

# GETTING A GRIP ON QUEUE MANAGEMENT



**Amadeus Robotics**  
Automate Smarter  
[amadeus.com/robotics](https://amadeus.com/robotics)

Queues management can make or break your staff's productivity. Automation is key to synchronizing the entire mid and back-office operations of your travel agency, so you and your staff can focus your efforts on selling and servicing.

**Amadeus Robotics** equips your queues management with superior intelligence. Standardize the sorting and distribution of your PNRs among queues and categories. Reduce delays and errors. Harmonize your agency's workflows with cost-effective technology that enables activities to be performed in parallel and in complete harmony.

**Amadeus Auto-Queue 1 Cleaner** analyzes and updates Air and SSR (Special Service Request) segments from PNRs placed in Queue 1 by airlines targeting duplicate and non-show PNRs and redirecting misplaced schedule change PNRs to the right input queue.



**AUTO-QUEUE 1 CLEANER**



**AUTO-QUEUE SORTING**

**Amadeus Auto-Queue Sorting** automatically sorts and distributes PNRs into matching output queues based on your own configuration around agent signs and PNR remarks.

**Amadeus Auto-PNR Finder** performs automatic PNR searches among defined queues and categories, for defined PNR types (LPO commands) at set times during the day. The robot can send the LPO commands to other queues for further processing, or even to a customer application.



**AUTO-PNR FINDER**