUN 6 IADLIS HK5 1755 0610+1/TK *1A/E*
    017 RF-ETK-CIS-MCG-EXPD_B/WSEXPIQC CR-SEAEX38CC 50623705 SU
        9989WS/DS 16FEB2110Z
```

Header	Airline Confirmed Change
Body	On the same day on line 014/017, we see: ● CS tells us this is a change in status. ● **HK5** tells us that the airline confirmed the new flight itinerary to reflect the time change. ● The RF line tells us that this occurred on the 16th of February (More about reading the RF line to come).
Marker Style	Checkmark
Media	Image Layer 4 *ALT Text:* PNR segment showing airline confirmation of time change.
Audio	n/a

Item 5

Placement	*Place the marker over this area:*
	`017/024 XS/TP 232 V 24JUN 6 IADLIS HK5 1755 0610+1/TK *1A/E*`
	`006/024 XS/TP1450 V 26JUN 1 LISRAK HK5 1445 1620/NN *1A/E*`
	`006/024 XS/TP1437 Q 03JUL 1 CMNLIS HK5 1125 1245/NN *1A/E*`
	`006/024 XS/TP 235 Q 03JUL 1 LISIAD HK5 1715 2035/NN *1A/E*`
	`    024 RF-SGF0044200-MCG-EXPD_B/SGF0044200 CR-SEAEX3605 5062370`
	`        5 SU 0231GG/GA-MCG-EXPD_B/GAWITKT 23JUN1226Z`

Header	Customer cancels

Body	We see in this layer 017/024 and 006/024: ● The XS action codes tell us that all of the flights were canceled. ● The RF line tells us that on June 23rd, an agent-assisted the traveler in canceling the booking.
Marker Style	Checkmark
Media	Image Layer 5 *ALT Text:* PNR action showing canceled reservation.
Audio	n/a

Item 6

Placement	Bottom segment
	Place the marker over this area:
	
	``
	P/SEAEX38CC/SEAEX38CC WS/SU 5SEP23/1625Z 3E22F8
	   025 AR/RMA SGF/MIDAS/*************************
	   025 AR/RMA SGF/MIDAS/CXL FLT FOR FTC
	   025 AR/RMA SGF/MIDAS/CABRAMS 23JUN23 0727 CST
	   025 AR/RMA SGF/MIDAS/*************************
	   025 RF-SGFMIDASCABRAMS-MCG-EXPD_B/SGF0044200 CR-SEAEX3605 50
	       623705 SU 0231GG/GA-MCG-EXPD_B/GAWITKT 23JUN1228Z
	``

Header	Final Remarks
Body	We see in this 025 layer the remark history that on June 23rd, the action code AR tells us that remarks were added to the PNR, likely notes from the cancellation phone call.

		On the **RF** line, we see the actions were received from SGFMIDASCABRAMS as the agent's OID, and at the end of this line, the remarks were added by the agent since 0321GG on June 23rd. You can use Amadeus Help and the knowledge base **Retrieving and Reading PNR Flight History** to help interpret more of the RF line.
	Marker Style	Checkmark
	Media	Image Layer 6 *ALT Text:* PNR action showing added remarks.
	Audio	n/a

Commented [39]: " we see the actions were received from SGFMIDASCABRAMS"

This isn't their "credentials" per se. RF lines are freeform text, but each role has specific formats they use when receiving a PNR. The credentials are actually further within the RF line. SEAEX3605 is the OID the agent belongs to and the agent sine is 0231GG.

Commented [40R39]: Updated. Make sure this makes sense, especially "the agent sine..."

Commented [41]: RF

Commented [42R41]: Thanks

Transition Text - Rise
Instead of memorizing all of the PNR history actions right away, let's take a look at your resources and get to know where you will find your answers about PNR history.

Activity Name	Get to Know Your Resources
Output	Rise Image/Text *New asset*
Resources:	*There should be a similar block used in other courses about using resources in an image/text block that we can leverage here.*

Outro Text - Rise
Instructions: 1. Open the knowledge base article: **PNR flight history commands in Amadeus—Global**. 2. Use Amadeus Help to HE RH for a list of action codes (HE RH > GPCOD > MS22). 3. Use your resources to match terms to their descriptions by dragging and dropping each description to its best match.

Knowledge Check– Matching Activity*
- *Total allowable matches: 10*
- *Character limit for each item: 90*

Graphic	n/a
Matching Columns	Total matches allowed: 10

Choices (random)	Matches (static)
Original Flight Segment	OS
Change Status Code	CS
Original Fare	OF
Added Ticketing Arrangement	AT
Added Fare Element	AF
Canceled Element Containing Status Code	XS
Added Remark	AR

	Received From	RF
	PNR Split	SP
	Flight Time Change	TC
Feedback	Correct/Incorrect *Correct feedback:* That's right! Way to leverage your resources. *Incorrect feedback:* That's not quite right. Double-check your resources and try again.	

Outro Text - Rise

Accessibility text: Select the **CONTINUE** button below to move on.
Add a Continue Button titled: CONTINUE

Developer Note: Learn It Section #1 Title

Learn It! Section #2 Title: The What and When About PNR Changes

Rise Text

As you walked through the different action sequences of the PNR, you saw some specific change codes along the way. It won't take long for you to begin recognizing the most common changes. For all of the others, lean on your resources to help you interpret every kind of PNR change.

Activity Name	
	What's That Change?
Output	● Rise KC
Resources:	● *New asset*

Intro Text - Rise

Let's get some more practice using your resources, this time focusing on changes.

Use your resources to identify the change codes in each action sequence image.

Images	Question/Answers	Feedback

```003/011 CS/AA 678 B 27JUL 6 PHXMKE UN41030A```
```003/011 CS/AA 472 B 03AUG 6 MKEPHX UN4 530E```
```   011 AS/AA 667 B 27JUL 6 PHXMKE TK4 640E```
```   011 AS/AA 464 B 03AUG 6 MKEPHX TK4 705A```
 	
Image link
	What does this PNR history tell you? Select all that apply.
	A. Segment status was changed for flights AA678 and AA472 to unconfirmed.
	
	B. New segments were added for flights AA667 and AA464 with a til confirmed status.
	
	C. Segment status was changed to for flights AA678 and AA472 to til confirmed.
	
	D. Segments were canceled for flights AA667 and AA464.
		Correct Feedback
		That's right!
		
		Incorrect Feedback
		That's not quite right. Refer to your resources and try again.

Commented [45]: Done

Commented [46R45]: See above comment.

Commented [47R45]: Ok

Commented [48]: "Use your resources"

Commented [49R48]: Can we make this q more challenging. The answer is change status from TK4 to UN4

Commented [50R48]: Val, per our SH feedback, please change the question to:

What does this PNR history tell you? Select all that apply.
A. Segment status was changed for flights AA678 and AA472 to unconfirmed.

B. New segments were added for flights AA667 and AA464 with a til confirmed status.

C. Segment status was changed to for flights AA678 and AA472 to til confirmed

D. Segments were canceled for flights AA667 and AA464

Commented [51R48]: I added - but still need the correct answers (or is it all of them?) please.

Instead of the matching exercise I originally planned, I followed this model to create 2 more questions for you to review.

Next, you'll use your resources again to answer some questions about the details shown in this PNR History.
Image Link

```
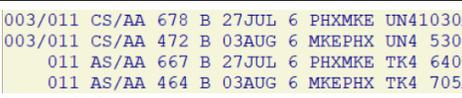>  rhi

RP/SEAEX38AA/SEAEX38AA              WS/SU    9NOV23/1619Z
SEAEX38AA/9998WS/18SEP23
     000 OS/B62514 L 30DEC 6 LGAATL LK1 1959 2226/NN *1A/E*
     000 OS/MIS 1A HK1 SEA 19JUL-RETENTION/HK
     000 RF-SEAEX38AA-MCG-EXPD_B/WSEXPAPD CR-SEAEX38AA 50543474 A
         S 9998WS/DS 18SEP2112Z
000/004 CS/B62514 L 30DEC 6 LGAATL HK1 1959 2226/NN *1A/E*
     004 RF-WS-MCG-EXPD_B/WSEXPAPD CR-SEAEX3180 11617270 AS 9999W
         S/DS 18SEP2114Z
004/007 TC/B62514 L 30DEC 6 LGAATL TK1 2055 2334/ 1959 2226
     007 RF-HDQRMB6 150540 CR-HDQ RM B6 15OCT0540Z
007/012 CS/B62514 L 30DEC 6 LGAATL HK1 2055 2334/TK *1A/E*
     012 RF-ETK-CIS-MCG-EXPD_B/WSEXPIQC CR-SEAEX38AA 50543474 SU
         9989WS/DS 15OCT1057Z
012/017 XS/B62514 L 30DEC 6 LGAATL HK1 2055 2334/TK *1A/E*
     017 AS/B62614 L 29DEC 5 LGAATL LK1 1637 1919/NN *1A/E*
     017 RF-A-MCG-EXPD_B/GUR0034712 CR-SEAEX3180 11617270 SU 0231
         GG/GA-MCG-EXPD_B/GAWITKT 09NOV1501Z
017/025 CS/B62614 L 29DEC 5 LGAATL HK1 1637 1919/NN *1A/E*
     025 RF-WS-MCG-EXPD_B/WSEXPSCTI CR-SEAEX3180 11617270 SU 9998
         WS/DS 09NOV1521Z
```

Question	Answer	*Feedback*

What does line 000/004 tell you?	A. The change from LK1 to HK1 indicates that the status was changed from created to confirmed.	*Correct feedback* That's right! You recognized the status change (CS) from LK1 to HK1 and your resources led you to the answer.
	B. The change from LK1 to HK1 indicates that the status is on hold awaiting confirmation.	
	C. This was the 4th customer service change since the PNR originated.	*Incorrect feedback* That's not quite right. Remember that you can always refer to your resources to help you interpret the PNR history actions and elements.
	D. In this customer segment, the traveler is waiting stand-by on a full flight.	
What do you see on line 004/007?	A. There was a time change made by the airline.	*Correct feedback* That's right! The action code TC means time change, and this change was made by the airline.
	B. The status of the ticket went from on hold to ticketed.	
	C. The traveler requested a seat change on their first ticket.	*Incorrect feedback* That's not quite right. Remember that you can always refer to your resources to help you interpret the PNR history actions and elements.
	D. The traveler requested special assistance on their itinerary.	

Activity Name	
	Every PNR Tells a Story About Change Sources

Output	Video
Resources:	● *New Asset* ● *Murf avatar: Natalie (conversational)*

VO SCRIPT/CAPTIONS	ONSCREEN TEXT	IMAGERY
Natalie (Narrator) PNR changes come from many different sources, some human, others not. They hide in plain sight, ready to show themselves to those who know where to look.		*Stitch together* *Layer 3 (enhance **REACC**)* *Layer 4 (enhance **ETK-CIS-MCG-EXPD**)* *Layer 5 (enhance **SGF0044200-MCG-EXPD_B**)* *Layer 6 (enhance **SGFMIDASCABRAMS-MCG-EXPD_B**)* *Idea…show a dog sniffing around and pausing as each of these details is enhanced.*
The humans who make changes to PNRs are the Frontline agents – that's you, using an office switcher script or auto switcher.		*Show an agent smiling and waving as the sniffing dog stops at him and wags its tail.*
Other changing entities include automated changes from travelers interacting with the website, airlines making changes in their system that feeds into Amadeus, or other automated processes.		*Show an airplane flying overhead as the dog sniffs the ground, stopping at a computer to sniff a little more.*
Even Voyager can add updates to the PNR through third-party schedule change processing like Cornerstone.		*Dog sniffs over to a chatbot that says, "Hello there!"*
Interpreting who did what in the PNR history is all in understanding the codes. Let's see more!		*Dog stops and looks downward, tail wagging.*

Activity Name	
	Amadeus Received Field by Action or Tool
Output	Rise bulleted list
Resources:	● *New Asset*

Transition Text - Rise
You saw earlier that the RF line signifies the end of a sequence of actions. Another important detail it reveals is who made a change in the PNR history. The list of details below will help you reveal who or what system initiated a change that you'll find in PNR history.
Bulleted List ● CIS Automated Cancel with Refund contains agent **9999WS** or **9998WS** in the received line. ● CIS Automated Void contains agent **9999WS** or **9998WS** in the received line. ● CIS Automated Exchange contains agent **9999WS** or **9998WS** in the received line. ● Airline Changes to a PNR contain **HDQ** in the line. ● Agent action logging by the office switcher script. ● CAT agent **026LC** using the office switcher sign **1111TK** (TK allows ticketing). ● Frontline agent **1919AA** with auto switcher **2222NT** (NT no ticketing).

Activity Name	
	Who did it?
Output	Image KC questions

Resources:	● *See images for links*

Transition Text - Rise

Let's practice identifying those details now as you use those clues from the Received Field to determine who or what completed a change.

Who Did It 1
`025 RF-SAVE CHANGES-MCG-EXPD_B/WSEXPAPD CR-BEREX3101 2325784`
`6 SU 9998WS 09MAY0357Z`
	● Airline
	● **CIS Automated**
	● Agent

Who Did It 2
`031 RF-ABAZA-SEAEX3S04/1919AA CR-SEAEX3170 11617270 SU 2222N`
`T/RO-67EBBF8F SEAEX3S04 00850360 05JUL1557Z`
	● Airline
	● CIS Automated
	● **Agent**

Who Did It 3
`005/045 TC/PR 113 E 29NOV 3 LAXMNL TK1 1115 1855+1/ 1255 1825+1`
`045 RF-REACC PR Q-0001AA/NCE1A0955 CR-MNLPR055C 00000000`
`0000 /DS 19JUL0635Z`
	● **Airline**
	● CIS Automated
	● Agent

Commented [54R52]: Let's make this example one that shows the airline made a change (showing HDQ in the RF line)

Commented [55R52]: Done

Commented [52]: Requested Image from Shannon

Commented [53R52]: I never received this request. Please source from FE SME - they can get PNR history examples.

Outro Text - Rise

Well done! Now it's time to join your peers and facilitator to collaborate and put your learning to work.

Accessibility text: Select the **TRY IT! (TRAINER-LED)** button below to move on.
Add a continue button titled: TRY IT! (TRAINER-LED)

Try It! (TRAINER-LED)

Activity Name	
	Workshop Overview
Output	Activities Overview image + Facilitator Deck
Resources:	*New content*

Workshop Overview Intro Text - Rise
Introduction to Reviewing PNR History Workshop Now it's time to join the **Introduction to Reviewing PNR History workshop** with your facilitator. Please review the agenda before it begins.

Rise Accordion for Activities Overview - Rise
Devs, please upload the text from the activities overview slide of the deck and insert it into RISE for learners to review. (see the table below) *Add the following accessibility text:* Select each **plus sign (+)** below to see what's in store for you in the Introduction to Reviewing PNR History Workshop.

TITLE	DESCRIPTION	DEV NOTES/IMAGES
Introduction to PNR History Course	*In this course, you will learn how to identify the details and coding in the PNR*	*Use relevant stock*

	History while leveraging your resources.	*imagery.*
Find the Amadeus Action Code Contest	*Race to find the action codes in the PNR history using the Amadeus help pages.*	*Use relevant stock imagery.*
Who Did It?	*Find where to obtain the information to identify who performed the changes to a PNR.*	*Use relevant stock imagery.*
Interpret the Story	*Work with a partner to interpret PNR history to determine what actions occurred and who performed them.*	*Use relevant stock imagery.*

Commented [56]: Updated

Commented [57R56]: Val, please change to "...interpret PNR history to determine what actions occurred and who performed them."

Commented [58R56]: Done

Workshop Facilitator deck – Canva to PPT		
Section	*Slide*	*Content*
Intro	*Title*	Introduction to Reviewing PNR History Facilitator's Workshop
	Activities Overview	*Slide Title:* Activities Overview

Introduction to Reviewing PNR History Course	*In this course, you will learn how to identify the details and coding in the PNR History while leveraging your resources.*
Find the Amadeus Action Code Contest	*Race to find the action codes in the PNR history using the Amadeus help pages.*
Who Did It?	*Find where to obtain the information to identify who performed the changes to a PNR.*
Interpret the Story	*Work with a partner to interpret PNR history to determine what actions*

		occurred and who performed them.
Find the Amadeus Action Code Contest (20 min)	*Title Slide*	*Slide Title:* **Introduction to Reviewing PNR History** Find the Amadeus Action Code Contest

	Class Overview	*Slide Title:* **Introduction to Reviewing PNR History** Find the Amadeus Action Code Contest
		
		Overview: *Now you try it…Speed Round!* *Race each other to identify action codes in the PNR history using the Amadeus help pages.*
		
		Instructions: 1. Group together with 4-5 learners per group. 2. Open your resources:
		    a. Knowledge base article: **PNR flight history commands in Amadeus—Global**
		    b. Amadeus Help 3. Identify and interpret the Amadeus Action Codes from the production PNR the facilitator presents to your group, then alert your facilitator when you have them all.

	Reflection	*Slide Title:* **Introduction to Reviewing PNR History** Find the Amadeus Action Code Contest **Reflection:** **Discuss with your whole class:** ● Why do you think you were allowed to use resources for this exercise? ● Which codes were the easiest to remember when you saw them again? ● Which codes do you expect to see most?
Who Did It? (30 min)	*Title Slide*	*Slide Title:* **Introduction to Reviewing PNR History** Who Did It?
	Class Instructions	*Slide Title:* **Introduction to Reviewing PNR History** Who Did It?

Comments:

Commented [59]: Updated

Commented [60R59]: Val, please change to "...interpret PNR history to determine what actions occurred and who performed them."

Commented [61R59]: Done

Commented [62]: My vision is having trainers pull up live PNRs for learners to view. If there are certain action codes you'd like to make sure they include in this activity, please let me know and I can add those to the FG.

Commented [63R62]: No, that's ok. We may want to add, that they should not just review from OS.

Commented [64R62]: Leaving this here for when I write the FG.
1 total reaction
Alexander Pegg reacted with 💯 at 2023-11-30 08:14 AM

Commented [65]: Per earlier comment, this article is now: "PNR flight history commands in Amadeus—Global

Commented [66R65]: Please update for all references

Commented [67R65]: Done

	Overview: Work together with your peers to interpret a PNR history by answering questions about a PNR history. **Instructions:** ● Split into groups of 3-4 learners. ● The facilitator will share a live PNR. ● Work with your group to answer the questions about the PNR on the next slide. ● Alert the facilitator when all of your questions are answered.	
	Challenge Questions	*Slide Title:* **Introduction to Reviewing PNR History** Who Did It? **Questions to answer:** 1. Who performed the changes to the PNR on step 005? 2. Who performed the changes to the PNR on step 000? 3. Locate a cross-referenced step and identify which previous history section the change impacted. 4. Locate the last step performed to the PNR and identify the receiver of the last step. 5. Locate step 008 and identify the receiver for that step.
	Reflection	*Slide Title:* **Introduction to Reviewing PNR History** Who Did It? **Reflection:** **Discuss with your whole class:** ● How do you think you can use the received line when assisting travelers? ● What is the importance of the data included in the received line (time, date, agent sine, etc.)?
Write Your Own Story 30 min	*Title Slide*	*Slide Title:* **Introduction to Reviewing PNR History** Interpret the Story
	Class Instructions	*Slide Title:* **Introduction to Reviewing PNR History** Interpret the Story

Commented [68]: Need to watch the video to see if she described that thoroughly.

Commented [69R68]: Ok, I provided more detail in earlier comment too on how to explain it.

Commented [70R68]: Thanks

		Overview: Pull segments from a PNR history and interpret the story around the details. **Instructions**: ● Work with a partner and select 1-3 segments from the PNR assigned from the facilitator. ● Interpret the details of those actions, including the codes and the source of each action and change ● Be prepared to share with the class. Your details may join together with another pair's story.
	Reflection	*Slide Title:* **Introduction to Reviewing PNR History** Interpret the Story **Reflection:** **Discuss with your whole class:** ● How confident do you feel about interpreting PNR history details? ● What consequences might occur if we fail to review a PNR history?
Final Slide		Thank you.

Commented [71]: actions

Commented [72R71]: Ok

Workshop Overview Outro Text - Rise
Accessibility text: Select the **MASTER IT! (SELF-PACED)** button below to move on. *Add a continue button titled:* MASTER IT! (SELF-PACED)

Master It! (SELF-PACED)

Activity Name	Review Activity
Output	Storyline
Developer/UX Overview:	*New Asset* *Use this image to go along with the questions:*

```
> rhi

RP/SEAEX38AA/SEAEX38AA                WS/SU   9NOV23/1619Z
SEAEX38AA/9998WS/18SEP23
    000 OS/B62514 L 30DEC 6 LGAATL LK1 1959 2226/NN *1A/E*
    000 OS/MIS 1A HK1 SEA 19JUL-RETENTION/HK
    000 RF-SEAEX38AA-MCG-EXPD_B/WSEXPAPD CR-SEAEX38AA 50543474 A
        S 9998WS/DS 18SEP2112Z
000/004 CS/B62514 L 30DEC 6 LGAATL HK1 1959 2226/NN *1A/E*
    004 RF-WS-MCG-EXPD_B/WSEXPAPD CR-SEAEX3180 11617270 AS 9999W
        S/DS 18SEP2114Z
004/007 TC/B62514 L 30DEC 6 LGAATL TK1 2055 2334/ 1959 2226
    007 RF-HDQRMB6 150540 CR-HDQ RM B6 15OCT0540Z
007/012 CS/B62514 L 30DEC 6 LGAATL HK1 2055 2334/TK *1A/E*
    012 RF-ETK-CIS-MCG-EXPD_B/WSEXPIQC CR-SEAEX38AA 50543474 SU
        9989WS/DS 15OCT1057Z
012/017 XS/B62514 L 30DEC 6 LGAATL HK1 2055 2334/TK *1A/E*
    017 AS/B62614 L 29DEC 5 LGAATL LK1 1637 1919/NN *1A/E*
    017 RF-A-MCG-EXPD_B/GUR0034712 CR-SEAEX3180 11617270 SU 0231
        GG/GA-MCG-EXPD_B/GAWITKT 09NOV1501Z
017/025 CS/B62614 L 29DEC 5 LGAATL HK1 1637 1919/NN *1A/E*
    025 RF-WS-MCG-EXPD_B/WSEXPSCTI CR-SEAEX3180 11617270 SU 9998
        WS/DS 09NOV1521Z
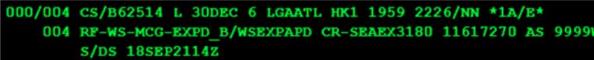>
```

Please enhance visual interest with imagery and branding.

Intro Text - Rise

Introduction to Reviewing PNR History Review
Thank you for attending the Introduction to Reviewing PNR History workshop! Now that you've had some practice, it's time to review what you've learned.

Accessibility text: Select the **START** button below to begin the activity..

001	*Title Screen Text:* Introduction to Reviewing PNR History Master It! *Add a START button that takes learners to slide 002*
002	*Title*: **Instructions** In this exercise, you will identify PNR history details by selecting the answer on the image. Let's get started! Select the **CONTINUE** button to begin. *Add a next button that takes learners to slide Q1*

Slide #	Content/Question	Interactivity	Answer Feedback
Q1	Select the section that shows the most recent action on the PNR.	*Place a HOTSPOT on the very last segment on the image that triggers correct feedback.* 017/025 CS/B62614 L 29DEC 5 LGAATL HK1 1637 1919/NN *1A/E* 025 RF-WS-MCG-EXPD_B/WSEXPSCTI CR-SEAEX3180 11617270 SU 9998 WS/DS 09NOV1521Z *Place HOTSPOTs elsewhere (top and middle of image) on the image that triggers incorrect feedback.*	*(correct feedback)* You found it! The most recent activity on a PNR is always located at the bottom. *(incorrect feedback)* That's not the latest activity. Refer to your resources and try again.
Q2	Select the first change of status.	*Place a HOTSPOT here that triggers correct feedback.* 000/004 CS/B62514 L 30DEC 6 LGAATL HK1 1959 2226/NN *1A/E* 004 RF-WS-MCG-EXPD_B/WSEXPAPD CR-SEAEX3180 11617270 AS 9999W S/DS 18SEP2114Z *Place HOTSPOTs elsewhere on the image that triggers*	*(correct feedback)* You found it! The CS code tells us this is a change in status.

		incorrect feedback.	(incorrect feedback) That's not the first status change. Refer to your resources and try again.

Q3	Select the very first entry of the PNR.	Place a HOTSPOT here that triggers correct feedback. (top segment)
		
		`SEAEX38AA/9998WS/18SEP23`
		`    000 OS/B62514 L 30DEC 6 LGAATL LK1 1959 2226/NN *1A/E*`
		`    000 OS/MIS 1A HK1 SEA 19JUL-RETENTION/HK`
		`    000 RP-SEAEX38AA-MCG-EXPD_B/WSEXPAPD CR-SEAEX38AA 50543474 A`
		`    S 9998WS/DS 18SEP2112Z`
		
		Place HOTSPOTs elsewhere that trigger incorrect feedback.
			(correct feedback) You found it! We have 2 ways to identify the first entry. One is that it's always at the top of the PNR history. The other is the 000 line identifier.
			
			(incorrect feedback) That is not the first entry in the PNR history. Refer to your resources and try again.

Q4	What section of this history tells you that flight segments were canceled?	Place a HOTSPOT over this part of the coding in part of the image that triggers the correct feedback. `012/017 XS/B62514 L 30DEC 6 LGAATL HK1 2055 2334/TK *1A/E*` Place HOTSPOTs elsewhere that trigger incorrect feedback.	(correct feedback) You found it! Way to read your coding! XS is a cancellation code. (incorrect feedback) That does not identify a cancellation. Refer to your resources and try again.
10	You've completed your review! If you are still within time, you can select the Restart button to review again!		

Commented [73]: Refer to your resources

Commented [74R73]: Done

Commented [75]: What section of this history tells you that flight segments were canceled?

Commented [76R75]: And we cannot tell if it was the traveller that cancel the flight. So when processing in the GDS. It will be automation, or airline or agent. We don't know if he traveller contacted to initiate that change. Make sense?

Commented [77R75]: Agreed.

Val, please change the question per my feedback above.

Commented [78R75]: Done

Outro Text - Rise

Activity Name	Wrap-Up
Output	Rise Wrap-Up Page Rise Text Rise 3 Grid Column

Intro Text - Rise

You are almost done with the course!

Canva Asset - Image

Please ensure you have:
- Completed all activities
- Participated in the workshop
- Prepared for the assessment

Outro Text - Rise

Accessibility text: Select the **PROFICIENCY ASSESSMENT** button below to move on.
Add a continue button titled: PROFICIENCY ASSESSMENT

Activity Name	
	Proficiency Assessment
Output	Rise Quiz Lesson
Resources:	*Devs: This asset has been updated- please see red text for updates.* *LMS Admin Notes: please create a Rise quiz lesson with a question bank.*

Intro Text - Rise
Now, it's time to demonstrate your new skills and knowledge. You will **complete an assessment** that will demonstrate that you can meet the course objectives. You have 2 attempts to pass the assessment, with a score of 80% or higher. Select the button below to take the quiz.

Question #	Questions	Answer Choices	Answer Feedback
1	Where can you find help in Amadeus about PNR history? Select all that apply. *Course Objective: 2*	a. HE RH / HE HISTORY b. HE PDR c. HE TIME d. HELP RH	*Correct:* That's right! Great job! HE is Amadeus Help, and a search for History will get you to PNR history. *Incorrect:* That's not quite right. Remember, HE is a search in the Amadeus

			help menu.
2	Why is the step **005/018** listed with 2 numbers? *Course Objective: 2*	a. Tell you action taken in step 018 is a newer change related to the previous step 005. b. Tell you action taken in step 005 is a new change related to previous step 018. c. Tell you the PNR was divided on step 018. d. Tell you that all actions between step 005 and 018 were not saved.	*Correct:* That's right! Great job! The 2 numbers represent a cross-referenced step number. *Incorrect:* That's not quite right. Remember your resources to find these most common codes you'll see in PNR history.
3	What does the code RF tell you in PNR history? *Course Objective: 2*	a. Return to segment b. Reference code c. Required flight d. The end of a series of actions	*Correct:* That's right! Great job! The RF code is always found at the end of the segment. *Incorrect:* That's not quite right. Remember, the RF code is a great indicat between segments.
4	Match the code to its meaning: *Course Objective: 3*	*Matching* | Description	Code
---	---
Change Status	CS		*Correct:* That's right! Great job! These are some of the most common codes you'll se in PNR history. *Incorrect:* That's not quite right. Remember

Commented [79]: To me, this question (in grammar terms) is not matching its answers. Maybe "What does the step 005/018 listed with 2 numbers tell you?" makes more sense. But, of course, I want to hear from the Lead ID/ID reviewer.
1 total reaction
Alexander Pegg reacted with 💯 at 2023-11-30 08:29 AM

Commented [80R79]: I am hesitant to change this since it was previously approved as-is (with one number correction) in 2 other SBs.

Commented [81R79]: Shannon - Please make this call.

Commented [82]: Adding to Learn It.

Commented [83R82]: It was added to Learn It.

Can we update a couple of things:
1. In the question, change "0005" to "005"
2. Update the responses to a more higher level of blooms

A. Tells you action taken in step 018 is a newer change related to the previous step 005.

B. Tells you action taken in step 005 is a new change related to previous step 018.

C. Tells you the PNR was divided on step 018.

D. Tell you that all actions between step 005 and 018 were not saved.

Commented [84R82]: Done

| | | Canceled element with status code | XS | your resources to find these most common codes you'll see in PNR history. |
| | | Original Segment | OS | |

| 5 | Using the screenshot, select the correct actions performed to the PNR on Step 11.

`003/011 CS/AA 678 B 27JUL 6 PHXMKE UN41030A 401P/HK *1A/E*`
`003/011 CS/AA 472 B 03AUG 6 MKEPHX UN4 530P 714P/HK *1A/E*`
`    011 AS/AA 667 B 27JUL 6 PHXMKE TK4 640P1159P/TK *1A/E*`
`    011 AS/AA 464 B 03AUG 6 MKEPHX TK4 705A 859A/TK *1A/E*`

Course Objective: 2 | a. Flight segments were canceled from the PNR and new flights were added.
b. New flights were added as additional travelers were added to the PNR.
c. Invalid flights were removed and the traveler selected replacements.
d. A schedule change occurred changing the status code of existing flights and adding new flights. | ***Correct:*** That's right! Great job! You recognized the change that occurred and added new flights.

Incorrect: That's not quite right. Remember, you can review your resources to find what the CS and AS codes represent. |
| 6 | Identify the code on the screenshot where the original flights were sold. | a. OP
b. OS
c. OT
d. OR | ***Correct:*** That's right! Great job! The code OS tells us this was the original sale.

Incorrect: That's not quite right. Use your resources to help you identify the action codes in PNR history. |

```
000 OS/AA 678 B 27JUL 6 PHXMKE LK41030A 401P/NN *1A/E*
000 OS/AA 472 B 03AUG 6 MKEPHX LK4 530P 714P/NN *1A/E*
000 OS/MIS 1A HK4 SEA 16NOV-RETENTION/HK
000 OP/APB SEAEX38AA 1161727-0/P-EXPEDIA TRAVEL 404-728-8787
000 OP/APH SEAEX38AA 1 (920) 4707777-H
000 OT/TKOK 14JAN/SEAEX38AA
000 OR/SSR CHLDAAHK1 09JUL14/GARCIA/MALEB SAMUEL(CHD/
    09JUL14)
000 OR/SSR CHLDAAHK1 06JAN17/GARCIA/GRACIA MARIA(CHD/
    06JAN17)
000 OR/SSR FQTVAAHK/ AA5H6TI20/GARCIA/NEAL A(ADT)
000 OR/SSR DOCSAAHK1 ////10SEP80/M//GARCIA/NEAL/A/GARCIA/
    NEAL A(ADT)
000 OR/SSR CTCEAAHK1 GARCIANEALR//FOXIL.COM/GARCIA/NEAL A(
    ADT)
```

Course Objective: 4

7	Who received the PNR shown? `031 RF-ABAZA-SEAEX3S04/1919AA CR-SEAEX3170 11617270 SU 2222N T/RO-67EBBF8F SEAEX3S04 00850360 05JUL1557Z` *Course Objective: 4*	a. Frontline agent b. Cornerstone c. CAT Agent d. Web Service	*Correct:* That's right! Great job! The code after **RF-** tells us who received the PNR. *Incorrect:* That's not quite right. Remember to check the information after **RF-.**
8	Identify what indicates that the web service executed the receive. `021 RF-MCG-EXPD_B/WSEXPIQC CR-SEAEX3100 11617270 SU 9998WS/E S-FF8A0912 SEAEX3100 11617270 10APR2035Z` *Course Objective: 4*	a. SEAEX b. RF-MCG-EXPD c. WSEXPIQC d. FF8A0912	*Correct:* That's right! Great job! When you see **WS-** it's a good indicator that Web Service was involved. *Incorrect:* That's not quite right. Remember, a lot of Web Service actions have **WS** as part of their coding.
9	What consequences might occur to a traveler or the company if the PNR history isn't reviewed? Select all that apply. *Course Objective: 1*	a. Agent Error b. Traveler Dissatisfaction c. Retail loss d. Airline Loss	*Correct:* That's right! Great job! Missing a detail on the PNR history can create a lot of problems for the traveler, the agent, and the company. *Incorrect:* That's not quite right. Remember, missing a detail on the PNR history can create a lot of problems for the

			traveler, the agent, and the company.
10	Which code indicates a change was made to the status? *Course Objective: 2*	a. CS b. HE c. TC d. OS	***Correct:*** That's right! Great job! You found the Change Status code. ***Incorrect:*** That's not quite right. Remember, your knowledge base has the change codes if you ever need help reading the PNR history.
11	Based on what you see in the PNR history, select the actions that can take place. Select all that apply. *Course Objectives: 2,3*	a) Booking b) Ticketing c) Flight changes d) Time Changes e) Tickets Added	***Correct:*** That's right! Great job! All of these are examples of the kinds of actions (and more) that make up the PNR story. ***Incorrect:*** That's not quite right. Remember, there are a lot of different actions that make up a PNR story.

_____**End of Rise Course**_____