

# 7 Ways to Stay Focused on Your Customers

Travelers are anxious to travel again. Now more than ever, the travel advisor is essential helping travelers overcome challenges and responding to their demands. Automation can play a much bigger role in helping you steer clear from repetitive back-end activities while getting your income off the ground.

Workload volumes are still unpredictable and likely come at the least ideal moment in your day. Creating a stressful environment that disrupts customer-facing tasks, penalizing the front-line servicing experience for travelers.

Evolving market practices, airlines' policies, and corporate agreements are making you pay a high efficiency price. Now is the time to convince your agency to shift operational gears and tackle non-revenue activities with technology.



## How do I increase my productivity on revenue-generating activities?

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### Taming Queue Management

Using automation to break free from repetitive Air and SSR segment status changes to clear the PNRs shambles in Queue 1.

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.



## Making PNRs Sit Up and Behave

Leveraging on technology to ensure PNRs quality before issuance in order to avoid time-consuming validation processes.

## Turning Issuance into Productivity Gold

Using ticketing automation to ensure accurate documents' issuance, in order to avoid additional modifications or cancellations.

Allowing technology calculate the most restrictive ticketing date for every PNR, in order to save time on very laborious calculations.

Putting technology in charge of handling PNRs affected by minor schedule changes, and of prioritizing major schedule changes for manual handling.

## Make your automation move

Imagine ending your workdays feeling that you have truly delivered unparalleled value to your travelers. Think about all the stressful and unproductive admin tasks you can avoid with robotics at your side.

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

### Amadeus Robotics

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