Current date
Resource usage date
Forecast quantity (bookings, cancellations, or no-shows)

Determine training
period
Determine training
resources

Unconstrain data

Determine forecast
aggregation level

Collapse data to the
aggregation level

Choose and run models

Figure 11.4.   Forecasting process flow under the independent-class model.

Many hotel, rental-car, ferry, and cruise-line RM systems feature a
color-coded calendar screen, with information on exceptions, booking
curves, special events, and occupancy data. Alerts come with colors,
sounds, and other notifications. As with any UI, ease-of-use and effi-
ciency are important, as they reduce training costs and the chance that
analysts will make mistakes.

At a technical level, the UI of most RM systems is written in one
of any number of commercial programming languages including Visual
Basic, Power Builder, C++, Motif (Unix) and Java/XML/HTML. Some
older systems still use a DOS interface.