

Amadeus Touchless Solutions

Customised automation for smart productivity



Are repetitive manual tasks taking up too much of your agents' time and energy?

Amadeus Touchless Solutions automate the processing of time-consuming and complex labour intensive tasks 24/7, so you can reduce operating costs and concentrate on delivering high value-added services to your customers.

Streamline your processes

Amadeus Touchless Solutions are built on a flexible automation platform, which can be fully customised to help you process and better manage the time-consuming and complex tasks in your agency. Unlike other solutions which work on a closed set of business rules (requiring in-house expertise for rule creation and maintenance), Amadeus Touchless Solutions bring you the assurance of a robust system, along with the flexibility of fully customisable modules, and allow you the freedom to perform your own configuration.

Modular and open systems technology mean you can optimise your current IT operations. Fully compatible with all Amadeus front-office systems, Amadeus Touchless Solutions fit easily into your existing environment and allow 3rd party data integration for use with mid and back-office. All modules are tailor-made to your specific requirements, and are provided with a configuration website. Your Solution Administrator can easily

monitor, control and update the rules and parameters, quickly obtain real time statistics and generate bespoke reports.

Work smarter

Enhance your quality control by managing rules to improve your processes and guarantee the quality of your PNRs. Save time and reduce errors with automated checks for completion and consistency, helping you to better control your ticketing workflow and document issuance.

Connect with your Customers

Serve your customers more effectively with automated, customised alerts. Avoid delays in trip confirmation, and engage with your customers further via personalised notifications. The schedule change module will for example assess each PNR, and analyse the type of schedule change. The PNR will then be automatically updated and a notification for minor changes sent to the traveller. Thus freeing up your resources for more complex follow-up and interaction.

Stand out from the competition

Fare optimisation and monitoring help you to manage your sales model more efficiently and demonstrate your expertise to your customers. A flexible reporting interface based on your business needs, helps you better control your activity with accurate reporting on PNR processes, and tailor made reports with real time activity tracking.

A French online travel agency processing 25.000 PNRs identified more than 102.000€ in potential savings from June 2014 to January 2015, using Amadeus Touchless Solutions, Fare Optimiser.

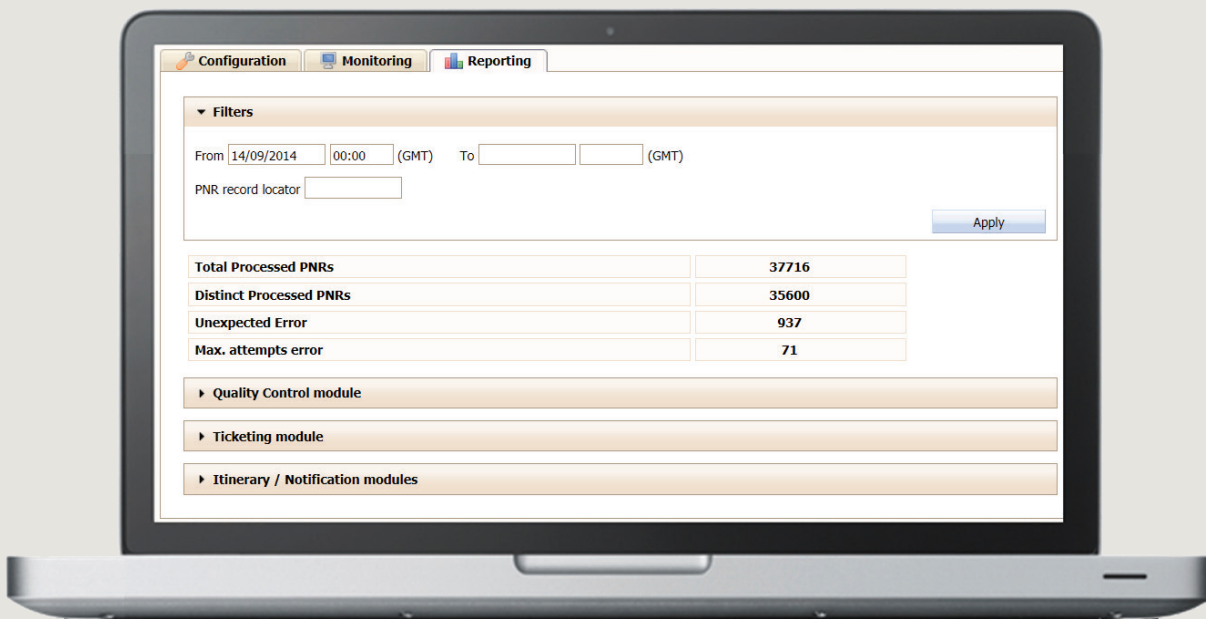
Key benefits

Amadeus Touchless Solutions help to reduce and control costs, increase quality, and boost productivity, enabling agents to focus on customer service and revenue-generating activities.

- Save time and resources on repetitive tasks
- Ensure quality with automated checks to streamline business processes
- Provide data consistency for mid and back-office
- Deliver highly valued services to your customers
- Reduce overheads by eliminating the cost of technology maintenance and management
- Benefit from innovative technology and agile delivery mode
- Increase productivity for ticket and document issuance
- Stay ahead of the competition with customised services

“Amadeus has brought us its expertise and consulting experience as well as perfect project management and methodology. Amadeus has a perfect understanding of our needs.”

Mathieu Maupoint
Head of Business Process Management, HRG France



Amadeus Touchless Solutions reporting module

Amadeus is at the heart of the global travel industry. Our people, our technology and our innovation are dedicated to working with our customers and partners to shape the future of travel.

- _ We help them connect to the travel ecosystem.
- _ We help them serve the traveller.
- _ We help them manage their travel business.

Together, let's shape the future of travel.

Find out more

For further information, visit amadeus.com or speak to your Amadeus Account Manager today.