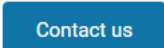# Agoda Support Inquiry Guidelines

At Agoda, it is our duty to provide the best support to our supply partners. Inquiries from supply partners can be broadly divided into two categories: connectivity-level, and property-level, and we have dedicated teams of specialists who expertise in each domain.

Connectivity-level inquiries are when there is a suspected technical issue between Agoda and channel manager partners; these problems are systematic and potentially cause widespread issues. These issues must be escalated to Agoda's Partner Development Technical Connectivity Operations team, who are capable of providing connectivity solutions, as well as identifying bugs to be raised to our team of developers for fixes. Channel managers can reach out to the technical connectivity team by using the [technical connectivity inquiry form](#).

Property-level inquiries are those related to booking pricings, room/rateplan settings, channel manager activations, promotions, or problems on Agoda.com and YCS Extranet etc., which are mostly related to the configurations of each property. These issues must be escalated by using the "Need Help" button on the [YCS Extranet](#), or the "Support" button on Agoda's [Partner Hub](#), which will go directly to the Accommodation Services Team, who highly specialize in property configurations.

Therefore, we strictly emphasize the importance of escalating issues to the most relevant team. Not only does this guarantee the most direct support quality, but also the fastest possible resolution time for your inquiries. In order to provide a comprehensive understanding of our support pipeline, we provide a list of prominent issues with examples, and advise on where they should be escalated.

Property-Level Inquiries

Below are examples of common property-level issues, which often arises from configurations for each property. These inquiries must be submitted directly by hotels onto the YCS Extranet's **Need Help ?** button, or by using Partner Hub's **? Support** button; for properties that exclusively use AgodaHomes host management system, the inquiries must be submitted by using **Contact us** button. Please note that property-level inquiries submitted by channel managers on the property's behalf may result in the inquiry being rejected.

Issue Type	Example
Channel Manager Activation	1. Hotel A requests to be connected to channel manager B 2. Hotel A requests to be switched from channel manager B to channel manager C
Pricing	1. Hotel updated a rate of 100 USD to a certain inventory, but it was booked at a lower rate of 80 USD 2. Hotel received a booking with Extra Bed rates which they did not set
Property Inventory	1. Hotel wishes to check whether they are live on Agoda.com 2. Hotel wishes to check which channel manager they are connected with
Problems on Agoda.com or YCS Extranet	1. Hotel cannot be booked on Agoda.com 2. Rates have been updated on YCS Extranet but are not showing on Agoda.com
Property Settings	1. Hotel would like to update their currency from USD to JPY 2. Hotel wishes to update their images 3. Hotel wishes to modify their rooms/rateplans/promotions 4. Hotel has payment problems

Connectivity-Level Inquiries

Below are examples of common connectivity-level issues, which are often related to the channel manager APIs (YCS5API, Onboarding API, PromoAPI). While some issues can be resolved by understanding the underlying logic, other issues can result from technical bugs which will be escalated to our product teams to fix. Connectivity, or API issues, being systematic in nature, can have a widespread impact on all hotels connected to each channel manager. Should such issues come under suspicion, channel managers should raise inquiries to our Technical Connectivity Support team, along with examples of XML requests/responses. Please note that inquiries from properties will be rejected by the connectivity support pipeline.

Issue Type	Example
API Questions	1. Channel manager has questions regarding the API logic 2. Channel manager needs clarification on error messages
API Not Working as Expected	1. Channel manager pushes rates/inventory to Agoda but is not being reflected on YCS 2. Continuous server error messages for an extended duration 3. Requests are being sent as specified in the API documentation, but still returning errors 4. Problems when onboarding properties
Channel Manager Configuration	1. Channel manager wishes to modify connectivity settings with Agoda (whitelisting image URLs, supplier context, changing account emails etc.)
Overbooking	1. Hotel A, connected to channel manager B has 0 allotment, but a booking was allowed 2. BookingHint, GetBookingDetails showing incorrect status