

## **Sabre Virtually There Configuration Tool**

As from 10th of February Virtually There agency customers have access to the new Virtually There Configuration Tool. The Virtually There Configuration tool expands the customization options that can be stored in one location that is easily accessible and easy to use in a graphical interface.

**Customization of email messaging** – You send itinerary, ticket and e-invoice documentation to travelers via Virtually There e-mail. The e-mail message contains instructional information for travelers to access their travel information online. With the new configuration tool, you are having the ability to customize the messaging for your travelers. Within the tool, you can choose the message type (EM, EMT, and EMI) and write your own message that will appear to travelers. The tool provides an instant preview of the message and after saving the changes will appear immediately. This provides you the ability to market other offers, promote partner arrangements, or provide broad communication to all of your travelers.

**Customization of Agency Branding Information** – With the VT configuration tool, you can adjust your branding using a “what you see is what you get” editor that will preview your branding in the tool. If you are pleased with the preview you can save the new settings and the changes will appear immediately.

**Custom Settings** – With this new tool, you will be able to see descriptions and adjust settings using an easy to use graphical interface. These options were provided through the TJR settings under TRAVELER MAILING.

All previous TJR settings and branding information/logos were automatically migrated into the configuration tool and all previous agencies Virtually There email messaging will be defaulted to the previous Virtually There email running in production. No action is required to continue to use your previous Virtually There branding email settings. In addition, agency controlled settings will be removed from the TJR and the configuration tool will be available for use. If you attempt to update those settings in the TJR, you will be directed to the configuration tool with the following error message:

THESE ENTRIES ARE NOW UPDATED AT [www.virtuallythere.com/new/configuration](http://www.virtuallythere.com/new/configuration)

Only agents who have the appropriate duty codes are able to see their current settings and make any changes at [www.virtuallythere.com/new/configuration](http://www.virtuallythere.com/new/configuration)

Agents who have the ability to make changes to the TJR will have the ability to adjust all of the above settings. This is determined by those agents with EPR duty code 9 and keywords SUBMGR and CREATE. Those agents that attempt to login without these settings will not be allowed access to the tool.

For more information you can access the Agency eServices directly at <https://eservices.sabre.com> or from MySabre portal click the Agency eServices “tab”. Hover your cursor over the eServices menu bar and click on Business Tools. From the drop-down menu select the Fare Management Tools then select Community Home, Virtually There and finally Virtually There Configuration Tool.

Feel free to contact us for any additional information you need.

