

Amadeus Reject Processor is the intelligent automated solution to the high cost and problem of working teletype reject messages. With no outlay on specialist equipment or maintenance, no costly training required and no additional demands on your own system, our 24/7 robotic solution is far faster, more accurate and less expensive than manual processing.



**Amadeus Reject Processor dramatically reduces the cost and risk of passenger complaints and delays due to mishandled or uncorrected teletype reject messages.**

#### **Reduce cost and business risk**

Manual handling of these time critical message queues is labour intensive and costly, involving long and detailed training. Get it wrong, and miscoded or uncorrected messages have an immediate and highly visible impact on your frontline operations. Incorrect bookings, missed seat assignments, incorrect passenger names and invalid frequent flyer numbers – these are just some of the costs of poor information. Customer service issues that surface at the point of departure can delay flights and damage your corporate reputation.

#### **Correct 90% of teletype reject messages in seconds**

Amadeus Reject Processor will automatically correct the vast majority of rejected teletype records: up to 90%, depending on your rules. Operating 24 hours a day, every day, the system can correct errors in seconds, much faster than even the best human agent. This frees up your reservation staff from processing TTRs, improving their productivity and effectiveness.

#### **Customise processing to your specifications**

You can customise the parameters and processing rules of Amadeus Reject Processor to reflect any number of rules and parameters that your current TTR agents use. Access to teletype reject messages can be provided in the same manner as is currently used by your agents, for a seamless and efficient service. In addition, Amadeus Reject Processor internally records every message queue it handles, leaving a readily available audit trail.

#### **Easy to use**

Amadeus Reject Processor is provided as a fully managed service, designed to reduce cost and relieve pressure on your reservations and customer facing airline staff. It is remotely hosted by Amadeus so you have no equipment to buy or maintain, no software to upgrade, and no intensive training to undertake. You simply install a communications line (data drop) from your reservations system to our location and grant Amadeus Reject Processor access to it.

## Amadeus Reject Processor automatically carries out the following tasks:

- > Queue places PNRs for other functional areas to work
- > Removes from queue those TTRs that should be ignored
- > Ensures that Automatic Ticket Number rejects are handled appropriately and that reservations are properly ticketed
- > Internally records every message queue handled
- > Builds and modifies PNRs where required:
  - Cancel segments
  - Add ticketing information
  - Reduce a PNR
  - Divide a PNR
  - Add frequent flyer information
  - Assign seats
  - Change names
  - Add OSI remarks
- > Applies any number and complexity of rules and parameters specified by the customer
- > Operates 24/7 with full technical support

Amadeus Reject Processor complies with Standard Interline Passenger Procedures (SIPP).

Don't waste another minute on TTR handling. Call your Amadeus consultant now, and cut costs fast.

## Service

How can an automated system be personal?

**This is the story of a carrier seeking to cut costs by automating its teletype reject message queue, without risking its customer relationships.**

A mid-sized regional airline identified that automation of its teletype reject handling process offered a substantial opportunity for reducing costs. The issue was how to manage the changeover from the existing system to a more efficient process, without disruption to customer service. Amadeus Reject Processor looked like a potential solution, with its low set up costs and flexibility, but what risk would they be taking by relying on a remotely hosted system? Would standards of customer service be maintained?...Amadeus provided a dedicated team who worked alongside the airline's reservations team for a seamless implementation, and we are always available for consultation on specific decisions and potential new solutions. Technical support is 24/7, and customer satisfaction has not only been maintained but improved.

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