

Take a seat

Now all airline ancillary services are available in the same screen



Stay competitive and go that extra mile with our fully integrated, end-to-end solution to book ancillary services. It's simple to use and has the same standard booking flow for any airline in our system. The single view of the seat map and the services catalogue, along with the new enhancements all help you save even more time.

Services catalogue

Integrated right into the booking flow, our dynamic and intuitive catalogue is now your one point of access to all chargeable and non-chargeable services, including seats. The graphical catalogue always displays the most up-to-date information on airlines' ancillary services.

- Airline offer for all passengers on all segments can be viewed at the same time
- Easy selection of passengers with tick boxes

- Guidance on information required by airlines via simple to fill in fields

- Intuitive search of services, by code or by name

Seat map

Thanks to the intuitive display and the enhanced visibility offered by the new seat map, you can be even more efficient in making personalised bookings.

- Guided workflow where the agent is automatically taken to the next segment
- User-friendly vertical format, which reflects the actual view of a plane
- All passengers are automatically placed as close to each other as possible

The screenshot shows the 'Seats and Services Catalogue' interface. At the top, there's a 'Flight segments' table with two segments: S1 (B8154 W 20NOV14 TXL-ORY 06:45 08:30) and S2 (A8155 W 25NOV14 ORY-TXL 09:15 10:55). Below this is a 'Seat Map' grid with columns A-F and rows 1-10. A yellow callout box shows details for seat 9A: 'Chargeable seat', 'Left side of aircraft', 'Seat is free.', and a price of 11.99 EUR for each of the four passengers. The passenger list at the bottom shows: P1 GLASS / JOHN (11.99 EUR), P2 GLASS / JACK (11.99 EUR), P3 GLASS / MARY (11.99 EUR), and P4 GLASS / JENNIFER (11.99 EUR). The left sidebar contains various service categories like 'Seats', 'Baggage', 'Meals', etc., with an 'Exit' button circled in red. A red arrow points from this 'Exit' button to the passenger list.

- Visibility on chargeable seats, those blocked by the airline and those occupied by passengers in the same PNR
- Intuitive navigation thanks to the dynamic list of features that retrieves and displays seat information as filed by the airline, as well as from one segment to the other
- Informative pricing, with frequent flyer validation for each passenger, displayed directly on the seat map
- Easy selection of seats with double-click



Customer satisfaction

Give your customers choice from all available seats and services to customise their journey, with prices automatically calculated based on the frequent flyer status.



Workflow efficiency

Make multi-segment, multi-passenger bookings in just 4 clicks. Reduce the time taken to book by up to 66%, with the new integrated display which shows all available seats and services on one single screen.



Stay competitive

Convert sales quicker, and make more informed recommendations to your customers, by offering all available services (both chargeable and non-chargeable).

FIND OUT MORE

For further information, visit amadeus.com/opportunitiesahead or contact your local Amadeus representative.

amadeus