



**Amadeus Customer Service Centre**  
is a comprehensive customer care and  
management solution for airlines.

## Amadeus Customer Service Centre

Power your long-term customer engagement

**Handling customer issues rapidly is an essential ingredient in giving your customers a superior travel experience.**

**Answering complaints and queries quickly and effectively requires close integration of all customer related IT solutions including customer communication channels (website, email, social media), your loyalty programme, data warehouse and other internal and external systems.**

### [Manage all your customer contacts](#)

Amadeus Customer Service Centre manages all data concerning customer relations – for both loyalty programme members and non-members – using a single tool.

### [Configure your customer service workflow](#)

Amadeus Customer Service Centre can be used by multiple departments. Set rules to direct incoming customer messages to the most appropriate agent.

Easily configure approval systems for outgoing messages. Use multiple communication channels (web, email, SMS, fax) to optimise your customer management.

### [Seamless integration with your existing systems](#)

An advanced interfacing module enables Amadeus Customer Service Centre to exchange information seamlessly with your loyalty management, insurance and baggage tracking systems, data warehouse or external systems.

### [Full customer contact reporting](#)

Use built-in standardised reports, or customise them to meet your specific needs in monitoring and analysing your customer contacts.

### [Fully scalable, web-based customer service solution](#)

Amadeus Customer Service Centre can be used by small and large carriers, network and low-cost carriers. Accessible via a web browser, it is perfectly scalable in terms of both complexity and number of customers.

## Key features of Amadeus Customer Service Centre

### Comprehensive customer contact profile repository

- \_ Full customer contact details
- \_ Multiple levels of customer
- \_ Customer groups
- \_ Includes frequent flyer profile information
- \_ Full history of communications in any language script

### Smart assignment strategy

- \_ Rule configuration for assigning contacts to users depending on skills or languages
- \_ Keyword and email recognition for automatic distribution
- \_ Configurable approval process for outgoing messages

### Customer care agent actions

- \_ Easy forwarding to another department/agent/partner
- \_ All feedback tracked and monitored: new, in progress, forwarded, replied, approved

- \_ Correspondence templates

- \_ Choice of compensation (gift, frequent flyer points, monetary refunds)

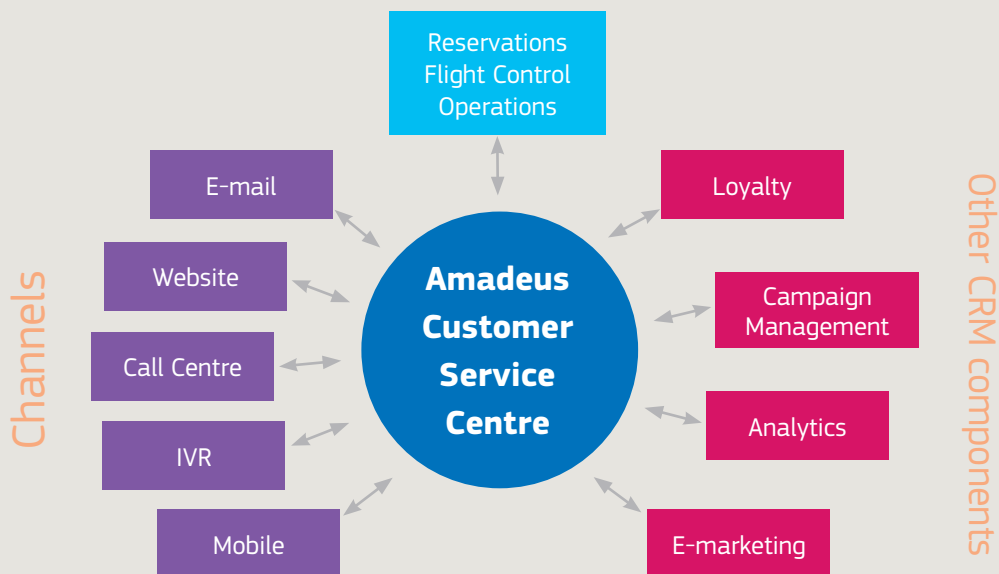
- \_ Customer contacts via email, fax, SMS, website

### Website based

- \_ Includes complete, configurable website
- \_ Scalable for any size or type of airline
- \_ Data warehouse integration

### Reporting & decision support

- \_ Standard and customisable reports
- \_ Export to spreadsheet, PDF, html



### Trusted technology partner

As the global travel industry's leading technology partner, Amadeus is committed to helping you overcome your biggest business challenges by continuing to provide innovative and advanced integrated solutions, plus best-in-class support and expert consulting services.

### Find out more

For further information, visit [amadeus.com/airlineit](http://amadeus.com/airlineit) or speak to your Amadeus Account Manager today.