

= PRE-ASSIGNED QUEUES =

H/PAQ

UTC	UNABLE TO CONTACT
LMT	LEFT MESSAGE TO CALL BACK
0	URGENT
1	GENERAL
1*CPD	PAST DATE QUICK
2	SEATING REPLIES
3	SYNCHRONISATION ADVICE
4	Not yet assigned
5	Not yet assigned
6	Not yet assigned
7	RQR FOLLOWUP (Awaiting vendor Locator)
8	TOD FOLLOWUP (not yet in use)
9	TICKET REVIEW TAW (BFs with TAW)
10	TICKET REVIEW TAU (BFs with TAU)
11	FARES
12	REVIEW BOOKING FILE
13	Not yet assigned
14	AUTO TKT REJECT (BFs rejected from queue 10 following queue ticketing)
15	GROUPS ADVICE (Group booking advice)
16	VENDOR REMARKS (incoming from airlines)
17	WAITLIST KL (BFs with KL status except group bookings)
18	URGENT KK (BFs with KK within 14 days)
19	GENERAL KK (BFs with KK outside 14 days)
20	UNABLE US UU (BFs with UU, US status)
21	UNABLE TO CONFIRM (BFs with UC, UN, NO status)
22	TIME CHANGED (BFs with TK, TL status)

23	HX NOTIFICATION (BFs with HX status)
24	AUX SERVICE ADVICE (BFs with service responses from hotel, car vendors etc.)
25	SERVICE INFO ADVICE (BFs with SSR status changes)

Note: The remaining 74 queues (26 through 99) may be assigned for your office needs. Keep a list of these pre-assigned queues by each CRT. Those queues not assigned above have yet to be named by the Galileo® system.

= QUEUE COUNT =

Booking File Queue Count

H/BFQC

QCA	Count all queues
QCA/AH3	Count all queues for branch AH3
QCA*50	Count all queues with more than 50 BFs
QCA/AH3*50	Count all queues for branch AH3 with more than 50 BFs
QCB	Count queues 0 and 1
QCB/GL2	Count queues 0 and 1 for branch GL2
QCB/37	Count Q37 (total number of BFs on that queue and all categories)
QCT/37	Count Q37 (number of BFs on that main queue only, with names)
QCTA/37	Count Q37 (total number of BFs on that queue and all categories, plus a breakdown of Associations with names)
QCDA/37	Count Q37 (total number of BFs on that queue and all categories plus a breakdown of Associations)
QCB/GL2/15	Count Q15 for branch GL2
QCB/6+12+25	Count Q6, Q12 and Q25
QCT/6+12+25	Count Q6, Q12 and Q25 (with names)
QCB/GL5/19+GL1/7	Count Q19 for branch GL5 and Q7 for branch GL1
QCTA/ALL	Display a complete count for all queues, categories and date ranges within your pseudo city
QCT/37*CDM*D1	Count Q37, category DM, Date Range 1
QCT/GL5/27*CBA*D4	Count Q27, category BA, Date Range 4 for branch GL5

General Message Queue Count

H/GMQC

QCM	Count general message queue
QCM/1AJ	Count general message queue for branch 1AJ
QCM/1AJ+GL2+T4R	Count general message queue for multiple branches

Supervisory Message Queue Count

H/SMQC

QCS	Count messages in supervisory queue
QCS/JZ7	Count Supervisor message queue for branch JZ7

= QUEUE ACTIVITY SUMMARY =

H/QAS

QA/ALL	Display queue activity summary for all main queues
QA/EA7/ALL	Display queue activity summary for all main queues for branch EA7
QA/60*CTS*D1	Display queue activity summary for Q60, category TS, date range 1
QA/8+9+49*CCT+53	Display queue activity summary for multiple queues
QAT/60	Display queue activity summary for Q60 and associated categories and date ranges

= WORKING A QUEUE =

Sign in, Work and Exit a Booking File Queue

H/BFQ

Q	Sign in to queue 0 or 1
Q/18F	Sign in to queue 0 or 1 of branch 18F
Q/27	Sign in to queue 27
Q/37*CDM	Sign in to Q37 category DM
Q/37*CBA*D3	Sign in to Q37, category BA, date range 3

QUEUES

Q/18F/27	Sign in to queue 27 of branch 18F
Q+*IA	Sign in to urgent queue displaying air segments only
Q/78+*P	Sign in to queue 78 displaying phone field only
Q/GL2/78+*IA.NP	Sign in to queue 78 at branch GL2, displaying air segments and notepad
Q/99+*RL-123XYZ	Sign in to Q99 and display specified record locator
Q/99*CDL+*RL-123XYZ	Sign in to Q99, category DL and display specified record locator
Q/GK5/77+*RL-123XYZ	Sign in to Q77 at branch GK5 and display specified record locator
Q/GK5/77*CDL*D2+*RL-123XYZ	Sign in to Q77, category DL, date range 2 at branch GK5 and display specified record locator
I	Return BF to bottom of queue
QR	Remove BF from queue
QFREE/B/78	Remove all BFs from queue 78 - second level authorisers and above only; only valid for non-preassigned queues (queues 26 to 99)
QP	Move back 1 in the queue (Queue Previous)
QPI	Ignore current BF and move back 1 in the queue
QW	List all queues where current BF resides (Queue Where)
QX	Sign out of queue
QX+E	Sign out of queue and end transaction on BF
QX+I	Sign out of queue and ignore BF
QX+QEB/43	Sign out of queue and place BF on queue 43
LQI	Ignore BF placed on queue by a list entry
LQR	Remove all BFs placed on a queue by a list entry
QENDON	Activate end of queue marker
QENDOFF	Deactivate end of queue marker

Sign in, Work and Exit a General Message Queue

H/MESS

QM	Sign into general message queue
QM/7Y6	Sign into general message queue at branch 7Y6
QM/7XY-LST	Display last message in message queue for branch 7XY
QM-7	Display specific message 7 from the message queue
Q*	Redisplay message
QRM	Remove message from general message queue
QEMI	Place general message at bottom of queue
QEMI/YP7	Place general message at bottom of queue at branch YP7
QX+QRM	Sign out of general message queue and remove message
QX+QEMI	Sign out of message queue and place message at bottom of queue
QEM	Send message to general message queue
QEM/3B7	Send message to general message queue at branch 3B7
Q*I	Redisplay a General or Supervisory message and ignore any modifications to message
Q*P	Redisplay a General or Supervisory message with any modifications to message
QM-LST	Display last message in message queue

Sign in, Work and Exit a Supervisory Message Queue

H/WQSM

QT	Designate CRT as supervisory CRT for UMSG (only 1 CRT permitted)
QN	Cancel supervisory status
QS	Sign in to supervisory queue
QS/7Y6	Sign in to supervisory message queue at branch 7Y6
QRS	Remove supervisory message
QESI	Place supervisory message at bottom of queue
QESI/GL2	Place supervisory message at bottom of branch GL2 queue

QES or	Send message to supervisor queue
QES/GL2	Send message to supervisory queue at branch GL2

Note:

The following entries may only be made by second level authorisers and above; **QT, QN, QS, QS/7Y6, QRS**

= PLACING ON QUEUE =

Placing a Booking File on Queue

H/BFQP

QEB	Place BF on own queue 1
QEB/35	Place BF on own queue 35
QEB/42*CAB*D4	Place BF on Q42, category AB, date range 4
QEB/42*CAB+40*CSR*D2	Place BF on Q42 category AB and on Q40 category SR, date range 2
QEB/3RB	Place BF on queue 1 at branch 3RB
QEB/3RB/35	Place BF on queue 35 at branch 3RB
QEB/1V/HN1/14	Place a BF on queue 14 at Apollo agency HN1
QEB/35+40	Place BF on own queues 35 and 40
QEB/7WV/42+78	Place BF on queues 42 and 78 at branch 7WV
QEB/P	Place BF on queue 1 of NDC city in first phone field
QEB/P/27	Place BF on queue 27 of city in first phone field
QEB/Q	Place BF on queue 1 of the city which owns the BF
QEB/43+GA1/50	Place BF on own queue 43 and branch GA1 queue 50
QEB/XX2/43+EA1/50	Place BF on queue 43 at branch XX2 and on queue 50 at EA1
QEB/XX2/43*CTR+EA1/50 *CDM*D2	Place BF on Q43 category TR at branch XX2 and on Q50 category DM date range 2 at branch EA1
QEB/1V/RH7/30+JK8/29	Place a BF on queue 30 at Apollo agency RH7 and on queue 29 at Galileo agency JK8

Procedure to Send Supervisory or General Message

H/BFSG

1.	Type message in notepad Example: NP. CONTACT TOUR OPERATOR RE 24 MAR-SMITH+ NP. TOUR CANCELLED. GA1-JUDY
2.	Send message, by entering QES or QES/GL2, to place on supervisory queue <i>or</i>
2.	Send message, by entering QEM or QEM/GL2, to place on general message queue

= LMT AND UTC QUEUES =

Left Message to Call Back (LMCB or LMT) Queue

H/LMCB

QCL	Count Left Message to Call Back queue
QCL/1AJ	Count Left Message to Call Back queue for branch 1AJ
QLMCB	Place BF on Left Message to Call Back queue
QLMCB*WILL CALL PM	Place BF on Left Message to Call Back queue with text

Unable to Contact (UTC) Queue

H/UTC

QCU	Count BFs on Unable to Contact queue
QCU/GL2	Count BFs on Unable to Contact queue for branch GL2
QUTC	Place BF on Unable To Contact queue
QUTC*TRY AFTER 6PM	Place BF on Unable To Contact queue with text
QI/15	Set Unable To Contact time (second level authoriser)

Note: For UTC queue, BF will return to the same queue after 180 minutes unless otherwise specified.

= BOOKING FILE INSTRUCTIONS =

H/BFI

QY*	Display a list of Booking File Instructions
QY*12+23+61-66	Display specific BF instructions, or a range of BF Instructions
QEB/67@9	Queue BF to Q67 and insert BF Instruction no.9
QEB/67	Queue BF to Q67 and delete any BF instructions

= QUEUE MONITORING =

Booking File Queue Monitoring

H/BFQM

QIN	Determine queue you are working in and count number of people working that queue
QINC/10	Count number of people working a specific queue
QINC/ALL	Count number of people signed into all queues
QINC/GL5/1	Count number of people working specific branch queue
QINC/GL5/ALL	Count number of people signed into all queues at branch GL5

Booking File Queue Display Control

H/BFDC

QDB/GL2/46/S	Change BF queue 46 to single record display for branch GL2
QDB/GL2/46/A or QDB/GL2/46	Change BF queue 46 to automatic display sequence for branch GL2
QDB/70/S	Change BF queue 70 to single record display sequence for own branch
QDB/70/A or QDB/70	Change BF queue 70 to automatic display sequence for own branch

Message Queue Display Control

H/QDM

QDM/S	Change the general message queue to single message display for own branch
QDM/GL2/S	Change the general message queue to single message display for branch GL2
QDM/A or QDM	Change the general message queue to automatic display sequence for own branch
QDM/GL2/A or QDM/GL2	Change the general message queue to automatic display sequence for branch GL2

= QUEUE NAME HEADERS =

Queue Prefatory Instructions

H/BFPI

(Queue name headers)

QPB*	Display entire Queue Name Table
QPB*15	Display Queue Name Table (Prefatory Instruction table) for queue 15
QPB@55JOHNS Q	Change Queue Name Header for queue 55 to JOHNS Q (second level authorisers and above only)
QPB@ALL/HH3	Change all queue name headers of pseudo city HH3 to reflect master table (second level authorisers and above only)
QPB@PRO/HB3	Change the preassigned queue name headers of pseudo city HB3 to reflect master table (second level authorisers and above only)
QAB*	Display which queues are active
QAB*EA7	Display which queues are active for branch EA7

Adding Category and/or Date Range titles

H/QTCD

(only secondary authorizers can make these entries)

QDQT	Display fill-in format for adding queue titles
QDQT/37	Display fill-in format for adding category and date range titles for Q37

Rules for Adding Queue titles

- * Queue titles are optional, not mandatory
- * Queue titles can have a maximum of 20 characters :- alpha, numeric, blanks or special characters

Rules for Adding Categories and/or Date Range titles

- * Category and Date Range titles are optional, not mandatory
- * Category titles can have a maximum of 12 characters :- alpha, numeric, blanks or special characters
- * Date Range titles can have a maximum of 6 characters (as above)

Activate/Deactivate Queue and Categories

H/QAB

(The following entries are for Second level authorisers and above only)

QAB/28/ON	Activate queue number 28 of own branch
QAB/GL2/28/ON	Activate queue number 28 of branch GL2
QAB/28/OFF	Deactivate queue number 28 of own branch
QAB/GL2/28/OFF	Deactivate queue number 28 of branch GL2
QDCA/37*CDM	Activate category DM in Q37
QDCA/37*CDM+CGB+CBA +CLH+C17+C99	Activate up to 10 categories for a single queue in one entry
QDCA/37*C1-20	Activate up to 100 numeric categories (in sequence) for a single queue in one entry
QDCA/44*CTS*D1	Activate category TS and date range 1 for Q44
QDCA/44*CTS*D1+CBA*D2-4	Up to 10 categories and 4 date ranges can be associated in one entry. Separate with a +

All categories and date ranges associated to a queue are deactivated when that queue is deactivated. The queue must be empty of Booking Files.	
QDCX/37*CDM	Deactivate category DM in Q37
QDCX/37*CDM+CGB+CBA+CLH+C17+C99	Deactivate up to 10 categories for a single queue in one entry
QDCX/37*C1-20	Deactivate up to 100 numeric categories (in sequence) for a single queue in one entry
QDCX/37*CDM+C17*C50-65	Deactivate alpha/numeric and ranges of categories in one entry

= MOVING QUEUES =

H/BFQX

QB29/47	Move all BFs from queue 29 to queue 47
QB29/GL3/35	Move all BFs from queue 29 to branch GL3 queue 35
QB26/41-999	Move 999 BFs from queue 26 to queue 41
QB45/GL3/33-450	Move 450 BFs from queue 45 to branch GL3 queue 33
QB29/37*COT	Move all BFs from Q29 to Q37 category OT
QB29*CHH/37*COT*D1	Move all BFs from Q29 category HH to Q37 category OT date range 1

Note: The maximum number of BFs to be moved is 999. To move more, multiple entries are required. (Queues 26 to 99 only)

QUEUE FORWARDING

H/QF

QF/45+32	Forward BFs from Q45 to Q32
QF/45+EA7/50*CMW*D2	Forward BFs from Q45 to Q50 category MW date range 2 of branch EA7
QFX/45	Cancel queue forwarding for Q45
QFSTAT	Display queue forward status
QFHIST	Display queue forward history

= QUEUE SORT =

Queue Sort

H/QSOR

QSORT99/98	Sort all items from the first specified BF queue of own city, to the second specified BF queue of own city in date order of the first active BF segment
QSORT99/XX1/98	Sort all items from the first specified BF queue of own city, to the second specified BF queue of the specified destination city in date order of the first active BF segment
QSORTID*99/KM/98	Sort all items from the specified BF queue of own city, to the second specified BF queue of the own city by specific agency sign-on ID in date order of the first active BF segment
QSORTID*99/KM/98+RWD/92+JMP/91+MJP/90	Sort all items from the specified BF queues of own city, to the specified BF queues of the own city by specific agency sign-on IDs in date order of the first active BF segment
QSORTID99/98*CCC	Sort all items from the first specified BF queues of own city, to the second specified BF queues of own city by specific in date order of the first active BF segment for queue category CC
QSORTID99/98*CCC*D1	Sort all items from the first specified BF queues of own city, to the second specified BF queues of own city by specific in date order of the first active BF segment for queue category CC date range 1

= LIST NAMES IN QUEUE =

H/QLD

QLD/39	List all names in Q39
QLD/1AA1/39*CAR*D3	list all names in Q39 category AR date range 3 for branch 1AA1
QLD/39-@	List all PDQ names in Q39

Note : Must be out of queue to make the above entries

= QUEUE PRINT =

Booking File Queue Printing

H/QPR

(Max. queue length is 385 BF prints on itinerary printer.)

QPRINT/B/48	Print all BFs on Q48
QPRINT/B/48*CGG	Print all BFs on Q48 category GG
QPRINT/B/48*CGG*D2	Print all BFs on Q48 category GG date range 2
QPRINT/B/GL3/55	Print all BFs on branch GL3 queue 55
QPRINT/B/22*H	Print all BFs on Q22 with history
QPRINT/B/19*1/50	Print BFs by range
QPRINT/B/19*1/50*H	Print BFs by range with history
QPRINT/B/53*1/50*N.I+*H	Print BFs by range with name and itinerary plus history

Message Queue Printing

H/MQP

QPRINT/M	Print all items on general message queue
QPRINT/M/GL2	Print all items on branch GL2 general message queue
QPRINT/S	Print all items on supervisory message queue
QPRINT/S/XX1	Print all items on supervisory message queue for branch XX1

Stop Queue Printing

H/SQP

QPRINT/STOP	Stop print function
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Printability

P-	With most of the Queue inputs described above, the response can be output to a printer rather than the screen by preceding the input with P-
Example:	
P-QCA	Queue Count for all queues, send output is to printer