Disruption handling
Introduction

• Disruption notification for NDC bookings is currently only sent to agents via email

• Customer feedback has highlighted the requirement to offer a proposition which enables agents to queue disruption notifications

• Messages will be pushed to agents
  o Allows real-time notifications
  o Using HTTP and SOAP
  o Agents in turn have to expose an endpoint to receive messages
  o Endpoint secured via Basic Authentication
Planned process for disruption notification

**Involuntary booking changes**

**Phase 1:** Cancellations, Schedule Changes  
**Phase 2:** Route Change, Aircraft Change, Delays

**Customer Re-accommodation**

**Schedule Change Notification Service**

**Email**
- Agent
- Customer (-24 hrs)

**XML Notif**
- Agent or  
- NDCSP
Important to know

- IATA agents can receive message **direct** from British Airways and / or **indirect** from their NDC service provider

- End points can be registered per:
  - Agent
  - Aggregator

- 17.2 API

- The following information is required from users:
  - Endpoint to receive the OrderChangeNotif messages on.
  - SOAP URL – must start with “https” and support TLS 1.2
  - SOAP Action
  - Authentication credentials (user name and password) for endpoint
Proposals

• We originally discussed various protocol options for sending notifications to agents:
  o Push via SOAP (i.e. via HTTP)
  o Push via REST (i.e. via HTTP)
  o Push via SMTP
  o Poll via SOAP
  o Poll via RSS/Atom feed
  o Poll via HTTP Long Polling

• We chose "push via SOAP" - lighter on our infrastructure and NDC is already implemented in SOAP
Authentication details

Schema change - No IDREF for segment ref

Are developers willing to develop “listeners” to receive the notifications of each and every airline? Does this require an industry solution?

With SOAP, recipients will receive and have to process all the messages as soon as they are sent out
Long term vision

• Implement a technology, which acts like a mediator, like a post office that receives and redistributes messages

• Cloud based technology - This means that BA only needs to open up a single communication channel to a single destination

• Event based system to receive events from agents, eg Acknowledgment messages
Q & A