

Amadeus Airline Retailing Platform

Automated Ticketing Limits

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Amadeus Automated Ticketing Limits is the latest addition to our Revenue Integrity portfolio offering advanced flight firming capabilities. It goes beyond delivering all the traditional features of ticket time limit flight firming, utilising unique real-time assignment of ticket time limits and instant notifications to agents. All this further reduces revenue leakage caused by unproductive bookings, ensuring that your travel agency bookings are compliant with respective ticketing policies.



Align your flight firming with your sales strategy

With Automated Ticketing Limits, your ticket time limit flight firming procedure is applied directly in Amadeus at the time of booking*. It's based specifically on flight firming logic that you can easily define and manage in our system.

What's more, a wide range of configurable options gives you the flexibility to adapt your flight firming procedures to match your sales strategies and even local requirements and policies, if necessary. This ensures accurate assignment of ticket time limits, in line with the actual product sold and the specific point of sale.

Going beyond traditional ticket time limit management capabilities, Automated Ticketing Limits allows you to assign ticket time limits based on the last ticketing date of the applicable fare basis when this is added to the booking .

* For Altéa carriers, Automated Ticketing Limits is automatically applied to all bookings regardless of the channel and GDS used.

Facilitate real-time assignment of ticket time limits

With Automated Ticketing Limits, your bookings are monitored throughout their lifespan to ensure that non-committed inventory is captured and cleaned quickly. You achieve a greater inventory transparency and can make more seats available in periods of high demand in order to maximise inventory utilisation.

This is achieved through real-time assignment of ticket time limits to bookings at booking creation, rather than via a delayed batch process and its subsequent re-calculation upon booking modification or insertion of critical information by agents, such as the applicable fare.

The solution, developed in conjunction with airline customers, enhances the way traditional flight firming works where it counts during the booking process.

David Doctor
Director, Airline Distribution
Airline Business Group, Amadeus

Reinforce booking policy transparency with agents and passengers

With Automated Ticketing Limits, ticketing deadlines are communicated to agents via real-time notifications at the time of each booking as opposed to SSR messages typically placed to agency queues well after the booking was closed and the passenger had gone.

Real-time notifications help you to increase the likelihood of bookings being fulfilled in a timely fashion. Not only do they effectively make agents aware of what is expected of them and by when, but they also enable agents to confirm the policy details with customers in real-time to foster passenger commitment.

Deploy your flight firming business rules and processes instantaneously

Automated Ticketing Limits allows you to react promptly to changing market dynamics – and save your airline time and money in the process.

There is now no need to wait for deployment of new flight firming business logic, new rules or rule modifications. And there is no requirement for hard code programming. Instead, you are provided with a user-friendly graphical user interface, which eliminates the complexity of rule administration and enables you to manage your business rules as and when required. What's more, any updates that you perform are instantaneously reflected in the system. You also have the ability to test the impact of rule updates via the GUI to facilitate smooth deployment.

Technical requirements

Automated Ticketing Limits has no specific technical requirements, other than access to the Amadeus Airline Retailing Platform graphical management interface.

With Automated Ticketing Limits, you can:

- › Configure flight firming business rules in line with your fare structure and policies and different market requirements;
- › Facilitate real-time assignment of ticket time limits and re-calculation upon PNR modification;
- › Enable unique real-time notifications to agents of ticket time limits;
- › Enable reminder notifications to agents 24 hours prior to time limit expiry;
- › Facilitate automatic cancellation upon time limit expiry;
- › Prevent agents from bypassing ticket time limits with anti-churning features;
- › Apply special controls for bookings containing manual ticket numbers;
- › Self-administer flight firming business rules via a user-friendly GUI;
- › Deploy or modify flight firming business rules and logic in real-time



To maximise your revenue opportunities while eliminating the cost of non-productive bookings, call your account manager today or go to:

www.amadeus.com/airlines

amadeus
Your technology partner