

CLIENT

A leading **European Airline** having **200 aircrafts** flying to **225 destinations** worldwide

## Challenges

- Timely rebooking, reissuance and revalidation of tickets for cancelled flights
- Meeting TAT for all rebooked passenger notifications
- Revenue loss due to ad-hoc bookings
- High DSAT

Manage rebooking for over  
**700 Cancelled Flights**  
per month

## Resolution

- Introduced a Central Rebooking Unit to streamline the rebooking process and queues management
- Created a priority matrix along with the client to control the revenue leakage
- Applied an automated tool to analyse revenue leaking sectors
- Created a notification unit to inform passengers about cancellation/delays or any flight change
- Undertook inventory management and made changes in reservations according to planned or ad-hoc change in inventory
- Offloaded and rebooked passengers through DCS in case of a flight cancellation
- Automation to provide near real time dashboards of reaccommodation status, enabling quicker turn around

## Solution Areas

Passenger Management

- › Re-accommodation
- › Schedule Changes
- › Notifications-SMS, Calls, Emails, Social Media
- › Exchanges & Reissuances
- › Downgrade Services
- › Claims

Process Management

- › Revalidations
- › Mishandled Baggage
- › Refunds
- › Seat Management
- › Baggage Recheck-in
- › Visa Assistance

## Benefits Achieved



**70%**

revenue retention by rebooking passengers on priority carriers



**99%**

TAT achievement for rebooking and re-accommodations



**30**

passengers rebooked per agent per hour