Introduction to Sabre Web Services

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Developer Resource Center (DRC)
Developer Resource Center (DRC)
DRC – Developer’s Startup Kit
DRC – Developer’s Startup Kit
DRC – Search

Sabre Holdings

Search

Enter Search String

Type

DRC

Efficiency
### DRC – Search

![DRC Search Interface](image)

#### Search Panel
- **Enter Search String**: Allows entering a search string.
- **Type**: Options for search types.
- **All Types**: Select all types of search.
- **Sabre Service**: Specifies Sabre services.
- **More Search Options**: Additional search options.

#### Data Table
<table>
<thead>
<tr>
<th>Name</th>
<th>Version Type</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPS_EXT_ProfileBulkReadRQ</td>
<td>6.x Open Systems Web Service</td>
<td>Registered</td>
</tr>
<tr>
<td>EPS_EXT_ProfileCreateRQ</td>
<td>6.x Open Systems Web Service</td>
<td>Registered</td>
</tr>
<tr>
<td>EPS_EXT_ProfileUpdateRQ</td>
<td>6.x Open Systems Web Service</td>
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</tr>
<tr>
<td>EPS_EXT_ProfileDeleteRQ</td>
<td>6.x Open Systems Web Service</td>
<td>Registered</td>
</tr>
<tr>
<td>EPS_EXT_ProfileHistoryRQ</td>
<td>6.x Open Systems Web Service</td>
<td>Registered</td>
</tr>
<tr>
<td>EPL_EXT_ProfileReadRQ</td>
<td>6.x Open Systems Web Service</td>
<td>Registered</td>
</tr>
<tr>
<td>EPS_EXT_ProfileSearchRQ</td>
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</tr>
<tr>
<td>EPS_EXT_ProfileToPRRQ</td>
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</tr>
<tr>
<td>EPS_EXT_ProfileUpdateRQ</td>
<td>6.x Open Systems Web Service</td>
<td>Registered</td>
</tr>
<tr>
<td>ParkRequestStatusRQ</td>
<td>1.x Open Systems Web Service</td>
<td>Registered</td>
</tr>
</tbody>
</table>

**Open Systems Web Service**: EPS_EXT_ProfileBulkReadRQ (6.x)

**Description**: EPS_EXT_ProfileBulkReadRQ is a Sabre Profiles web service that combines existing ReadRQ and reads multiple profiles, filters, and formats in a single call. It will be used for multiple purposes including use by the Sabre Profiles GUI and Sabre Travel Policy to improve performance.

- Each BulkRead request will be transformed into a number of plain read requests and sent concurrently. The maximum number of objects of each type that can be retrieved with a BulkRead request is 10 at this time.
- Profiles: Profiles are individual entities for which information is stored. The system supports Traveler, Corporation, Agent, Agency, and Operational profiles.

**Templates**: A Template can be created to govern the structure of each profile type. It provides the basis that determines which items or data elements within the database

*Note: The file is a screenshot of a web interface and contains technical information about a web service.*
DRC – Service Overview

Service Overview

OTA_AirAvailLSRQ (2.x)

Description:
- v2.1.1 corrects an issue where an incorrect host format was being created when specifying /FlightSegment@FlightNumber in the request message, and also corrects an issue where an incorrect date was being returned via /FlightSegment@ArrivalDateTime in the response message.
- v2.0.0 adds the ability to override minimum/maximum connection times for multiple connection locations into the request, adds /FlightSegment@OnTimeInd into the response, and corrects an issue where @ArrivalDateTime was returning an incorrect arrival date. Please note that this service version will not be available in SWS PROD until the late-September, 2012 timeframe so that clients refrain from upgrading to this new version at this time. At this time clients are welcome to test against the https://sws-sts.cert.sabre.com back-end. Once all of the necessary back-end content components are in place we will notify users of the availability of this functionality.
- v2.0.0 adds the ability to request air extra-related information on follow-on availability requests, and also adds several new response elements including elements/attributes for returning ground time. v2.0.0 also corrects an issue related to requesting connections with specific carriers where the behind-the-scenes host command being created was not being properly formatted leading to a format-related error response.
- OTA_AirAvailLSRQ is used to search for air availability. For additional information please refer to the Format Finder Help System.

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DRC – Service Detail

Service Overview

Current CERT Service Version / Release ID: v2.1.1 / TPFC 2.7.0
Current PROD Service Version / Release ID: v2.1.1 / TPFC 2.7.0
Service Name/Service Action Code: OTA_AirAvailLLSRQ
Sample Sabre Host Command: 121DECFSGD9M
Service Default Time-Out Value (seconds): 60

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DRC – Sample Workflows

General Description: Sabre® Web Services – Sample Workflows (1.x)

Description:

Attached to this asset you will find sample workflows for booking air, car, and hotel segment utilizing our orchestrated services as well as our TPF Connector-based Sabre Web Services. Each sample provides the relevant request and response payloads required to complete the workflow. Please note that it is assumed that the client application has successfully signed into the Sabre Web Services infrastructure prior to sending any of these transactions.

To view these workflows please click on the “Use - Download” button in the upper right hand corner of the service asset and follow the prompts to download the relevant samples.
DRC – Sample Workflows
SoapUI Tool
SoapUI Website
SoapUI Tool
Download SWS Test Tool for SoapUI
Import SWS Client Test Tool
SoapUI – Update Credentials
SoapUI – Update Test Case Properties
SoapUI – Run Test Case
SoapUI – Errors

![SoapUI Interface with errors]

- Test started at 2013-04-19 12:37:20.000
- Step 1 [Test Properties] OK, took 0 ms
- Step 2 [SessionCreateRQ] FAILED, took 127 ms
- (Not SOAP Fault) Response is a SOAP Fault
- Test case failed (Cancelling due to failed test step), time taken = 127
SoapUI – SOAP Fault
SoapUI – Sabre Host Error
Session Management
**Session Management**

Session Management *is*:

- Managing *Sabre Web Services* connections
- Efficient
- Reliable

Session Management *is not*:

- *State* maintenance
  - Sabre PNR state (work area or AAA)
  - A client-side “shopping cart”

**Service State**

- *Sabre Web Services* are *stateless*
- Sabre *functionality* exposed via *Sabre Web Services* may be stateful or stateless
Three Approaches

Basic Connection
- Conversational
- Appropriate for low volume

Connection Pooling
- Persistent connections
- Efficient use of multiple sessions

Connection Management
- Protected connections
- Maximum reliability
- Highly scalable
Basic Connection

Conversational Strategy

1. Open connection (*SessionCreateRQ*)
2. Issue *Sabre Web Services* call(s)
3. Close connection (*SessionCloseRQ*)
Connection Pooling

Persist & Share Connections:

1. Send SessionCreateRQ to establish a pool of open connections
2. Client(s) connect and send Sabre Web Services calls
3. Send SessionValidateRQ or OTA_PingRQ as needed
4. Clear Sabre work area (AAA) between workflows
5. Send SessionCloseRQ to end connection
Connection Management

Horizontally Scalable Implementation

Clients -> Load Balancer -> CONNECTION MANAGER

Connection Manager processes incoming requests from Clients and routes them to available sockets. Session information is persisted for load balancing and scalability.

Network

SOAP/HTTP

Session Information Persistance
More Information
DevStream
DevStream
DevStream Community

Question and Answers

I am new to using Sabre Web Services. I have got access to the Sabre DRC. I can see all the web services I am subscribed to. Need to know, how I can consume the web services and get the city pair availability details. Please suggest exactly where to look in DRC.

asked on Apr 05, 2013 at 10:13 AM by Hamid - Open until May 05, 2013
category: getting started - 1 answer

Answers (1)

Hi Hamid, have you located at Sabre Web Services - Developer Start-Up Kit?
If you're looking for a specific service to get city pair availability the OTA_AirAvail.LSRO is the one.
answered by Fara Jams on Apr 08, 2013 at 01:51 PM

Facebook
DevStream Groups
DevStream Collaboration

I have the following in a script to capture the 2 character credit card company and the last 4 digits of the credit card in a masked FOP line. It is to add an accounting line in for seat charges. Michael Lichtenstein was kind enough to assist me back in Sept 2012 when I wrote it and it worked great until recent. Now it does not capture the characters and the accounting line never inputs. Here is a snapshot of the part of the script that is supposed to do this. Can anyone tell me what is wrong with it?

```
CC:
="(CLEAR ALL)" +" ENTER"
READ F="EMUFIND ALL" R=3 C=7 ":([A-Z][2])", "([OPCCC]","([0-9][4])", "([OPCCN]
DEFAULT [FOPCCC]=[FOPCCN]
DEFAULT [FOPCCN]=[FOPCCN]
IF [NOFOP] = "NO PSQR DATA" THEN
GOTO NOCC
ELSEIF $[FOPCCN]=0 THEN
GOTO NOCC
ELSE GOTO ACLINE
ENDIF
NOCC:
WINDOW R-30 c-60 h="NO CREDIT CARD INFO"
NO CREDIT CARD FOP - Please input credit card information below:
Credit card: [FOPCC1]
Format: credit company code then number... AX336781549891006
OR
Choose Form of Payment Check (X) [FOPCK]
ENDWINDOW
ACLINE:
IF([INS] AND [FOPCCN]) THEN
```

---

**Sabre Travel Network**
Sabre Web Services Support
Sabre Web Services Support
Team and Responsibilities

• Provides support to all customers that use Sabre Web Services for development
  • 24x7 phone and email support
  • Global coverage

• Support team consists of 18 specialists

• Service level targets
  • 80% of calls answered within 40 seconds
  • First response to email queries within 24 hours
- Admin: 39%
- Host related: 31%
- General Question: 9%
- How to use: 6%
- User Error: 5%
- Connectivity: 3%
- Design/Schema: 2%
- Security: 1%
- Version: 1%
- Alerts & Alarms: 2%

- 1100 Service Incidents/month
- +68000 emails/year

- Average response - 4.1 hours
- Average resolution - 2.8 days/incident
Severity Level definitions

- Sev 1 - Critical component is down; no workaround exists
- Sev 2 - Major critical component is degraded; workaround exists, but it is temporary
- Sev 3 - Medium multiple non-critical components down or degraded
- Sev 4 - Minor single, non-critical, component down or degraded; no business impact
Sabre Web Services
Recommendations for Contact

• Please call the support team for any Sev One/Two issues

• When reporting issues via email, please use the following guidelines
  • Make emails as specific as possible
  • Do not use old emails to report new issues
  • Avoid changing the subject line of an e-mail when responding to an original thread
  • Provide XML files/log files; screenshots do not provide the necessary information
Provide the following information when reporting an issue:

- A clear description of the problem detailing:
  - Environment and Web service name/version
  - IPCC, PCC where the problem is occurring
  - The payloads, requests, and responses as attachments (separate files)
  - Logs and configuration files regarding the application being used
  - Include the incident number if you are sending a follow up

Note: Name your zipped attachments using the naming convention: name.sabre.file
Sabre Web Services
Customer Support Survey

• Customers may receive a Customer survey request when the service incident is closed

• You will not be bombarded with survey requests!

• The survey is intended to get your honest feedback on the service you received

• Surveys are reviewed and customers are contacted when concerns are identified

• Your feedback will serve as a driver for future improvements
Dear Lucia Corcoll,

Sabre is asking for your cooperation in completing an important survey to assess our effectiveness on your recent interaction with our Web Services Support organization.

Our records indicate that you contacted us on 7/7/2012, by Email to webservices.support@sabre.com

This survey is designed to take you less than 5 minutes to complete. All individual responses will be kept strictly confidential, and the answers will only be analyzed in total.

Follow this link to the Survey: Take Survey

Thank you!

To opt out of future emails regarding this survey follow this link: Opt Out

Worldwide Headquarters, Sabre Travel Network, 3150 Sabre Drive, Southlake, TX 76092 Tel: 682 605 1000
Sabre Web Services
Customer Support Survey cont’d

How satisfied are you with each of the following?

<table>
<thead>
<tr>
<th>How satisfied are you with each of the following?</th>
<th>Very Dissatisfied</th>
<th>Somewhat Dissatisfied</th>
<th>Neutral</th>
<th>Somewhat Satisfied</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analyst’s courtesy and professionalism</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Analyst’s ability to communicate clearly</td>
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<td>Analyst’s expertise / knowledge level</td>
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<td>0</td>
</tr>
<tr>
<td>Total time required to resolve/answer your request/inquiry</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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</tr>
<tr>
<td>Final resolution/response to your request/inquiry</td>
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<td>0</td>
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</tr>
<tr>
<td>Overall quality of the service received</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Is there anything else you would like to tell us?

0% [ ] 100% [ ]
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