

## ContourWeb Overview

ContourWeb is an online web-based solution for the Tour Operator industry. This solution at its core has [CONTOUR®](#), an automated reservation system designed for tour operators and other travel service providers. The products booked on ContourWeb may be drawn from two sources. One source is inventory that is entered and stored in the Product database. The other source is inventory that is accessed from global distribution systems.

By and large, ContourWeb is intended to:

- ✚ Set up travel inventory, products, and prices once
- ✚ Manage all inventory, multiple brands and distribution channels from a single, central platform
- ✚ Sell online and offline, manage your offers in real-time.

ContourWeb users are:

- ⇒ Call center agents, operations staff (internally)
- ⇒ Travel agents (externally).

ContourWeb is an easy-to-use tool for making travel product reservations and generating concomitant documents.

To become familiar with the corresponding options provided by ContourWeb, let us move through the typical user's actions.

## Advanced Booking

This feature is available to travel agents with ability to change existing bookings.

### Access to Booking Options

To get access to the Advanced Booking options, you should select **Reservation/Advanced Booking** on the action bar of ContourWeb.



**Fig. 1** Access to the Advanced Booking options

As a result, the Advanced Booking page appears Fig. 2 illustrates how the page can look like.

**Fig. 2** A sample content of the Advanced Booking page with the Product Search tab in focus

The major parts of the Advanced Booking page are:

⇒ The multi-tab working area

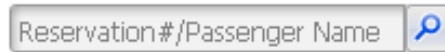
For detailed information, refer to the sections titled Product Search, Itinerary, Passengers, Payment, and Confirmation.

⇒ The **Create Reservation** button



A ContourWeb user, if authorized, can specify an agency on behalf of which a new reservation will be created as well as an origin (call center) which the agency is associated with.

⇒ The **Search Reservation/Passenger** control group



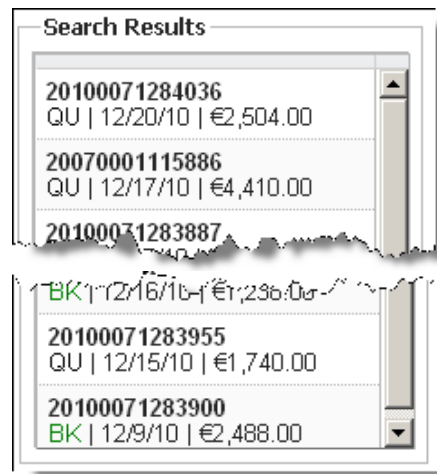
It helps to find an existing reservation by using either its number or the traveler's name.

⇒ The **Display Recent Reservation** hyperlink

Display [Recent Reservations](#)

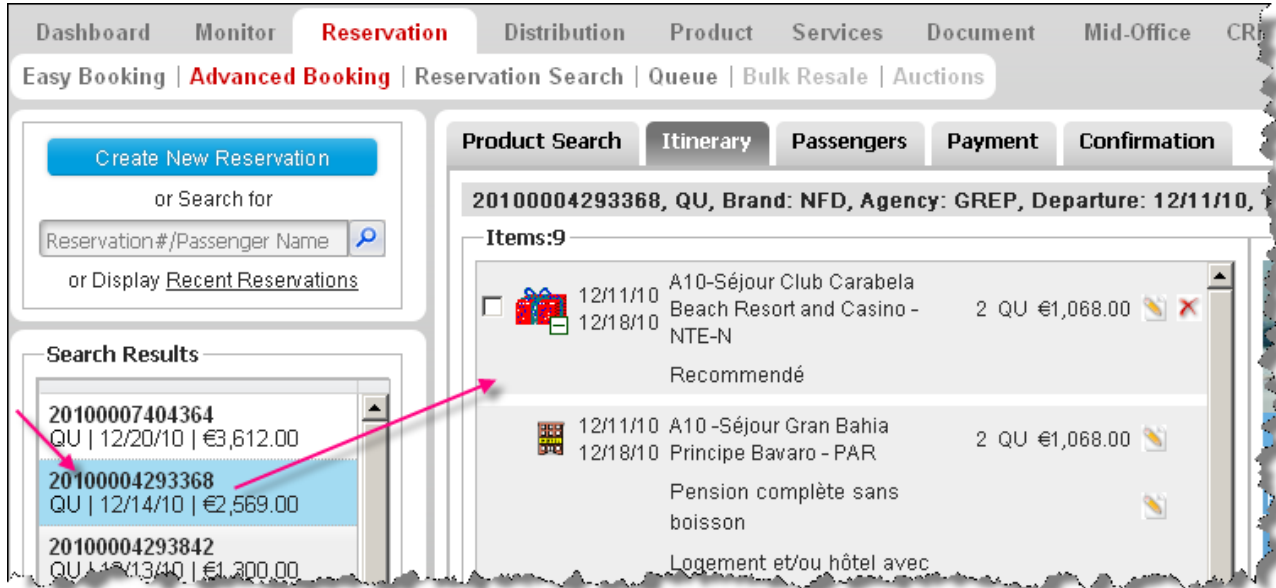
With a mouse click on the hyperlink, you can refresh the list of reservation shown below.

⇒ The **Search Results** list box



**Fig. 3 A sample list of recently created reservations on the Advanced Booking page**

Every row of the list of reservations (Fig. 3) has a hyperlink to the corresponding reservation whose content will be displayed on the **Itinerary** tab whenever you click on the link.



**Fig. 4** A click on a selected row of the list of reservations brings up the Itinerary tab with the details of the selected reservation

⇒ The **Products To Push** control group



**Fig. 5** A sample content of the Product To Push area on the Product Search tab of the Advanced Booking page

**Note**

A “push” promotional strategy makes use of travel agents’ sales force and trade promotion activities to create consumer demand for travel products