

OVERVIEW

SeatGuru by TripAdvisor is a Red App that allows users to quickly find seat and amenity information, and gives agents the ability to explore seat maps and reviews submitted by other agents and travelers. With this content now available in the Sabre Red Workspace, agents can more efficiently find seat and amenity information for making optimal seat selections for their customers.

The screenshot displays the SeatGuru app interface. On the left is a detailed seat map for an Airbus A321, showing rows 20 through 34. Seats are color-coded: green for 'Good seat', yellow for 'Be Aware - See comments', red for 'Bad seat', and mixed green/yellow for 'Mixed Review'. Row 23 is highlighted as an emergency exit row. The map also shows crew seats, power ports, and the galley. A 'NON SMOKING' sign is visible on the right side of the cabin. Below the map is a stylized aircraft tail view.

On the right side of the interface, there is a user profile section with a 'View all' link. Below that is the 'In-flight amenities' section, which includes icons for Audio, Video, and Food. A text description states: 'Six channels of recorded music are available through a connection and controller located in the seat armrest.' The 'Overview' section provides information about the aircraft: 'Aegean Airlines Airbus A321-200's are used on long-range and heavy-capacity routes. Seating is placed in two cabins: Business Class (European-style - an arrangement of three seats with the middle seat blocked to provide additional personal space) and Economy Class.'

The 'Featured user comments' section shows a review submitted by a 'SeatGuru User' on 2017/08/29 regarding exit rows. The review text reads: 'Submitted by SeatGuru User on 2017/08/29 for Seat Exit rows I flew on two occasions in August 2017 with Aegean A321 jets. The seat map on Seat Guru appears to be outdated, showing rows up to no.34, instead of up to no. 35 as is the diagram provided by Aegean when you complete your online check-in. This affects the second exit row, which I found to be at row 23 NOT row 24. On my flight, there was a huge gap between the exit row 23 and row 22 in front of that; it was almost as large as 1.5 rows of seats. It is also worth noting...'

At the bottom, a 'Seat map key' defines the symbols used in the seat map:

- Green square: Good seat
- Yellow square: Be Aware - See comments
- Red square: Bad seat
- Mixed green/yellow square: Mixed Review
- Blue square with person icon: Crew seat
- Blue circle with power symbol: Power port
- Red double arrow: Emergency exit
- Blue square with coffee cup icon: Galley
- Blue square with person icon: Lavatory

BENEFITS

- Help travel consultant make optimal seat and amenities choices for the customer.
- Improve better service to customers

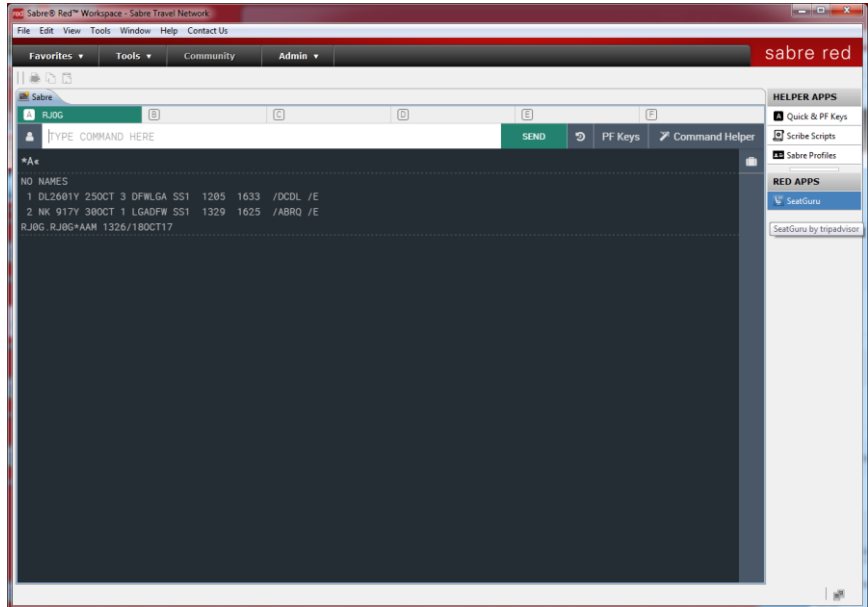
TASK

GRAPHIC

To use **SeatGuru Red App**, you must have at least one AIR segment on your PNR.

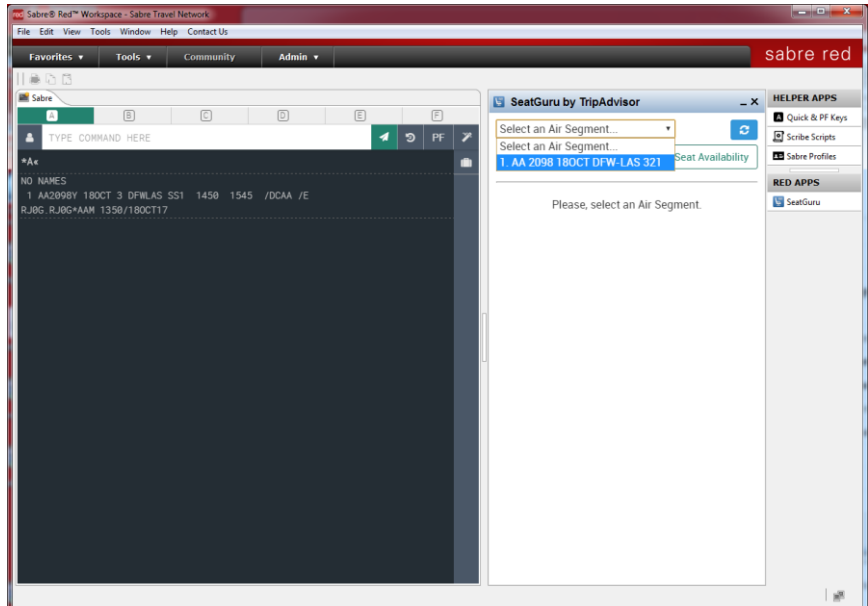
*Internet connection is required for SRW to access service Provider.

Open the app by clicking on SeatGuru Red App icon, located on Red Apps Toolbar



Select an Air Segment to obtain Equipment and detailed Seat information.

- 1) Select the dropdown list of segments
- 2) Select an Air Segment on the list, if there's information available on Provider the SeatGuru UI will be presented.



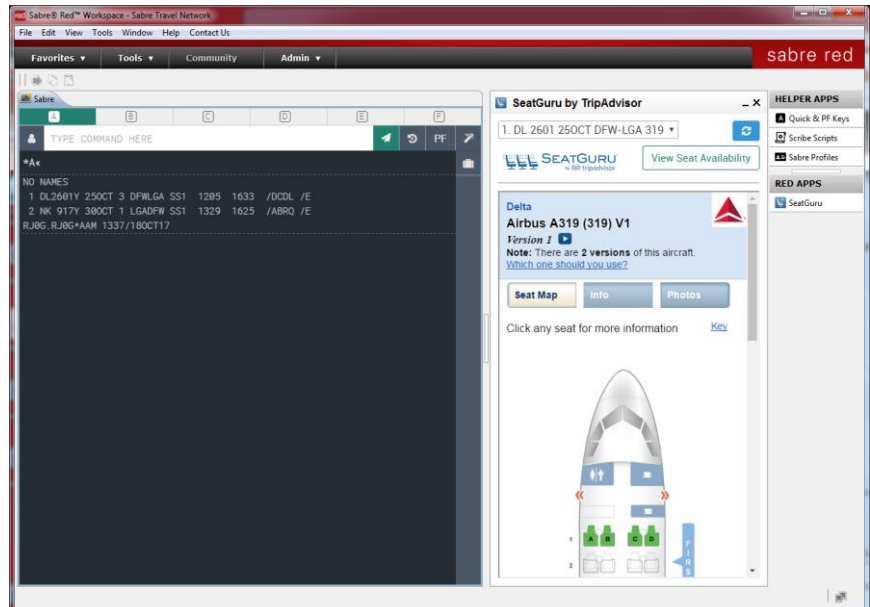
TASK

GRAPHIC

Obtain detailed information about the Seat Map for selected Equipment, reviews, photos and amenities available.

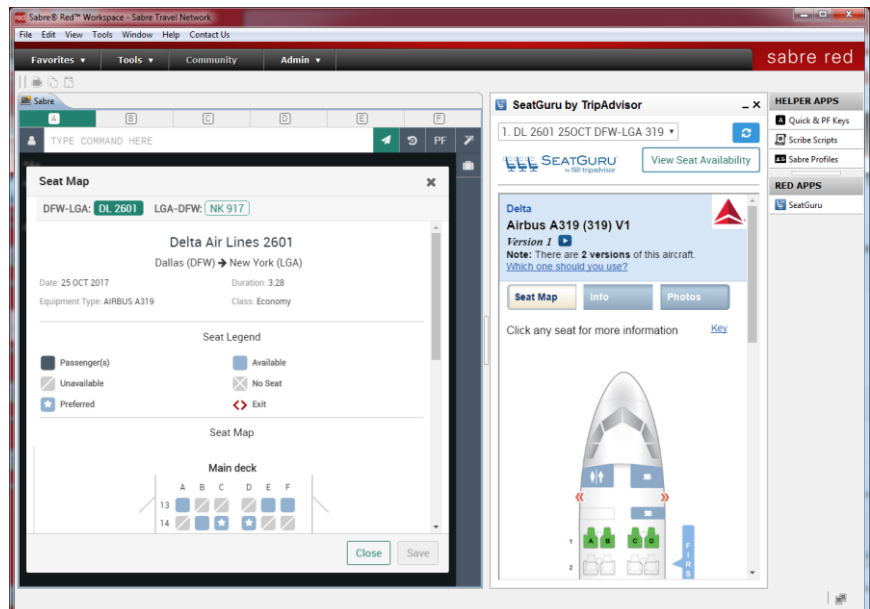
U can hover mouse over seats presented for the aircraft, and a popover will appear giving details about the seat.

Click on Info button to get access to detailed reviews or u can also see some photos from the cabin.



Check system Seat Availability

By clicking on “View Seat Availability” button, the user has ability to open SRW Seat Map widget, which will allow to make reservations and purchases available for the seat.

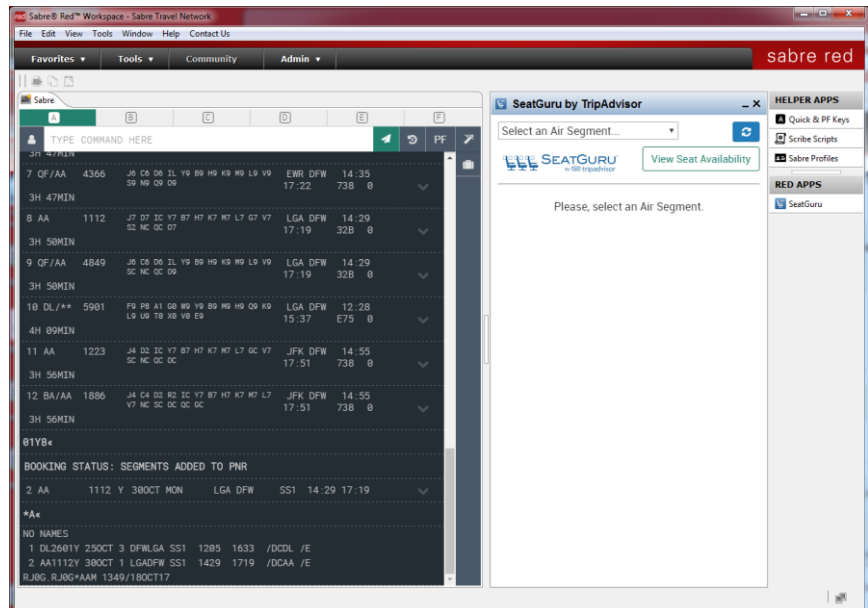


TASK

GRAPHIC

Refresh segments from the PNR.

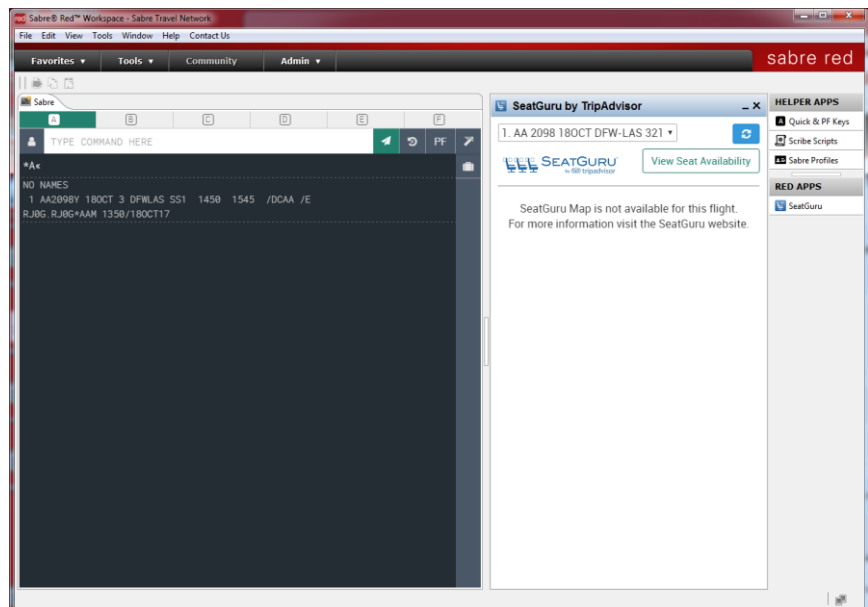
If u have done modifications on the current Air itinerary while SeatGuru Red App is still opened, u can click on "Refresh" button and it will reload the Air Itinerary from the PNR and refresh App UI for Selection.



Troubleshooting

In case there is no available data for a selected Equipment the user will be notified and a log generated.

As a Web Based Red App, accessing external content provider, the usage of this Red App would require Proxy / Firewall configuration settings applied to SRW.

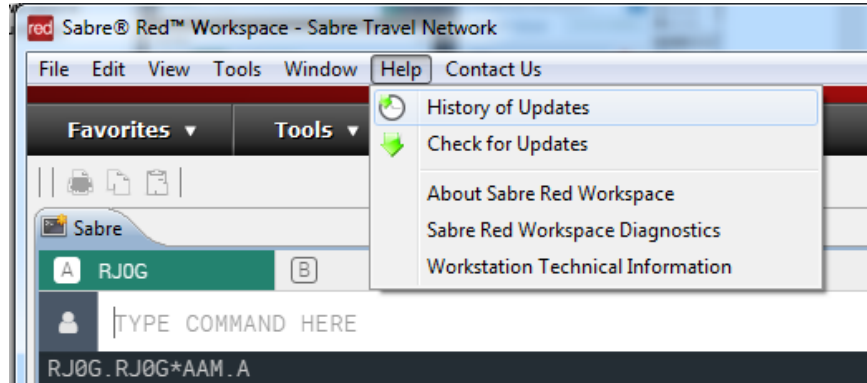


TASK

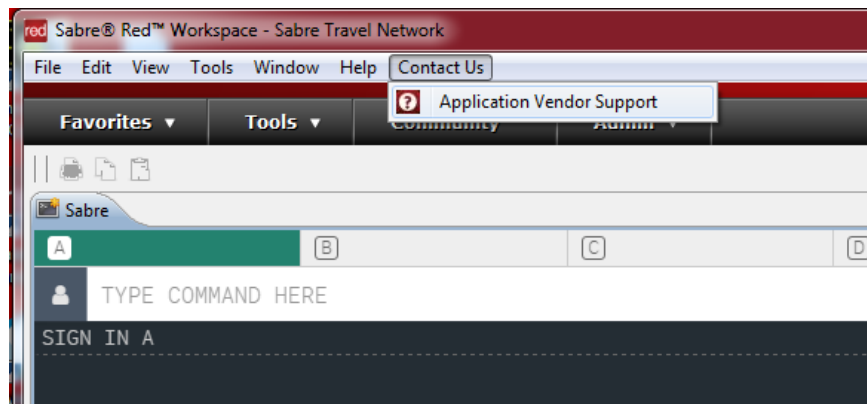
GRAPHIC

How to validate if a RED APP is already installed in my Sabre Red Workspace?

To validate that the user received the application before restarting Sabre Red Workspace, click Help and then History of Updates to look for Red Apps with a Status of Not Yet Activated.



1. After restarting Sabre Red Workspace, you can also look under **Contact Us – Application Vendor Support** to validate that the application installed successfully.



2. The system will open a new window with all the Red Apps Installed.

Should you need to contact the Red App Vendor for support, just click on the Red App name to open the **Contact Details**.

