Accessing Queues

Graphical View Quick Reference

OVERVIEW

Sabre® Red™ Workspace in graphical view provides you the ability to access your office queues.

Before using this reference guide, please ensure you have read the Getting Started Quick Reference for graphical view.

SET UP YOUR DESKTOP

Log in to your Sabre® Red™ Workspace application.

Sign in to the Sabre® host system.

Click Booking Tools.

Select Graphical View to open the graphical work flow Start homepage.

QUEUES MODULE

From the graphical view Start homepage, you can access your office queues.

Press F6 to access the Queues module.

The Queue Displays screen appears.

QUEUE COUNT

A Queue Count is the default display.

To access queues for a branch pseudo city code, type the desired PCC in the highlighted field, as appropriate.

Press Alt + Q or click Queue Count to request a queue count for the new PCC.

ACCESS QUEUES

Use your mouse to click and highlight the desired queue.

Click Queue Access or press Alt + A

The response indicates the following: queue number, PNR record locator, agent sine, date, and time of queue placement.

Click the desired PNR line to highlight it.

Click Retrieve PNR or press Alt + N.

The PNR Summary screen appears.

You can review each area of the PNR using the tabs across the top of the screen.

Modify the itinerary or other PNR components using the ADD or EDIT functions within each screen.
ACCESSING QUEUES

You have three options while viewing the PNR on queue:

- **End** transaction (Alt + D) which will remove it from the queue and save any changes
- **Ignore** transaction (Alt + N) which will return it to the queue without changes
- **Ignore & Retrieve** (Alt + R) which will return it to the queue without changes and re-display it

QUEUE MOVE

From the graphical view Start homepage, press F6 to access the Queues module.

The Queue Displays screen appears.

Use your mouse to click and highlight the desired queue.

Click **Queue Move** or press (Alt + O).

The Queue Move screen appears.

Tab to Queue Number and type the desired new queue number.

Press Alt + Q or click **Queue Move** to move all PNRs in the existing queue to the new queue number.

You will see a message advising you that the Queue Move is in progress.

Press Alt + O or click **Close** to complete the move.

QUEUE ZAP

From the graphical view Start homepage, press F6 to access the Queues module.

The Queue Displays screen appears.

Use your mouse to click and highlight the desired queue.

Click **Queue Zap** or press (Alt + Z).

You will see a message asking for verification that you want to delete the desired queue. Press Alt + Y or click **Yes** to continue or press Alt + N or click **No** to cancel the action.

You will see a message advising you that all PNRs in the desired queue will be cleared.

Press Alt + O or click **Close** to complete the removal.