

# Amadeus Mobile Messenger

Locate, communicate and assist your travellers



Deliver fast, efficient incident management, with all the information you need in a single tool to be able to identify, analyse and assist your travellers without delay. Amadeus Mobile Messenger enables professional assistance for handling disruptive events such as weather events, political unrest or natural disasters and allows you to communicate with travellers at any time.

## Duty of care

Global incident monitoring is an important component of your strategy to ensure the safety and well-being of your travellers. While knowing what has happened is only the beginning of managing disruption, you need to identify who is impacted and what the next logical steps are before you can take the appropriate supportive action. All of this needs to happen in the least amount of time possible. Amadeus Mobile Messenger helps to ensure you are always in complete control of the situation, supporting your incident management process efficiently and in real-time.

## Locate travellers instantly

Itineraries are represented on a dynamic map interface, allowing you to quickly pinpoint a traveller's location. Pushpins which represent a cluster of itineraries break down into new individual pointers to define the exact location of each traveller, using the GPS functionality in their smartphone or by geolocation of an airport, hotel, etc. The clear, colour-coded display indicates a traveller's

status for additional visibility, with complete itinerary details available at the click of a button.

## Focus on the relevant data you need

Traveller data within Amadeus Mobile Messenger is automated and updated in real-time, ensuring users always have the latest information to work with, which is critical for incident management. Various options to filter

Amadeus Mobile Messenger map interface with risk intelligence



the information are available, allowing you to better define the itineraries or travellers that you need to work with.

An optional risk intelligence module, with data provided by Riskline™, delivers relevant risk information according to a traveller's location. Country status reports, pre-travel advisories and risk alerts offer travellers accurate, real-time destination information and incident analysis. Any applicable data that may impact client travel can either be communicated automatically or pushed to travellers when required.

## Communicate effortlessly

Amadeus Mobile Messenger allows you to communicate with travellers at any time using either a smartphone app, SMS or by e-mail. One-way messaging can be used to send informational data that needs no response, while the two-way messaging option provides feedback and updates a traveller's status on the map interface according to the reply.



Two-way messaging: communicate quickly and efficiently with travellers

## Optimise your workflow

Amadeus Mobile Messenger incorporates innovative technology that optimises the workflow for incident management, delivering real-time saving and making the process more cost-efficient.

Groups of travellers that need heightened attention in a specific area can be defined using a polygon query to facilitate handling. An auto-messaging feature allows communication with these travellers, as well as with travellers who are scheduled to enter the polygon for an identified date range.

An itinerary can also be locked in a specific location when a traveller is stranded, which is critical in a situation such as a weather event or natural disaster. This unique feature effectively overrides the traveller's scheduled itinerary, showing their real location so that appropriate action can be taken.

## Key benefits of Amadeus Mobile Messenger

- Professional assistance can be directed to the traveller quickly and efficiently
- Workflow optimisation using Amadeus Mobile Messenger's unique messaging, filtering tools and workload distribution
- Real time and automated system updates ensure users have the most current data to work with, critical for incident management
- Customer satisfaction and retention are enhanced by anticipating needs
- TMCs can act proactively, helping to save in the cost of assistance and reduce call centre queries
- Help corporations to reinforce their risk management strategy and monitor the safety and well-being of travellers throughout their trip

Amadeus Mobile Messenger is powered by Charter Solutions International with risk intelligence provided by Riskline™.



## 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](http://amadeus.com) or speak to your Amadeus Account Manager today.