CLAIMS

1. A method for improving efficiency in travel pre-booking enquiries in a multi-channel reservation system including an interface module, the interface module being accessible by a plurality of travel channels, each channel offering travel reservation services to users, the reservation system having access to a plurality of travel servers, each server providing availability information on at least one travel resource, the method including the steps of:

- the reservation system receiving from one of the travel channels, through the interface module a user request including a PNR data record and at least one travel availability enquiry;

- the reservation system creating a clone PNR data record including the same fields of the PNR data record;

- enriching the clone PNR data record with information obtained by at least one of the plurality of travel servers according to the travel availability enquiry;

- responsive to a user input, modifying the RNR data record information according to the corresponding fields in the clone PNR data record;

- returning, through the interface module, a response associated to the at least one travel availability enquiry requested by the user.

2. The method of claim 1 wherein the enriched data structure can be shared among the plurality of channels and reused for future enquiries.

3. The method of any preceding claim wherein availability information includes information on price.

4. The method of any preceding claim wherein the clone PNR data record includes an indication of a validity date, indicative of a time thresholds after which the step of modifying the PNR data record information according to the corresponding fields in the clone PNR data record is no longer possible.

5. The method of any preceding claim wherein the interface module is a single access interface module.

6. The method of any preceding claim wherein the interface module includes an Enterprise Service Bus (ESB) or an Enterprise Application Integration bus (EAI).

7. The method of any preceding claim wherein the communications within the reservation system and among the reservation system, the channels, through the interface module and the travel servers are done by means of messages according to Service Oriented Architecture (SOA).

8. A reservation method including the method of any preceding claim wherein the reservation method provides the option of transforming a response associated to the at least one travel availability enquiry requested by the user into a travel booking.

9. A computer program comprising instructions for carrying out the steps of the method according to any preceding claim, when said computer program is executed on a computer.

10. A computer program product including computer readable means embodying the computer program of claim 9.

11. A reservation data processing system, for improving efficiency in travel pre-booking enquiries in a multi-channel reservation system including an interface module, the interface module being accessible by a plurality of travel channels, each channel offering travel reservation services to users, the reservation system having access to a plurality of travel servers, each server providing availability information on at least one travel resource, wherein the

system comprises one or more components adapted to perform the method of any claim 1 to 8.

12. The reservation data processing system of claim 11 wherein the plurality of travel channels communicates one each other and the enriched data structure can be shared among the plurality of channels and reused for future enquiries.

13. A service deployed in a data processing system for implementing the method of any claim 1 to 8.

CLAIMS

1. A method for improving efficiency in travel pre-booking inquiries in a cross-channel reservation system comprising at least one processor including an interface module, the interface module being accessible by a plurality of travel channels, each channel offering travel reservation services to users, the reservation system having access to a plurality of travel servers, each server providing availability information on at least one travel resource, the method comprising:

the reservation system receiving from a first travel channel, through the interface module at the cross-channel reservation system, a user request including a first PNR data record and at least one travel availability inquiry;

the reservation system creating, with at least one processor of the cross-channel reservation system, a second PNR data record including the same fields of the first PNR data record;

enriching the second PNR data record with pre-booking information obtained from the first travel server based upon the travel availability inquiry;

responsive to a user input, modifying the first PNR data record with the pre-booking information according to the corresponding fields in the second PNR data record; and

returning, through the interface module, a response associated with the at least one travel availability inquiry to the first travel channel.

2. A method according to claim 1, wherein the enriched data structure can be shared among the first and second travel channels of the multi-channel reservation system and reused for future inquiries.

3. A method according to claim 1, wherein availability information includes information on price for a travel resource.

4. A method according to claim 1, wherein the second PNR data record includes an indication of a validity date, comprising a time threshold after which the step of modifying the information of the first PNR data record according to the corresponding fields in the second PNR data record is prohibited.

5. A method according to claim 1, wherein the cross-channel reservation system comprises a single access interface module.

6. A method according to claim 1, wherein the cross-channel reservation system comprises an interface module that includes an Enterprise Service Bus (ESB) or an Enterprise Application Integration bus (EAI).

7. A non-transitory computer readable medium containing a computer program for managing pre-booking activity at a cross-channel reservation system, the computer program comprising instructions for carrying out the steps of a method for improving efficiency in travel pre-booking enquiries in a multi-channel reservation system including an interface module, the interface module being accessible by a plurality of travel channels, each channel offering travel reservation services to users, the reservation system having access to a plurality of travel servers, each server providing availability information on at least one travel resource, when said computer program is executed on a computer, the method including the steps of:

the reservation system receiving from one of the travel channels, through the interface module, a user request including a first PNR data record and at least one travel availability inquiry;

the reservation system creating a second PNR data record including the same fields of the first PNR data record;

enriching the second PNR data record with pre-booking information obtained from the travel server based upon the travel availability inquiry;

responsive to a user input, modifying the pre-booking information of the first PNR data record according to the corresponding fields in the second PNR data record; and

returning, through the interface module, a response associated to the at least one travel availability inquiry to the travel channel.

8. A reservation data processing system, for improving efficiency in travel pre-booking enquiries in a multi-channel reservation system being accessible by a plurality of travel channels, each channel offering travel reservation services to users, the reservation system having access to a plurality of travel servers, each server providing availability information on at least one travel resource, the system comprising:

at least one processor configured to execute instructions of system modules; and

a memory storing system module comprising:

an interface module configured upon by execution by the at least one processor to receive from a first travel channel, a user request including a first PNR data record and at least one travel availability inquiry; and

a processor module configured upon execution by the at least one processor to create a second PNR data record with pre-booking information obtained from a travel server based upon the travel availability inquiry; responsive to a user input, to modify the first PNR data record with the pre-booking information according to the corresponding fields in the second PNR data record; and to return, through the interface module, a response associated with the at least one travel availability inquiry to the travel channel.

9. A reservation data processing system according to claim 8, wherein the interface module is configured upon execution by the at least one processor to

communicate with a plurality of travel channels and the second PNR data record is shared among the plurality of travel channels and reused for future inquiries.

10. A service deployed in a data processing system for implementing the method of any one of claims 1 to 6.