

# 7 Ways to Speed Up Your Internal Processes

Recovery is on the horizon. Every minute and chance to earn revenue matters so your business can thrive. Automation can play a much bigger role in streamlining your operations especially with reduced staff, manual processes and messy data.

Whenever there's a new airline policy, corporate agreement or market practice in place that impacts internal operations, your front-line agents pay a high efficiency price to digest and absorb resulting changes on their day-to-day work.

In a stressed environment, the risk of manual errors multiplies. Slowing down processes with even more with PNR rework activities is a cost your business can no longer afford.

If you lack a common data model and are facing inconsistency of processes, then your data analytics and reporting are hampered. Access to critical insights is paramount to improving your overall back-end operations, while helping to steer your agency's continued recovery and long-term growth.

## How do I standardize activities and harmonize my operational workflows?



### Cracking the Queue Management Conundrum

Putting technology in place to automatically dispatch PNRs out of Queue 1 in a timely and consistent manner.

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.



## Simplifying the PNR Quality Jungle

Leveraging on technology to create and execute PNR quality checks based on your own rules, airlines' policies and corporate agreements.

### Upping Your Issuance Game

Using ticketing automation to ensure only compliant PNRs pass to the ticketing flow before the last hard deadline imposed by airlines.

Steering technology to standardize calculations of the ticketing time limit based on each airline's rules and policies.

Using technology to automate and standardize the treatment of PNRs affected by schedule changes.

### Make your automation move

Imagine your data workflows marching to your agency's tune. Think about the isolated operational actions you can streamline with robotics at your side.

Standardization is within your reach. Find out how. Contact your Amadeus Account or Sales Representative today.

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