

# Amadeus Quality Control

## Business Management

Amadeus Quality Control is the new flexible solution for travel agencies to better manage their business practices and guarantee the total quality of every reservation. Fully adapted to the agency's own business needs and processes, Amadeus Quality Control ensures you maximise the efficiency of every sale.



### Amadeus Quality Control – total quality for every reservation, every time

**The right information at the right time!**  
**Amadeus Quality Control ensures accurate, consistent and complete booking information every time.**

#### Maximise the efficiency of every sale

Integrated with Amadeus Selling Platform, Amadeus Quality Control helps to increase the productivity of your agents through the systematic checking of every PNR at the time of booking. Agents are reassured that the right information is captured at the right time, avoiding manual errors and reducing any PNR re-work that might otherwise be required. And since quality check rules and administration are managed centrally, you can be sure that every PNR is compliant to agency standards.

With Amadeus Quality Control, agents are free to focus more on their core activities – serving the customer!

#### Focus on customer service

Amadeus Quality Control is totally flexible, giving agencies the possibility to define rules at an individual customer or company level, thus ensuring all individual preferences or corporate policies are

adhered to at the time of booking.

In addition, Quality Control rules can be used to prompt agents with context-based cross or up-selling opportunities. Thus ensuring that for every customer the widest and most relevant sales offer is proposed, and that for the agency maximum revenue potential per sale is achieved.

#### Adapted to your business needs

100% customisable, Amadeus Quality Control is managed centrally, thus allowing an agency to enforce workflows and business practices across one or multiple agencies. Data quality is assured, notably the inclusion of all mid and back office requirements.

Rules can be set and administered at all levels, and associated with any element of the PNR, giving you the flexibility to manage your business and quality processes your way.

## Amadeus Quality Control - in detail

### Customisable:

- > Unlimited number and type of rules - can be associated to any element of the PNR
- > Rules can be **personalised** down to an individual customer or company level
- > Centralised and adapted to all offices - rules can be set **centrally** and easily deployed across all offices

### Automatic:

- > Every PNR is **automatically and systematically** checked for compliance and consistency, prior to validation
- > Inclusion of host commands, external scripts or .dll programmes for automatic creation of availability or booking requests
- > **Automated** product maintenance and updates, and replication across all workstations.

### Easy to use:

- > **Interactive** - Quality checks can be run manually 'on-demand' at any time during the reservation, or automatically at the end before PNR validation
- > **Intuitive** graphical user interface

## Services offered around Amadeus Quality Control

### Business Consulting

Analysis of your systems, operations and business processes in order to get maximum value from Amadeus Quality Control.

### Implementation & Integration

Implementing Amadeus Quality Control into your specific environment, to ensure a smooth integration, including the set-up of customised rules specific to your business.

### Support Services

Functional help, technical help, custom maintenance services and more as required by your agents and/or technical teams.

### Project & Change Management

Ensuring smooth and on-time delivery of the project and to prepare your agents for modifications to the workflow .

### Educational Services

Customised training to increase your agents' and technical teams' productivity within the shortest timeframe.

Contact your Amadeus sales representative to show you how **Amadeus Quality Control** helps you manage your business.

[www.amadeus.com](http://www.amadeus.com)

## Selling more with Amadeus Quality Control

Amadeus Quality Control gives you the opportunity to create specific rules which prompt agents to make the most relevant offer to the customer – for example:

- > **Context-based cross and up-selling opportunities**  
Quality Control can automatically propose, for example, a car or hotel booking with pre-filled information when the passenger stays more than 1 day in the same location
- > **Enforced booking on specific providers**  
Preferred suppliers or one-off special deals can be highlighted to the agent at the time of booking
- > **Inclusion of service fees**  
Agents are prompted at the time of booking to include service fees and communicate them to the customer before they are automatically included in the PNR