



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
 - Allows real-time notifications
 - Using HTTP and SOAP
 - Agents in turn have to expose an endpoint to receive messages
 - 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:
 - Push via SOAP (i.e. via HTTP)
 - Push via REST (i.e. via HTTP)
 - Push via SMTP
 - Poll via SOAP
 - Poll via RSS/Atom feed
 - Poll via HTTP Long Polling
- We chose "push via SOAP" - lighter on our infrastructure and NDC is already implemented in SOAP

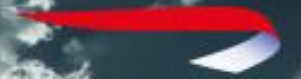
Pain points



- 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

