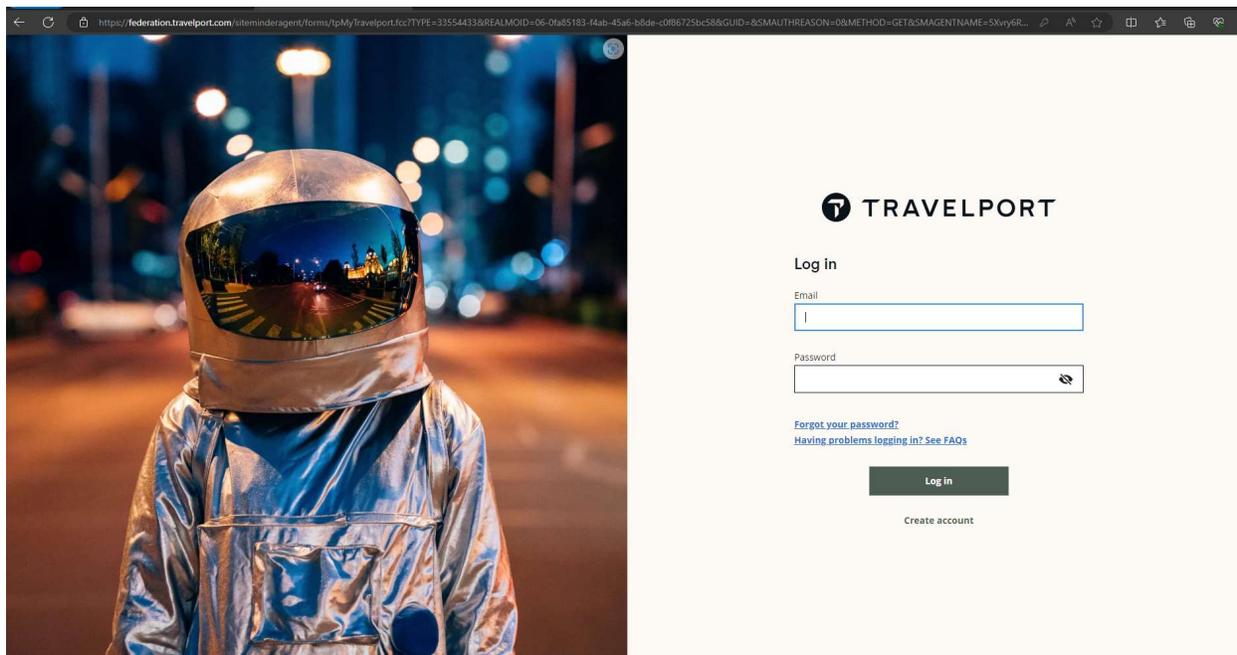
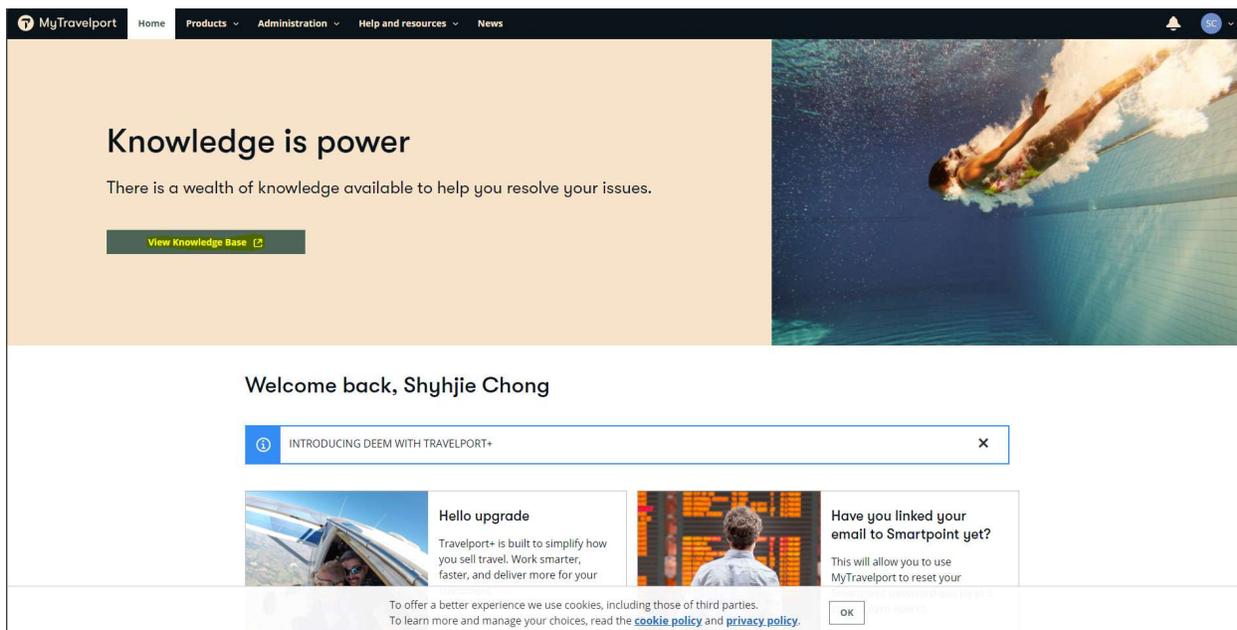


如何通過 MyTravelport 與客服進行線上聊天處理問題

第一步：登入 MyTravelport



第二步：點擊 **【View Knowledge Base】** 鏈接；會開啓新窗口。



第三步：把語言改成繁體中文（如果語言設置為英文，協助您將會是英文客服）

The screenshot shows the Travelport support website interface in English. At the top right, a language dropdown menu is open, displaying various language options. 'Traditional Chinese' is highlighted in yellow. Below the menu, the main content area features a search bar and several service tiles. The 'Self-service solutions' section includes tiles for 'Client ID', 'Host Password', and 'Travelport+ (TG) Format Guide'. A chat bubble in the bottom right corner says 'Need help? Let your Travelport Virtual Assistant help.'

第四步：點擊右下角【需要協助？讓您的 Travelport 虛擬助理提供協助】

The screenshot shows the Travelport support website interface in Traditional Chinese. The language dropdown menu at the top right is set to 'Traditional Chinese'. The main content area is translated into Chinese, with a greeting '您好, Shyhjie' and sections for '輔助解決問題資源' (Troubleshooting Resources) and '自助服務解決方案' (Self-service solutions). The '自助服務解決方案' section includes tiles for '用戶識別碼' (Client ID), '主機密碼' (Host Password), and 'Travelport+ (TG) 指令指南' (Travelport+ (TG) Format Guide). A chat bubble in the bottom right corner says '需要協助？讓您的 Travelport 虛擬助理提供協助'.

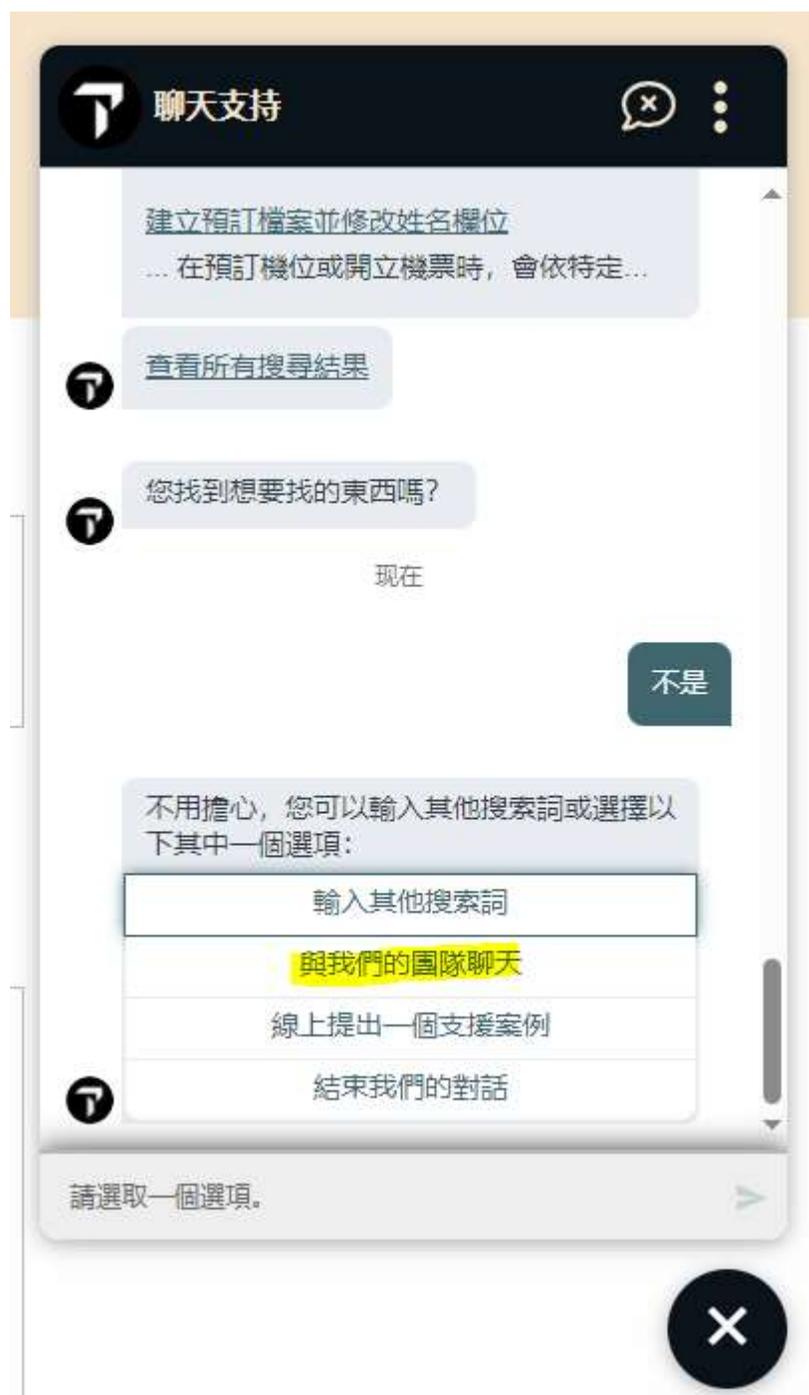
第五步：點擊右上角的三個點。



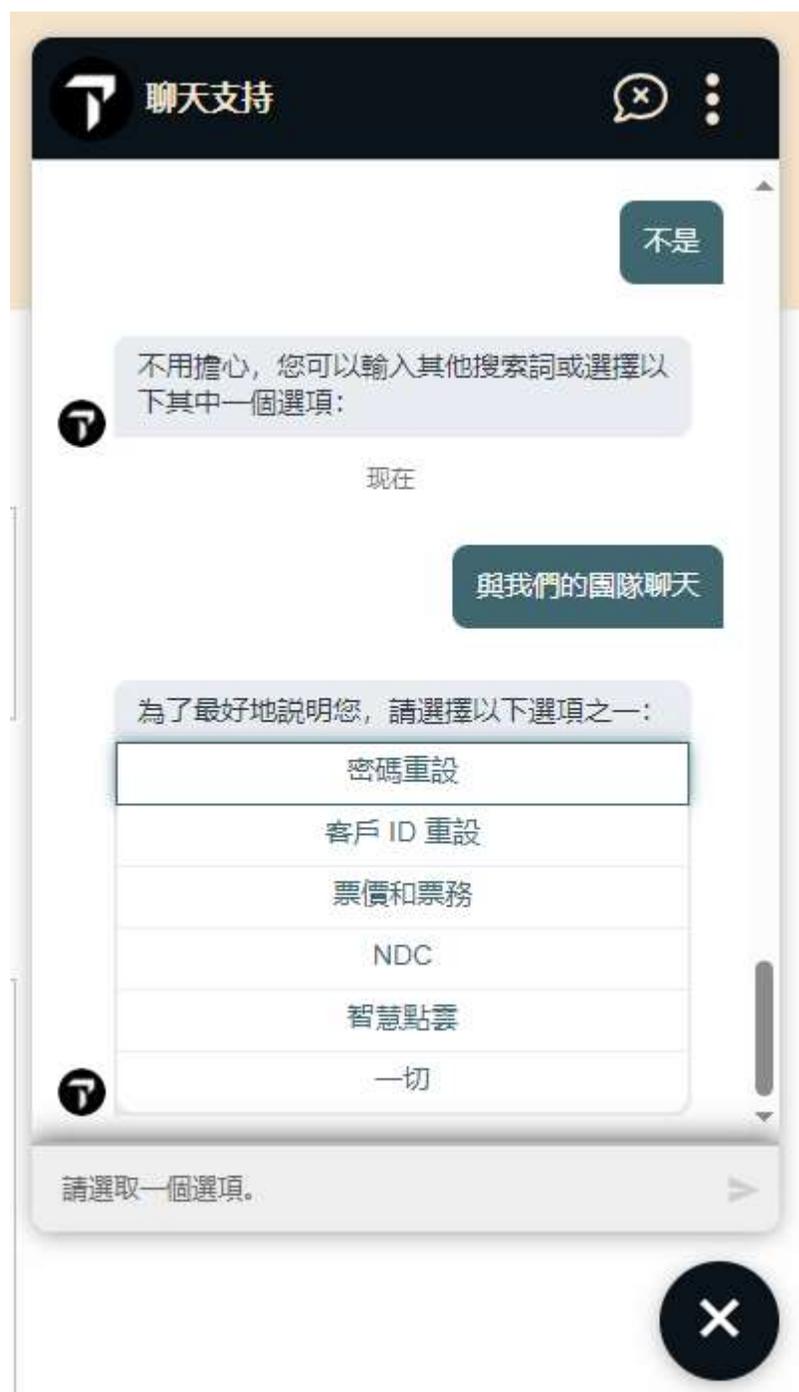
第六步：點擊【聯絡現場支援人員】



第 7 步：之後選擇【與我們的團隊聊天】



第 8 步：根據您的問題選擇選項。一般 PNR 的問題可以選擇【票價和票務】



第 9 步：人工客服上綫后請與他分享您的問題。他將會盡力幫您解決。如果出現綫上聊天溝通不佳，客服未能夠完全理解您的問題，您可以要求客服通過電話方式聯係您進一步溝通。



第 10 步：對話完畢後請您為我們提供的客服經驗評分。

