

# Amadeus Disruption Management

Regain control

amadeus

ATC Dynamic Waiver  
Disruption is predicted to happen

ATC

Amadeus  
Ticket  
Changer

Airlines want to allow passengers to rebook themselves, before a declared disruption, by using predefined commercial measures.

Do I want to rebook my ticket now to secure the date and the flight?



Rebook your flight now

0\$		49\$	0\$
19\$	0\$	0\$	24\$
0\$	24\$		0\$
19\$	0\$		20\$
	24\$		

+19\$

Great! I won't get stuck at the airport. And I received a special price for my change

1 Operation  
Control  
Center  
end-to-end  
visibility

\* Airline KPIs

2 Amadeus  
Schedule  
Recovery

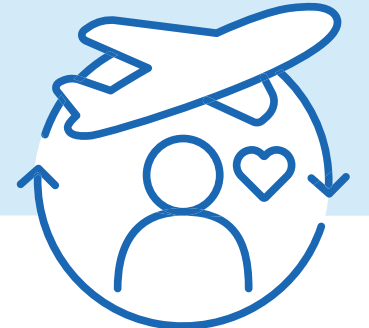


<< Optimizer >>

Amadeus  
Schedule  
Recovery  
30 min

Amadeus  
Passenger  
Recovery  
40 min

Solution found for  
all passengers within  
70 minutes



Satisfied  
customer



ATC

Involuntary  
Online

or select other  
more suitable  
option for free

Phew... thanks to my  
airline, I can now opt  
for my preferred travel  
date at no cost



Recovery Plan

Reroute bags &  
Re-accept on DCS

4 Ticket  
Reprocessing

Reaccommodated  
passenger  
notified

A traveler can  
confirm option offered  
by the airline

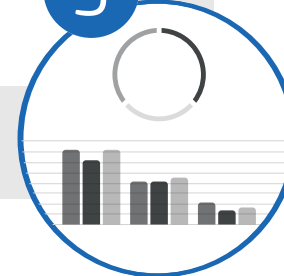
ATC

Involuntary

Reschedule

Amadeus  
Passenger  
Recovery

3



EMD-A  
automatically  
reprocessed



Wi-Fi