

Baggage Helpdesk

Managing More Than
500,000 CustomerBaggage
Queries Annually



Baggage Helpdesk Services

Mishandled and lost bags are a major reason for customer dissatisfaction. Millions of bags get mishandled every year despite increased emphasis on self-service and use of technology for baggage handling, causing considerable inconvenience to the customer as well as the airline.

IGT manages centralized mishandled baggage helpdesk for some of the leading airlines globally. IGT provides end-to-end baggage helpdesk solution for pre-travel and post-travel baggage related customer relationship management.



Technology Driven

Customer Relationship Management

Baggage Tracer Tools

Business Intelligence/Analytics

Claims Management & Analytics



Integrated Baggage Helpdesk



Process Driven

Baggage Helpdesk

Baggage Recovery Desk

Proactive Passenger Outreach Program

Claims Back Office Support

Tracing and Ops Support

Why IGT?

- IGT Solutions is a leading IT, BPM and Digital solutions and services provider committed to deliver innovation and business excellence across the entire spectrum of Travel, Transportation and Hospitality domain.
- Managing highly differentiated customer experience for leading 70+ travel brands.
- Over 20 years of travel domain-led solution development experience, enabling end-to-end solution delivery.
- IGT employs more than 11,000 travel professionals in 5 continent, has 15 state-of-the-art delivery centers, and worldwide operational presence.



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