

## FACTS: Software Development Kit for Travelport Universal Desktop™

### Are you ready for a desktop that works the way you want to work?

The needs of travel agencies and travellers differ a lot from one geographic region to the next. To answer your unique requirements, Travelport Universal Desktop was created to give you customisable options instead of a commonplace solution. The Universal Desktop Software Development Kit (SDK) is the powerful toolkit that makes it all possible. Using the SDK, you or a third-party developer can extend, integrate and enhance the value of your desktop with ease.

### Our software development kit gives you abundant freedom to customise

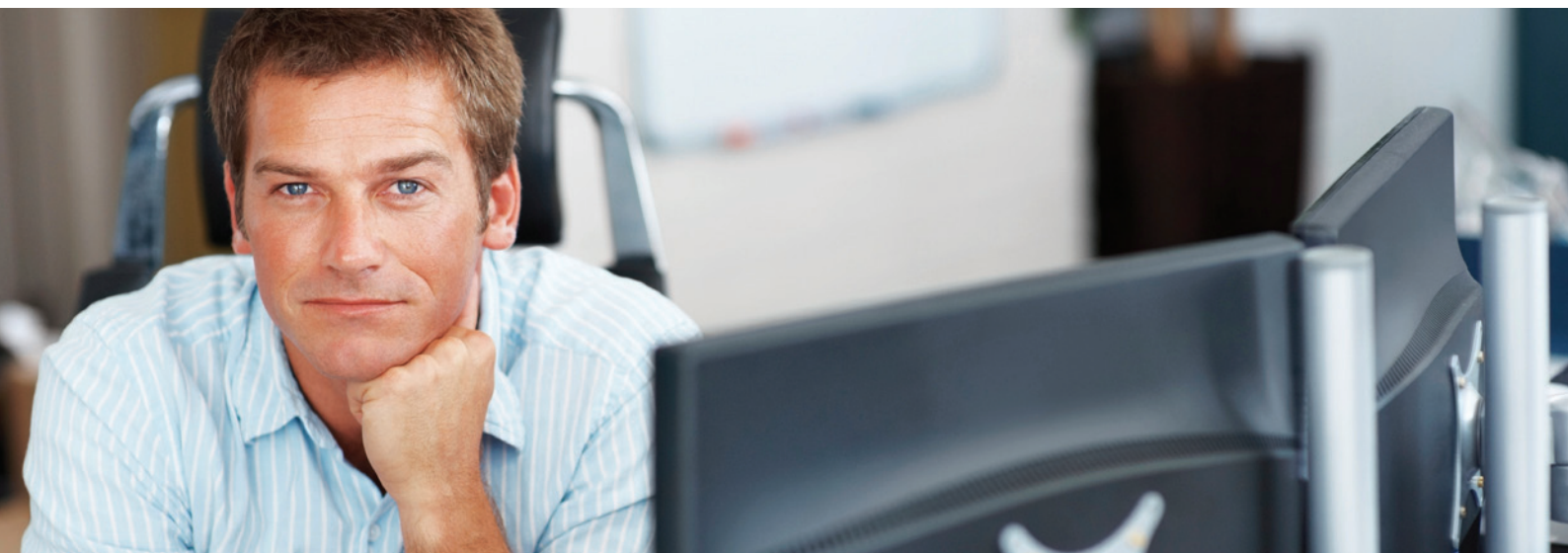
The strength of the Software Development Kit puts control in your hands. Using the kit's extensive set of tools, documentation and utilities, your developer can easily customise and enhance your Universal Desktop application with add-on modules, features and functionality to meet the unique needs of your travel agency and customers.

### Create and add your own travel applications and widgets

The Universal Desktop dashboard lets agents instantly access and harness the power of frequently used applications, tools and plug-ins used in your daily operation – including standard tools and those you create. The dashboard comes with several Travelport-supplied widgets that are already docked on the dashboard. These include an inbox, calendar, photo, data tracking, shortcut widgets and more. The SDK gives you freedom to create, add and use your own floating widgets, too. It's easy to integrate applications that are critical to your business workflow, or add tools that enhance your agents' user experience, such as current weather, news and alternative time zones.

### KEY FEATURES AT A GLANCE

- > Aggregate your agency-sourced travel content into the Universal Desktop, where an indicator is displayed to assist your agents
- > Create a Universal Record segment for your agency-sourced content for itinerary display and back-office integration
- > Integrate your own productivity-building widgets and travel applications
- > Create custom activities that control the agent workflow process and the associated tasks assigned to each custom activity
- > Programmatically fill dialogue boxes
- > Insert data into the booking workflow
- > React to defined events as they occur across your desktop application
- > Synchronise a Universal Record with a remote system



## Deliver meaningful choices that meet the needs of your agents and customers

The SDK's custom providers tool allows you to add your own or third-party air, car rental or hotel content into the Universal Desktop application within Travelport-defined activities. This ensures your agents enjoy a rich and bountiful user experience. Within a single system, agents can search, shop and book content from multiple places, including your own sourced content, Web content, supplier-direct connections, low-cost carrier offerings and global content from Travelport.

## Streamline your back office with automatic syncing of Universal Record data

A central component of the Universal Desktop is the Universal Record, a true super PNR that combines all components of a traveller itinerary no matter where or how the booking occurred. This means it includes travel data associated with your own agency-sourced content.

Once your custom providers are defined through the SDK, you can view this content alongside standard travel content, and also benefit from automatic integration of the data within the Universal Record at the time of booking. This eliminates the need to manually add travel data for your agency-sourced content. It makes mid- and back-office workflows very efficient, and saves time and money.

## Increase the power of your agency workflows

Custom activities are the core of the Universal Desktop's workflow framework. Using custom activities, you can fully control your agents' workflow processes and the associated tasks that are assigned to each one. A number of pre-defined activities, such as Air, Car and Hotel, come standard with Universal Desktop to speed your implementation process.

And of course you can create your own. In fact you can create a whole suite of activities that are meaningful to the needs of your business and customers. For example, you might create a custom activity that performs search and booking functionality for cruise lines. Your agents can access these custom activities in workflows alongside those that are pre-defined.

## Unique support for developers to get you up and running fast

The Universal Desktop Software Development Kit is specifically and thoughtfully designed to help your programmer quickly and easily customise your Universal Desktop application. Clearly written technical self-help documentation and tools are available online for rapid reference:

- Universal Desktop Test Harness is a complete, full-featured version of the standard Universal Desktop application. It provides a simulation environment that enables SDK developers to debug their code in a more streamlined development process.
- A comprehensive set of Application Services provide general functionality and guidelines for SDK developers. These services assist with adherence to development best practices and optimise development.
- Module templates are provided for each type of module that can be built using the SDK.
- Sample projects highlight the rich functionality of the SDK to give developers a head start.
- A dedicated Technical Support Team and expertise are available for when you need that extra level of support.
- Technical Support Hotline
- Comprehensive, user-friendly help files and schema definitions

### Technical Requirements

- The Universal Desktop SDK conforms to universally recognised industry standards and protocols:
- Message Envelope SOAP 1.1
- Message Transfer HTTP 1.1
- Encryption SSL 3.0
- Web Service Description Language WSDL 1.1

## Move your business to the next level

For more information about the Travelport Universal Desktop Software Development Kit and our full suite of next-generation business and productivity tools, contact your Travelport representative today.

