

# Travel Management Customer Service

Congratulations on completing your application definition! This document presents a summary overview of your application as defined in the Pega platform. It encapsulates the key elements of your application's design, highlighting its core functionalities and overall structure.

Please note that this is a high-level view and does not include granular details like data models or sample data. It's an ideal resource for a quick reference, facilitating discussions among team members and stakeholders, and for guiding strategic decisions in your application development process.

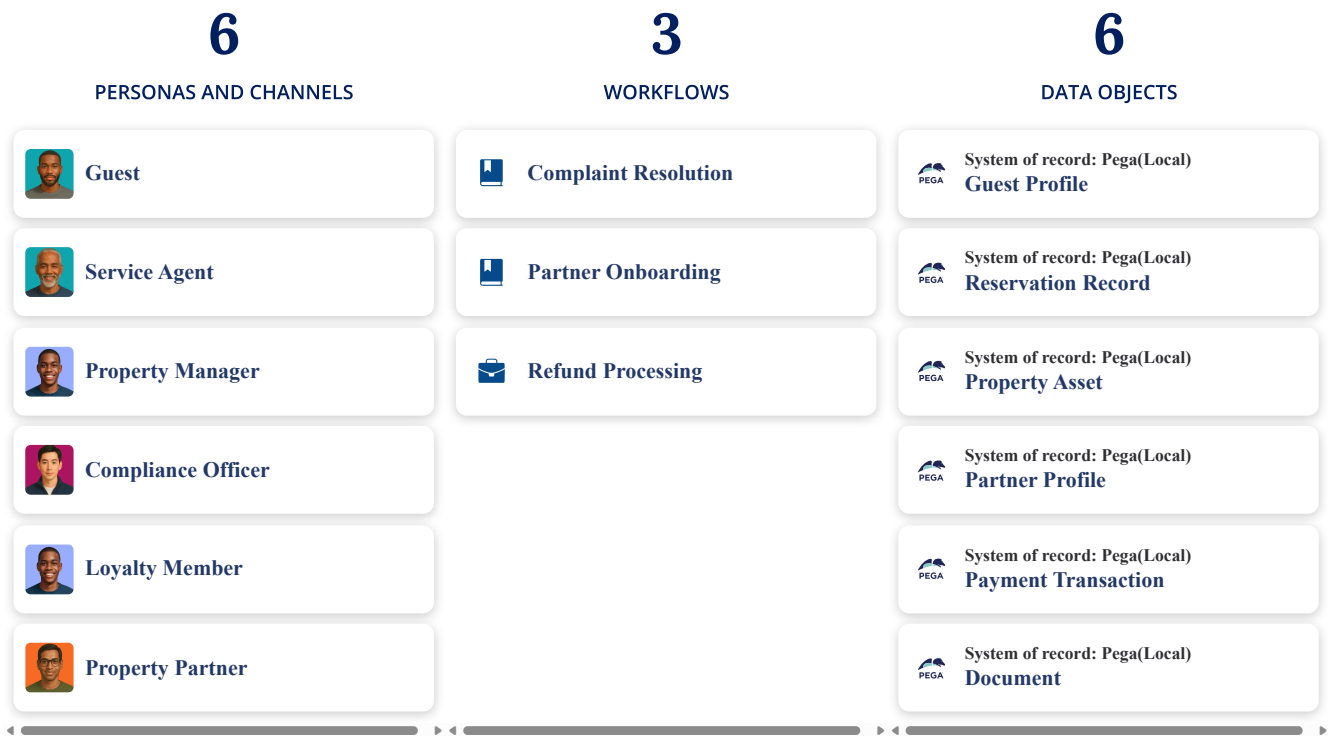
Blueprint ID: BP-1766322

## Application Context

1. Objective To orchestrate a seamless, end-to-end guest lifecycle and partner ecosystem for Hotels.com through a unified, omnichannel Pega application. This platform aims to empower travel and hospitality providers to deliver highly personalized, responsive, and proactive service—from initial pre-booking inquiries through post-stay engagement—while streamlining the integration of new property partners into the network. This version will tackle only two initial workflows. 2. Functionality The application serves as the central nervous system for guest interactions and partner operations, featuring a robust data foundation and intuitive case management. Core Case Types: Complaint Resolution: End-to-end tracking of guest issues, complete with SLA monitoring, root-cause analysis, and cross-departmental collaboration. Partner Onboarding: Streamlined workflows for integrating new properties, including compliance verification, contract management, and initial inventory syncing. Comprehensive Data Objects: Guest Profiles: Rich, 360-degree views including preferences, loyalty status (e.g., tier levels), travel history, real-time sentiment, and calculated customer lifetime value. Reservation Records: Deep links to booking details.

## Application Architecture

Users access the application through defined channels, assume specific roles, and trigger workflows that manage how work progresses. Those workflows operate on shared Data Objects to ensure the system stays consistent and up to date.

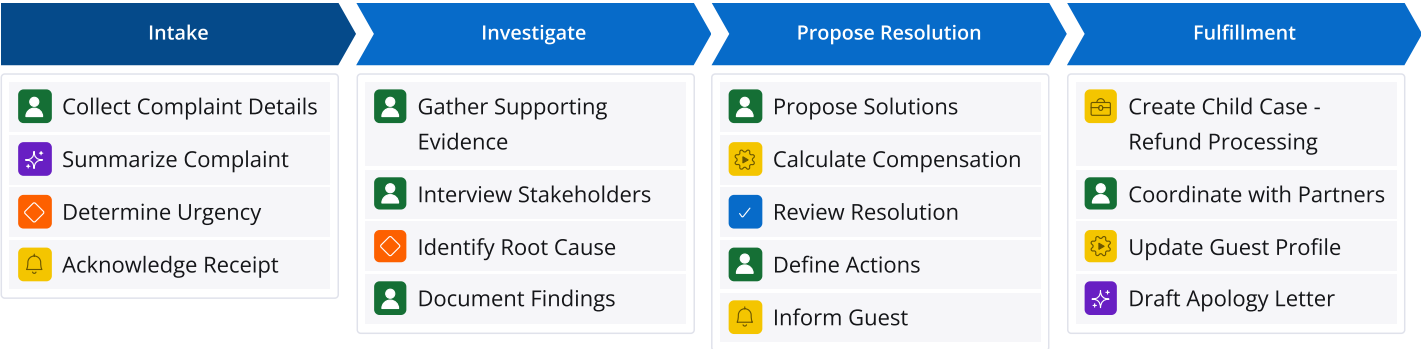


Workflows (Case Types)

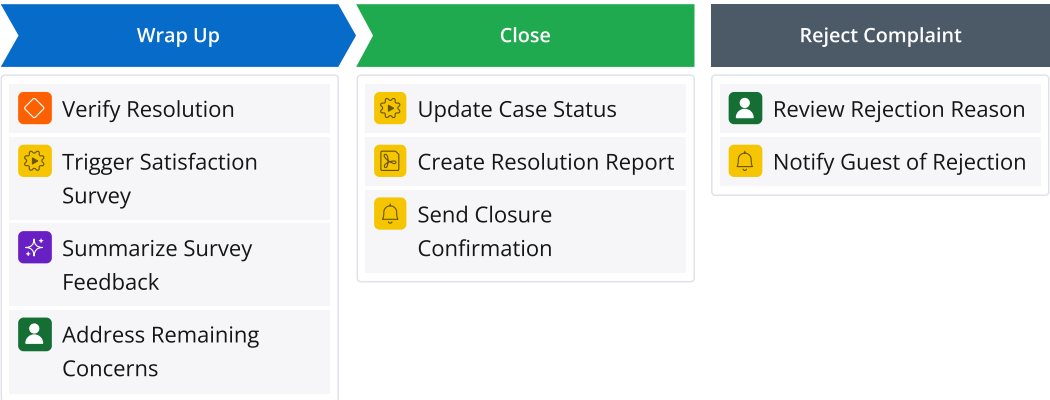
Complaint Resolution Release 1

This case manages the end-to-end tracking of guest issues, including SLA monitoring, root-cause analysis, and cross-departmental collaboration to ensure timely and effective resolutions, enhancing guest satisfaction and loyalty. It includes escalation paths and compensation alternatives to maintain guest satisfaction.

Stages



Alternate stages



Case Data Model

| Field Name               | Description                                                                            | Type           | Primary ⓘ |
|--------------------------|----------------------------------------------------------------------------------------|----------------|-----------|
| Complaint Description    | Detailed description of the guest complaint.                                           | Text           | ✓         |
| Guest Name               | The full name of the guest involved in the complaint.                                  | Text           | ✓         |
| Assigned Agent           | The name of the agent assigned to handle the complaint.                                | User Reference |           |
| Compensation Type        | Type of compensation offered (e.g., Loyalty Points, Statement Credits, Meal Vouchers). | Text           |           |
| Complaint Date           | The date the guest lodged the complaint.                                               | Date           |           |
| Complaint Status         | Current status of the complaint (e.g., Open, In Progress, Resolved).                   | Text           |           |
| Estimated Resolution ... | The expected resolution date for the complaint.                                        | Date           |           |
| Guest Feedback           | Feedback provided by the guest after resolution.                                       | Text           |           |
| Guest Satisfaction Sc... | Score provided by the guest rating their satisfaction with the resolution.             | Integer        |           |
| Resolution Summary       | Summary of actions taken to resolve the complaint.                                     | Text           |           |
| SLA Compliance           | Indicates if the complaint was resolved within the SLA period.                         | Boolean        |           |
| Rejection Reason         | Explanation for why the complaint was rejected.                                        | Text           |           |
| Reviewer Comments        | Additional reviewer comments for complaint rejection.                                  | Text           |           |

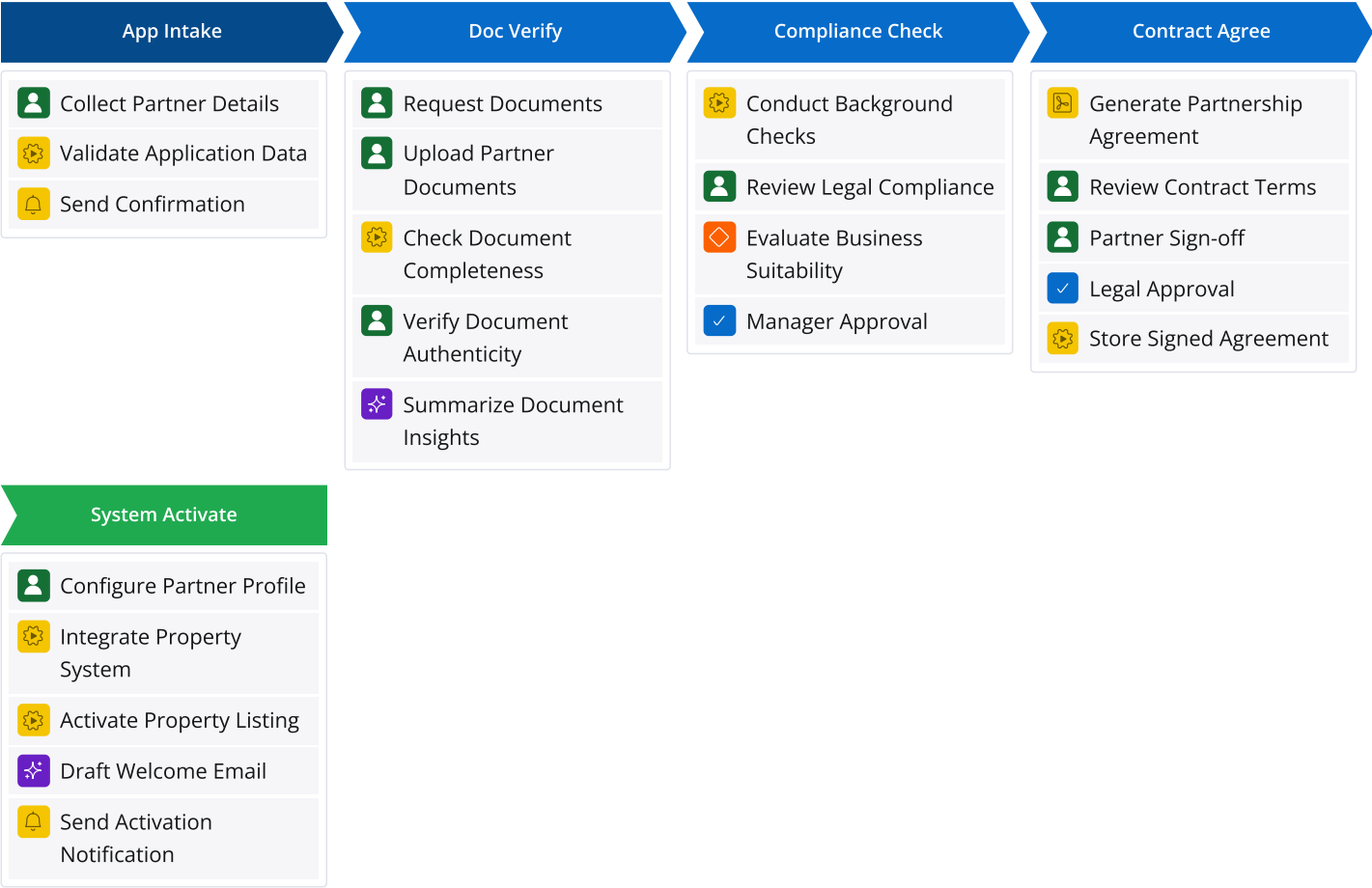
| Field Name          | Description                                         | Type           | Primary |
|---------------------|-----------------------------------------------------|----------------|---------|
| Guest Profile       | Guest Profile                                       | (Data)         |         |
| Reservation Record  | Reservation Record                                  | (Data)         |         |
| Payment Transaction | Payment Transaction                                 | (Data)         |         |
| Case Label          | Label for this individual case instance             | Text           | ✓       |
| Case ID             | Unique identifier for this individual case instance | Text           | ✓       |
| Work Status         | Work status of the case                             | Text           | ✓       |
| Urgency             | Priority/urgency of the case                        | Decimal        |         |
| Description         | Description for this individual case instance       | Text           | ✓       |
| Created by          | User that created the case                          | User Reference |         |
| Created date/time   | Date/time case was created                          | DateTime       |         |
| Resolved by         | User that resolved the case                         | User Reference |         |
| Resolved date/time  | Date/time case was resolved                         | DateTime       |         |

Business Rules

| Name                                            | Description |
|-------------------------------------------------|-------------|
| There are no Business Rules for this Case Type. |             |

Partner Onboarding Release 1

Handles the onboarding of property partners, managing the process from application intake through document collection, compliance checks, listing approval, and system activation.



Case Data Model

| Field Name               | Description                                                              | Type           | Primary ⓘ |
|--------------------------|--------------------------------------------------------------------------|----------------|-----------|
| Contact Person           | The name of the contact person for the partner.                          | Text           | ✓         |
| Partner Name             | The name of the partner undergoing the onboarding process.               | Text           | ✓         |
| Application Date         | The date when the partner's application was received.                    | Date           |           |
| Assigned Agent           | The agent responsible for managing the partner's onboarding process.     | User Reference |           |
| Compliance Check St...   | Status of the compliance check for the partner.                          | Text           |           |
| Contact Email            | The email address of the contact person.                                 | Email          |           |
| Contact Phone            | The phone number of the contact person.                                  | Phone          |           |
| Contract Signed          | Indicates whether the contract has been signed.                          | Boolean        |           |
| Initial Inventory Synced | Indicates whether the initial inventory has been synced with the system. | Boolean        |           |
| Onboarding Completi...   | The date when the onboarding process was completed.                      | Date           |           |
| Property Asset           | Property Asset                                                           | (Data)         |           |
| Partner Profile          | Partner Profile                                                          | (Data)         |           |
| Case Label               | Label for this individual case instance                                  | Text           | ✓         |
|                          |                                                                          |                |           |

| Field Name         | Description                                         | Type           | Primary |
|--------------------|-----------------------------------------------------|----------------|---------|
| Case ID            | Unique identifier for this individual case instance | Text           | ✓       |
| Work Status        | Work status of the case                             | Text           | ✓       |
| Urgency            | Priority/urgency of the case                        | Decimal        |         |
| Description        | Description for this individual case instance       | Text           | ✓       |
| Created by         | User that created the case                          | User Reference |         |
| Created date/time  | Date/time case was created                          | DateTime       |         |
| Resolved by        | User that resolved the case                         | User Reference |         |
| Resolved date/time | Date/time case was resolved                         | DateTime       |         |

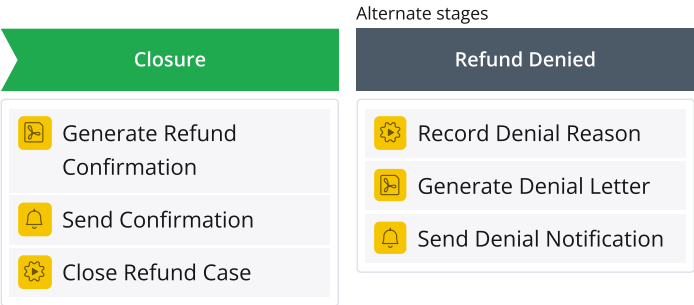
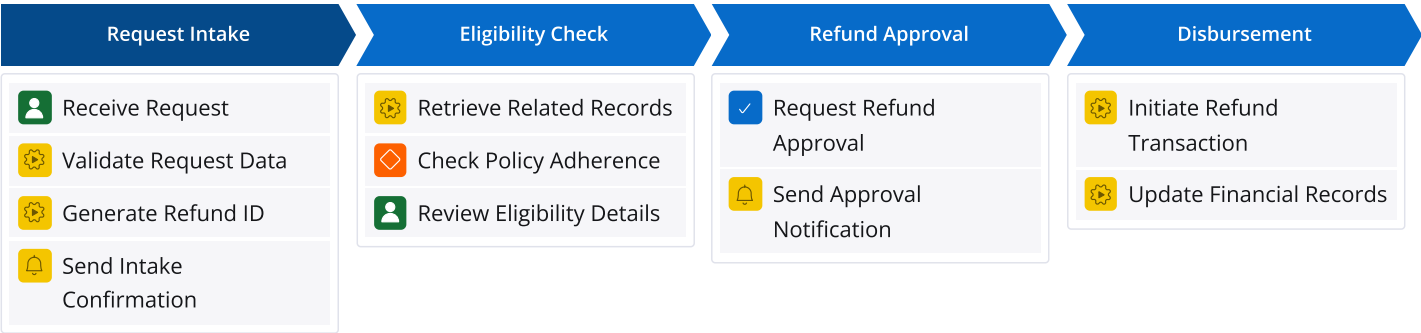
Business Rules

| Name                                            | Description |
|-------------------------------------------------|-------------|
| There are no Business Rules for this Case Type. |             |

Refund Processing

This workflow manages the validation, approval, and execution of refund requests resulting from complaint resolutions, ensuring timely and accurate reimbursement to customers.

Stages



Case Data Model

| Field Name             | Description                                                                                  | Type          | Primary① |
|------------------------|----------------------------------------------------------------------------------------------|---------------|----------|
| Approval Status        | Indicates whether the refund request is pending, approved, or denied.                        | Text          | ✓        |
| Refund Amount          | Total monetary value to be reimbursed to the guest for the complaint case.                   | Currency      | ✓        |
| Refund Reason          | Describe the rationale for the refund request, including main complaint category and d...    | Text          | ✓        |
| Refund Type            | Defines method of refund such as cash, credit, loyalty points, or vouchers.                  | Text          | ✓        |
| Calculated Refund A... | Amount automatically computed based on business rules and complaint severity.                | Currency      |          |
| Compensation Type      | Type of additional compensation, if any, issued along with refund (e.g., upgrade, meal v...  | Text          |          |
| Guest Loyalty Tier     | Level of guest loyalty (e.g., Silver, Gold, Platinum) used for decisioning and compensati... | Text          |          |
| Refund Execution Date  | Date on which refund processing was completed.                                               | Date          |          |
| Refund Method Chan...  | Channel through which the guest requested or received refund (e.g., web, phone, chat,...     | Text          |          |
| Refund Request Date    | Records the date when the refund request was initiated by the guest or agent.                | Date          |          |
| Refund SLA Breached    | Boolean indicator showing whether the refund processing exceeded SLA timelines.              | Boolean       |          |
| Refunder               | Name of the service agent who finalized the refund.                                          | User Refer... |          |
| Root Cause Category    | High-level classification of the complaint issue which prompted refund (e.g., service, a...  | Text          |          |
| Sentiment Score        | Numeric score or keyword indicating guest sentiment at refund request, captured fro...       | Decimal       |          |
| Associated Complaint   | Links this refund process to the original guest issue/complaint case.                        | Text          |          |
| Case ID                | Unique identifier for this individual case instance                                          | Text          | ✓        |
| Case Label             | Label for this individual case instance                                                      | Text          | ✓        |

| Field Name          | Description                                                                               | Type          | Primary |
|---------------------|-------------------------------------------------------------------------------------------|---------------|---------|
| Created by          | User that created the case                                                                | User Refer... |         |
| Created date/time   | Date/time case was created                                                                | DateTime      |         |
| Description         | Description for this individual case instance                                             | Text          | ✓       |
| Guest               | Specifies the guest receiving the refund; connects to the Guest Profile data object.      | (Data)        |         |
| Partner Property    | Identifies partner property involved in the refund case.                                  | (Data)        |         |
| Payment Transaction | References the payment transaction associated with the refund for reconciliation and t... | (Data)        |         |
| Reservation         | Connects refund to specific reservation or booking record associated with this guest.     | (Data)        |         |
| Resolved by         | User that resolved the case                                                               | User Refer... |         |
| Resolved date/time  | Date/time case was resolved                                                               | DateTime      |         |
| Urgency             | Priority/urgency of the case                                                              | Decimal       |         |
| Work Status         | Work status of the case                                                                   | Text          | ✓       |

Business Rules

| Name                    | Description                                                                                                  |
|-------------------------|--------------------------------------------------------------------------------------------------------------|
| Check Policy Adheren... | Automated decision to verify if the refund request aligns with company refund policies and resolution terms. |
| Identify Missing Info   | System or agent pinpoints specific missing or incorrect data required to proceed with the refund.            |

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