



Carnival Cruise Line's GoCCL Navigator Dashboard Gives Travel Advisors a Quick Tool to View Bookings

September 10, 2019

At-a-glance dash shows existing bookings and clients in two separate tabs

MIAMI (Sept 10, 2019) — Carnival Cruise Line is further refining the newly redesigned GoCCL Navigator booking engine with the addition of a dashboard that enables travel advisors to quickly view and support existing bookings and booked clients. GoCCL Navigator is the industry's first travel advisor tool to offer a comprehensive dashboard with quick access to in-demand information that agents need to manage their current bookings.

Located on the GoCCL.com homepage, the dashboard displays an individual agent's booking activities in two expandable tabs: Be the Hero Offers and Recent Bookings. The dashboard is designed to save time and to support travel advisors in exceeding their booked clients' expectations.

"We understand that for travel advisors time truly is money, and our goal with the GoCCL Navigator redesign is to create the most user-friendly and efficient booking engine in the business," said Adolfo M. Perez, senior vice president of global sales and trade marketing. "With this new dashboard agents have a powerful tool to make and manage bookings that will enable them to be more productive and sell more Carnival cruises."

Under the Be the Hero Offers tab, agents can quickly view and redeem Be the Hero upgrades on eligible bookings. Recent Bookings displays sales made through GoCCL Navigator in the last 30 days with an easy-view summary.

Phase 1 of the GoCCL Navigator redesign debuted in July with a new sleek design, streamlined interaction that reduces the number of steps required to perform tasks, optimization for mobile devices, an enhanced search function that enables one-step filtering for more accurate searches, interactive deck plans that simplify stateroom selection, improved quick-quote and pricing functionality that enables advisors to personalize Carnival-branded emails to clients in just a few steps, easier price comparisons on different stateroom categories and improved booking flow for individual reservations.

The dashboard is the first of a series of updates and enhancements that will continue throughout 2019, which will include payment, group bookings and other features aimed at making reservation servicing easier for travel advisors.

Training on how to use the GoCCL Navigator is available via the Learn and Earn Training Program

tab on GoCCL.com.

For additional information about Carnival Cruise Line call 1-800-327-9501 (individual) or 1-800-327-5782 (groups) or visit the line's travel advisor Internet portal, GoCCL.com. Carnival can also be found on [Facebook](#), [Instagram](#), [Twitter](#) and [YouTube](#).

Journalists also can visit Carnival's media site, Carnival-news.com or follow the line's PR department on Twitter at twitter.com/CarnivalPR.

About Carnival Cruise Line

Carnival Cruise Line, part of Carnival Corporation & plc (NYSE/LSE: CCL; NYSE: CUK), is "The World's Most Popular Cruise Line®" with 26 ships operating three- to 24-day voyages to The Bahamas, Caribbean, Mexican Riviera, Alaska, Hawaii, Canada, New England, Bermuda, Cuba, Europe, Australia, New Zealand, the Pacific Islands and Southeast Asia. The line currently has three new ships scheduled for delivery – Carnival Panorama set to debut in 2019, Mardi Gras in 2020 and an as-yet-unnamed ship in 2022.

MEDIA CONTACT

Joyce Oliva

JOliva@carnival.com

+1 305-406-5464