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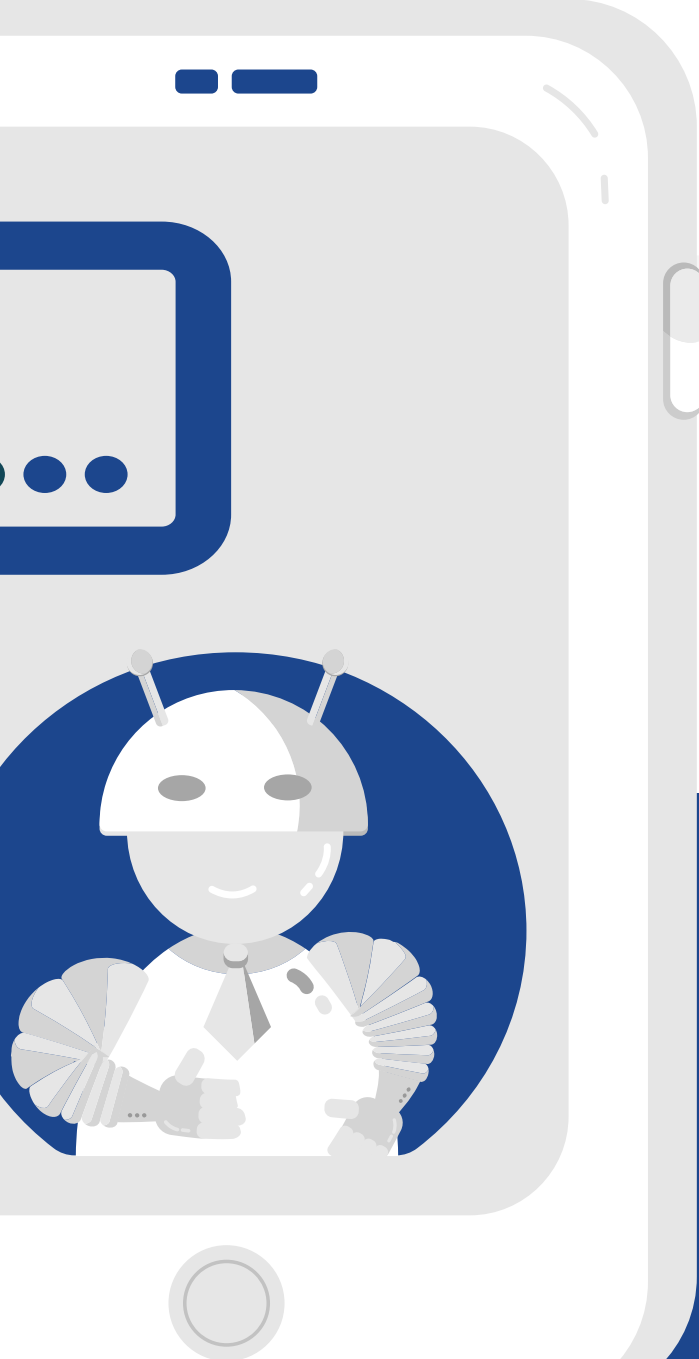
TravelBots

AI Chatbots for Superior Customer Experience

Chatbots

Enabling Real-time Customer Service

With the adoption of mobile, the digital disruption wave has transformed the way customers interact with airlines and has introduced several new channels of communication for assisting passengers in the process. From social commentary to emails, online forms and forums to mobile apps, the customer has various tools to reach out to an airline in real-time and expects the airline to be seamlessly available, informed and ready to engage. The growing role of social media and the implementation of Artificial Intelligence (AI), has brought Chatbots into play, as a tool to engage better with customers, reduce costs and drive revenue whilst enhancing the engagement experience.



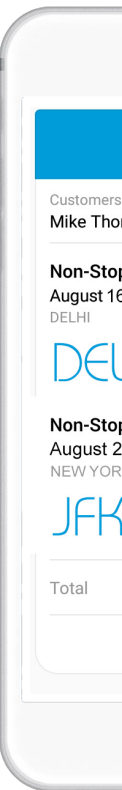
IGT Solutions (IGT) proprietary TravelBots for Travel and Hospitality companies aims to cater to the growing demand of personalised and real-time customer service by leveraging AI and Digital Technologies. The framework has imbibed knowledge from over 40 million reservation calls handled by IGT travel experts every year. This helps IGT in enhancing the digital traveller's experience. It understands and enables Natural Language Processing (NLP) conversations with the travellers, providing a range of helpful travel services and real-time information.

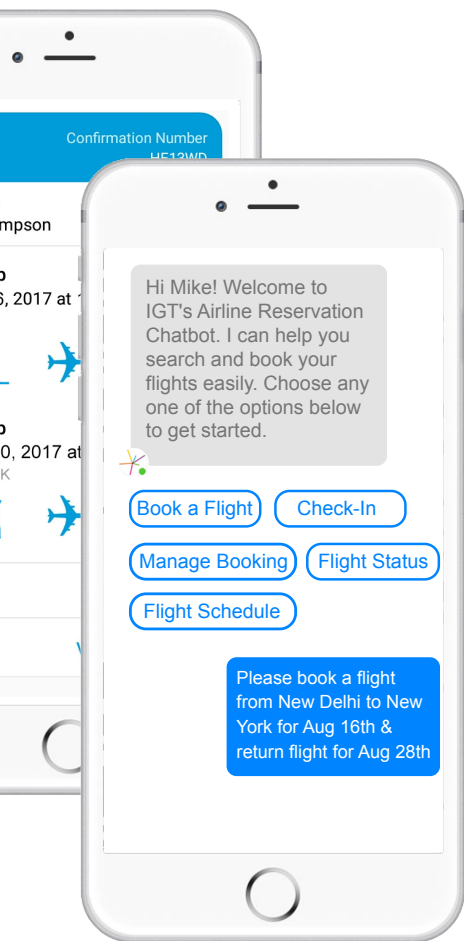
By 2020

85%*

of customer interactions will be managed without any human intervention

*Source: Gartner





Airline Reservation Chatbot

Flight Search

Booking & Managing Flights

Flight Schedule & Status Updates

Multilingual

Payment System Integrations

Seamless & Consistent CX



Hotel Reservation Chatbot

Room Option Display with Prices

Managing Room Reservations

Concierge and Recommendations

Multilingual

Payment System Integrations

Collect Guest Feedback

Seamless and Consistent CX



Baggage FAQs Chatbot

Natural language conversation for customer queries

Intelligent prompt for missing information

Validation of user inputs

Rich UI for displaying baggage allowance and excess fee charges results

Baggage dimension and weight information based on source, destination and fare class

TravelBots Benefits

- 25% reduction in reservation contact centre costs
- 30% enhancement in overall reservation process efficiency
- Scalable and 24/7 constant availability
- Real-time query resolution and enhanced service
- Ability to learn and improve with time
- Multi-lingual support
- Pre-built solution for reducing time to market

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.

Around 20 years of travel domain-led solution development experience, enabling end-to-end solution delivery.

IGT employs more than 12,500 travel professionals across 5 continents; with 17 state-of-the-art delivery centers and worldwide operational presence.

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