

With the Amadeus Call Centre Solution you can be sure to get the most out of your call centre: a single platform for all point-of-sale activities giving you dynamic access to local content and integrated profile management.



Get more from your call centre - with Amadeus Call Centre Solution!

More calls per agent

With the Amadeus Call Centre Solution your agents can handle more calls, and thus manage more sales. Seamless data flows and efficiency tools accelerate each booking, reducing the time required to process a PNR.

Integration with the computer telephony system (CTI integration), means that callers are automatically identified, and their PNR history immediately displayed. This gives the agent instant access to all the information they need to make a booking.

Productivity levels are further enhanced with customised workflows, which automatically prompt an agent to follow a pre-defined booking order.

In addition, the Dynamic Desktop means that not only can agents handle more calls, but one agent can now more easily take calls from different countries. The Office ID, and thus the agent's working environment, automatically changes depending on the caller's country or company.

Personalised service

Instant caller recognition together with the integrated access to CRM systems or other customer databases, ensure that you get to

know your customers better and that your agents can provide a more personalised service.

Consistency in service delivery is also assured, thanks to the customised workflows which can be set up according to your specific business needs or those of your customers.

And no matter where the call is coming from, the Dynamic Desktop and Office ID switch give the agent a dynamic access to the most relevant content for that customer - both local and customer-specific.

Reduced operational costs

The Amadeus Call Centre Solution provides your agents with a single access to all point-of-sale activities. The complete front-to-back platform, integrating Amadeus Selling Platform (Vista) with Amadeus Agency Manager (ACE), ensures that the entire sales process from reservation through to ticketing and invoicing is seamless.

Coupled with a comprehensive analysis of your business processes, the Call Centre Solution is fully adapted to your requirements – ensuring you really do get more!

Amadeus Call Centre Solution – key features:

- A single platform to serve customers across multiple markets
- Integration of the contact management (telephony) system into Amadeus Selling Platform (Vista) enables auto-initiation of the PNR at time of call for more efficient call-handling
- Seamless integration of customer databases, CRM and customer identification systems
- Dynamic content availability based on customer needs, and geographical location (multi-office ID capabilities)
- Single interface to issue airline tickets across Europe
- Full integration from front-to-back office – from sales to fulfillment - with the Amadeus Sales Management Solution (Vista +ACE)

Services offered around Amadeus Call Centre Solution:

Custom development

- Automated reservation workflows
- Call centre scripting and customised quality control processes
- Multi-source content integration (e.g. through Smart Tabs)

Systems integration

- Interface design and installation with applications such as Customer databases, CRM and back office systems
- Integration with CTI (customer telephony integration) applications

Project management

- Centralised management of both Amadeus and 3rd party components and services
- Turn-key delivery of call centre IT infrastructure

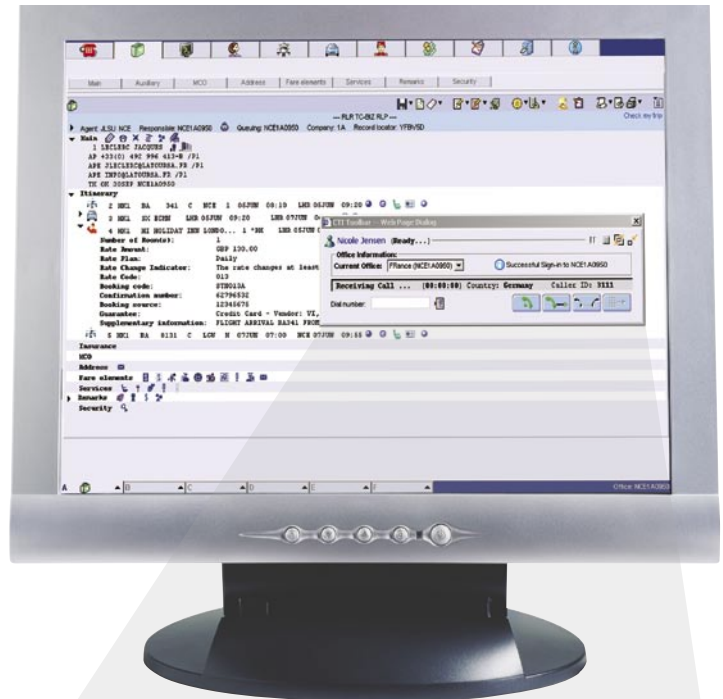
Support

- Single entry-point across multiple countries
- Functional and technical support 24h*7days as well as custom maintenance

Contact your Amadeus sales representative to show you how Amadeus Call Centre Solution generates business benefits that go straight to your bottom line.

Visit www.amadeus.com/callcentre for a multimedia presentation of the Amadeus Call Centre Solution.

CTI integration into Amadeus Selling Platform



Dynamic Desktop: the Office ID switches depending on the caller's country or company