

Amadeus Auto-Queue Sorting

Trying to keep order in your mid and back-office queues can be time-consuming. The speed and accuracy of your operational processes require PNRs being allocated first in the right queue and at the right time.

Amadeus Robotics

Maintain your business edge.
Let robots do the dirty work.

Key features

1. Automatically **identifies PNRs** from multiple input queues and categories and **moves PNRs** to the destination queue(s), office ID(s) or category defined in the PNR remarks (general or specific) or associated to the agent signs (e.g., PNR creator or last agent sign).
2. The robot can also **insert remarks** with the information of the PNR input queue and notify via email the agent with the process result.

Auto-Queue Sorting can be configured to run a maximum of 8 times per day.

Tangible benefits

Free up time: let your travel sellers get rid of unproductive administrative tasks.

Gain more efficiencies: speed up your business processes thanks to the standardization of your internal workflows.

Build your collection

Even more powerful when you combine our AQS robot with other Amadeus Robotics applications such as:

Amadeus Auto-Queue 1 Cleaner – to dispatch PNRs out of Queue 1.

How it works

