

# 7 Ways to Maintain Your Business Edge

Travel desire is out there. Every step you take now will be crucial to make your business successful in this new age. Automation can play a much bigger role in freeing up your staff as well as giving you access to the high-quality insights about your internal operations needed to support informed business decisions.

Messy data is not an option anymore. Your back-end is an infinite well of useful business information. You and your management team are struggling to benefit due to the lack of a truly common data model.

Talent is scarce. Operational demands are hampering agent's attention from customer-facing activities, creating less than an ideal working balance between administrative duties and sales. But the travel advisor role will be key helping travelers overcome challenges and making their travel more accessible, confident and enjoyable. Recovery and long-term growth is driven by informed business decisions and your team's capacity to carry them out.



## How do I get critical insights to inform my business decisions?

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### Cornering Queue Management

Putting technology in charge of clearing busy queue 1 receiving PNRs with confirmations, cancellations and schedule changes on an ongoing basis.

Automatically moving retrieved PNRs to matching output queues based on the configuration defined for PNR remarks and agent signs.

Steering technology to automatically perform and dispatch PNR searches based on different criteria at defined times during the day.



## Removing PNR Quality Headaches

Leveraging on technology to ensure PNRs meet the desired quality before issuance, based on rules, airlines' policies and corporate agreements.

## Mastering the Issuance Game

Using automation to provide a 24/7 ticketing service to travelers.

Putting technology in charge of ensuring accurate calculations and updates of the ticketing time limit for every PNR.

Using technology in charge of handling and prioritizing PNRs affected by schedule changes in order to avoid stressful work peaks.

## Make your automation move

Imagine your business taking off thanks to accelerated and informed business performance. Think about all the valuable operational information you can obtain with robotics at your side.

Greater business agility is within your reach. Find out how. Contact your Amadeus Account or Sales Representative today.

### Amadeus Robotics

Maintain your business edge.  
Let robots do the dirty work.

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