

Tickets UA

on Amadeus Ticket Changer Shopper



We are a pure online travel agency. Our business is about providing the passenger with recommendations about flights, fares, routes, airline's services etc., and having access to the latest innovative technology is extremely important for our business.

We strive to automate our business processes to a maximum because it allows us to save our customers' time, and by minimizing the agents' manual operations we eliminate the risk of revenue loss caused by manual work.

Last year, we implemented a service quality system and we worked towards a full automation of ticket purchases, followed by our next challenge, which was the automatic processing

of ticket change requests. Therefore, we chose to implement the Amadeus Ticket Changer, which brought us new capability: online ticket reissuing.

With the help of ATC Shopper, we automated most of the ticket reissues and return processes. This has allowed us to increase the volumes of ticket changes done by our customer support and to decrease the response time when our passengers need to wait for refunds calculation.

Our next step in the ATC implementation is the auto-refund functionality.

We are happy to join the lucky ones which Amadeus invited to pilot the ATC Shopper and appreciate this opportunity.

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