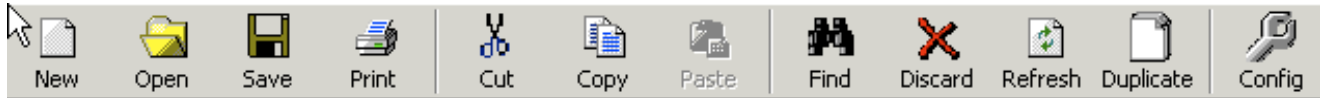


TechTips EXTRA



TOPICS

TOOLBARS

New toolbar options make applications more intuitive and contemporary

>>IMPORTANT<< KEYBOARD SHORTCUTS

A change in a couple commonly used keyboard shortcuts brings Hudson applications up to date.

TRIP STATUS IN AGENT

Modification in the way to update Trip Status from within a reservation

FMI

For more information on the above items, please follow the links to the Hudson KnowledgeBase:

Toolbars:

<http://kb.hudsonltd.com/article.php?id=445>

KeyBoard Shortcuts:

<http://kb.hudsonltd.com/article.php?id=446>

Trip Updates:

<http://kb.hudsonltd.com/article.php?id=447>



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Hudson development team pleased to announce:

Year End Updates - Our Gift to You!

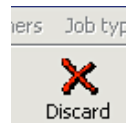
Toolbars

With the release of version 1.91, you have the option of displaying a small or large toolbar across the top of your local system applications. HWeb Agent, Dispatcher and Admin will have large (or small) icon buttons that can be displayed across the top of your screen (see example at top of the page). By adding toolbars with action icons across the top of the screen, some basic functionality can now be achieved with mouse clicks in addition to keyboard shortcuts and menus. The presence of icons on a toolbar across the top of the screen makes use of the applications a bit more intuitive; particularly useful when teaching someone how to use the Hudson application suite. Should you wish to disable or adjust the toolbar, which is enabled by default, click View > Toolbar from your application menu bar. Select or deselect from the options provided according to your preference.

Ctrl+X > Shift+Delete

Important Update!

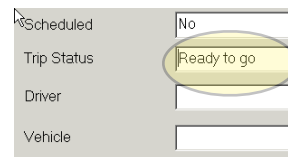
Effective with the release of version 1.91, after viewing an *existing* reservation in HWeb Agent, **when you wish to discard a reservation without making any changes, you will use the SHIFT + Delete keys**. As an alternative, you may also click on the new "Discard" button if



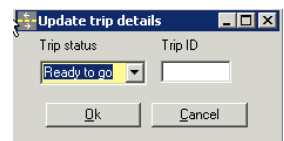
you are displaying the toolbars (mentioned in the first article). Previously, when performing this function, you would press the Ctrl + X keys together. By computing convention, this combination has been reserved for "cutting" or deleting. SHIFT + Delete is the same as 'escaping' from a reservation.

Trip Status Update in Agent

In version 1.90d of HWeb Agent, the way in which staff adjust Trip Status from within HWeb Agent has changed. If a Reservations Supervisor, or other agent who has Special Edit Mode enabled, wishes to adjust the status of a trip from within HWeb Agent, they now must click once in the Trip Status



field (to select the field) and then press the Space Bar. The Supervisor is then allowed to change the Trip Status via a drop list menu. This feature has



been useful in Customer Service situations as well as for staff that may be working as both reservation agents and dispatchers. Previously, the same result was achieved by double-clicking the Trip Status field.

