

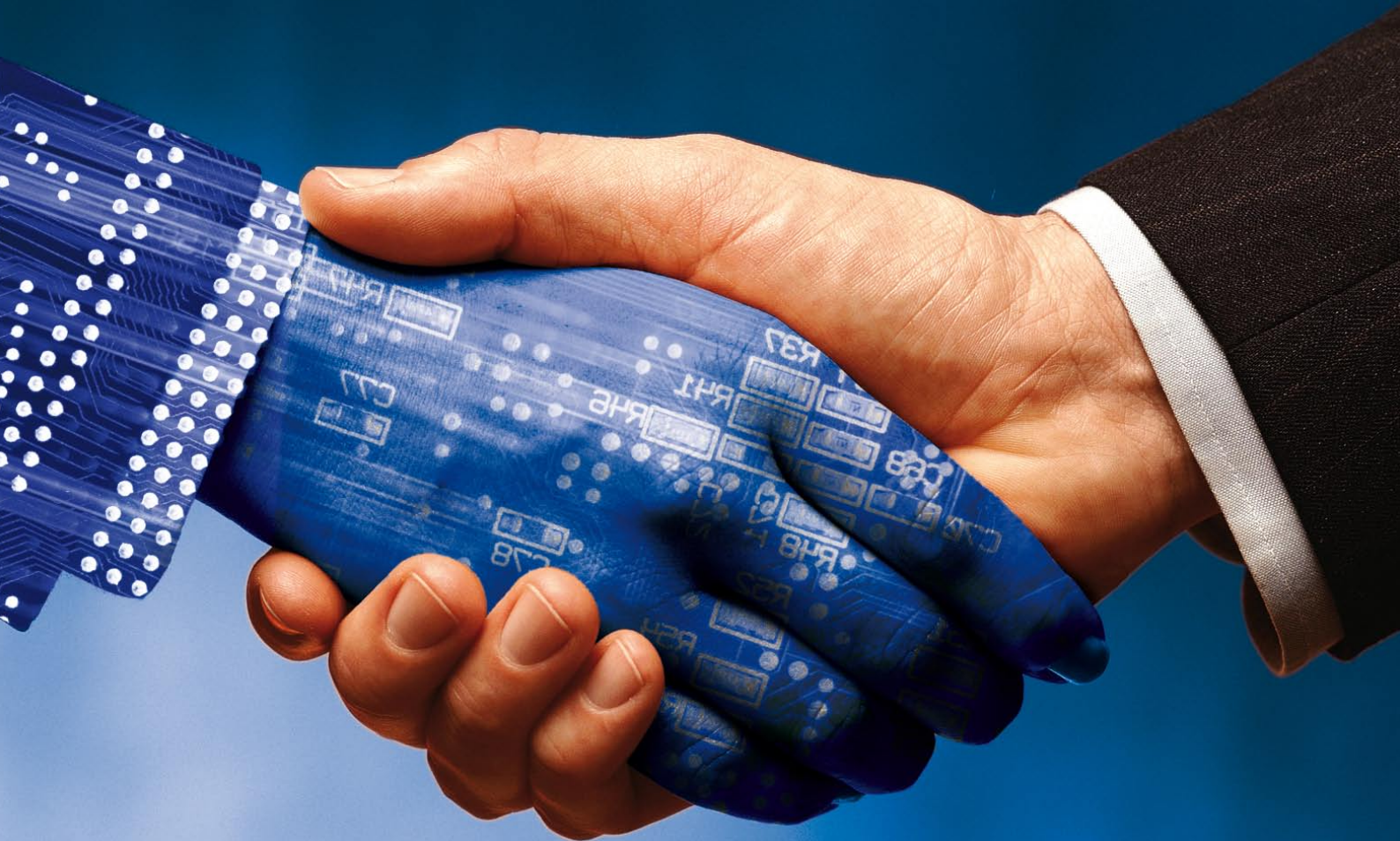
**aMADEUS**

Your technology partner

## **Amadeus** Touchless Processing

Business Management

**Automate agent tasks  
& cut costs**



## Amadeus Touchless Processing

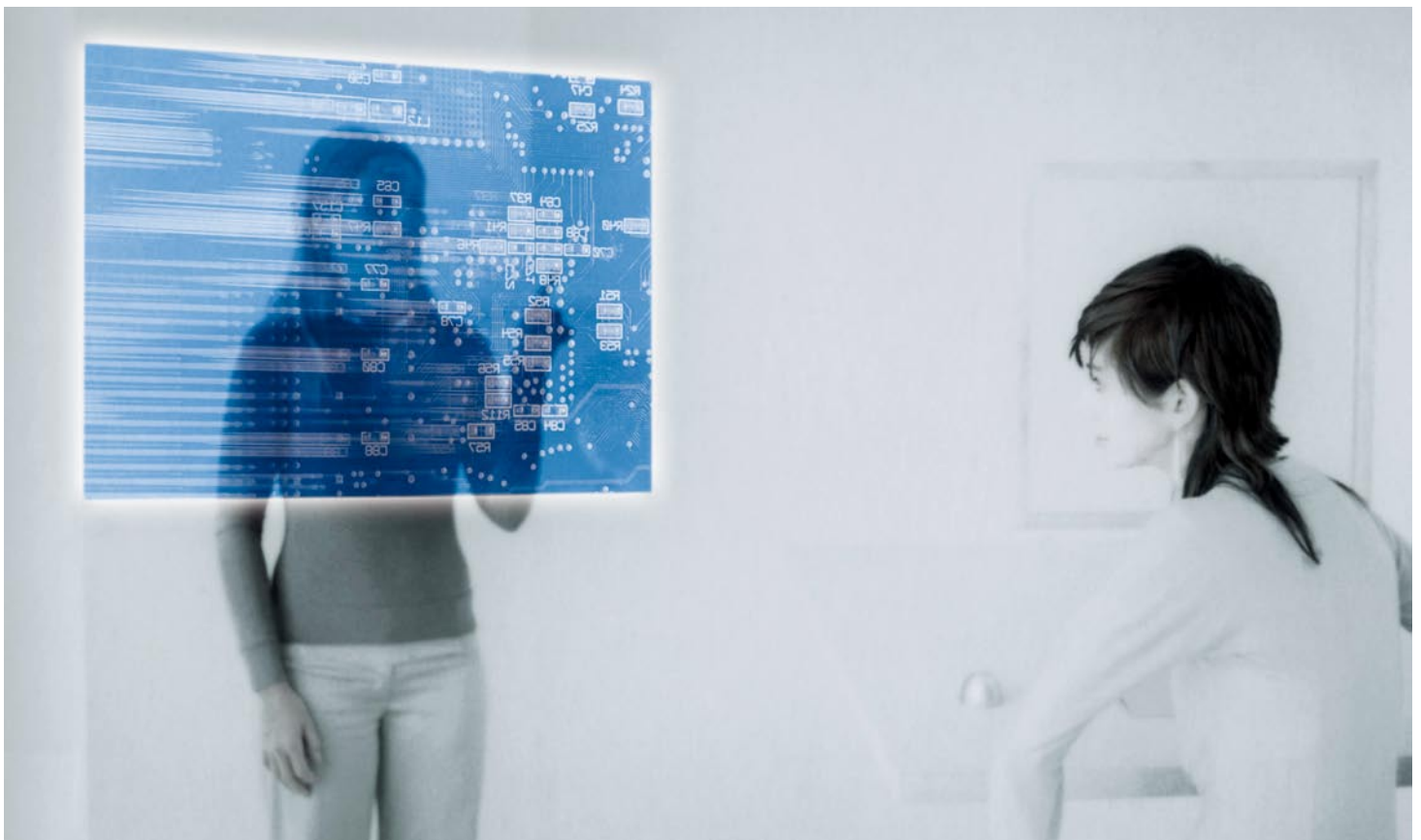
Eliminate manual time-consuming and error-prone processes and take control of your costs with Amadeus Touchless Processing, our highly customisable auto-fulfillment processing solution.

### Product Description

Amadeus Touchless Processing is an efficient and customisable auto-fulfillment processing solution which will help you eliminate manual time-consuming processes. It automates recurrent manual processes associated with quality control, file finishing, ticketing, notifications and reporting, enabling your agents to focus on customer service and other revenue-generating activities. Amadeus Touchless Processing also decreases your reliance on agents, protecting you from the costs associated with high agent turnover, human error and training. It is comprised of five modules: QC & File Finishing Module, Fraud Detection Module, Ticketing Module, Traveller Alerts Module and Reporting Module. Each module automates a set of non-revenue generating processes and together they form a comprehensive multi-GDS automated fulfillment platform, capable of integrating external data. Small and mid-size online travel agencies will be able to increase services by offering 24/7 fulfillment, decrease costs and compete more aggressively. Large online travel agencies will be able to increase margins by decreasing cost per booking and optimising performance as their volumes grow.

### With Amadeus Touchless Processing you will:

- › **Maximise your profits by lowering your costs**
  - › Automate manual processes in quality control, file finishing, ticketing, notifications & reporting
  - › Reduce your fulfillment agents' workload & your reliance on them by increasing the percentage of touchless bookings
- › **Deliver a higher level of service**
  - › Improve response times and guarantee quality of reservations





Key Benefits	
<b>Cost-effective</b>	Increases the number of touchless bookings, reducing your costs and protecting you from costs associated with high agent turnover and training.
<b>Advanced Technology</b>	Multi-GDS capability and ability to integrate 3rd party data. Built on Open Systems modular technology, allows quick implementation.
<b>Customisable &amp; Flexible</b>	Implements customised rules to suit your needs and allows you to define appropriate actions and error remarks. Updates and changes rules quickly and efficiently.
<b>Efficient</b>	Autocorrects specified errors, reformats data to match mid and back office requirements and avoids manual rework.
<b>Scaleable</b>	Powerful enough to process an almost unlimited number of reservations quickly and efficiently.
<b>Secure &amp; Reliable</b>	Processes more than 30 million PNRs and over 60% of North American PNRs each month, and has implemented over 10,000 business rules. Hosted in a world-class data centre.

## Amadeus Touchless Processing

Our Customisable Auto-fulfillment Processing Solution



### QC & File Finishing Module

Automates quality control and file finishing to ensure that each PNR is of optimal quality and suitably formatted for the mid and back office.



### Fraud Detection Module

Runs a thorough customer-defined check to identify potentially fraudulent bookings.



### Ticketing Module

Automates all ticketing and batch processing tasks and sends ticket numbers in carrier's preferred format. Once ticket is confirmed, automatically emails itinerary to customer.



### Traveller Alerts Module

Generates email on demand in customer's preferred language for schedule change notifications, seat and meal request confirmations and any other type of communication.



### Reporting Module

Generates daily and weekly reports which track the number of PNRs processed and errors generated. Useful analytical tool to detect areas that could benefit from further automation.

### QC & File Finishing Module

Create quality control rules and PNR completion routines that suit your business requirements. Any area of the PNR can be modified and validated against a wide range of parameters. The module can automatically correct errors, complete a PNR and alert agents when it encounters missing or incorrect PNR information. It can be programmed to check for lower priced fares in real-time, detect duplicate bookings and reformat data to match mid and back office requirements. The module registers the form of payment selected, performs a TST check and is able to select the appropriate carrier, ensuring that BSP regulations are not breached. Ensure that each reservation is of optimal quality in an efficient, productive and automated way.

### Fraud Detection Module

Highly customisable and flexible module which allows you to determine elements of risk based on a wide range of parameters and take appropriate action, such as diverting affected PNRs to a high risk manual queue. Parameters can include name, destination, origin, departure date, value of transaction, ticket class and credit card bin range amongst others. Effortlessly protect yourself against costly fraudulent bookings.

### Ticketing Module

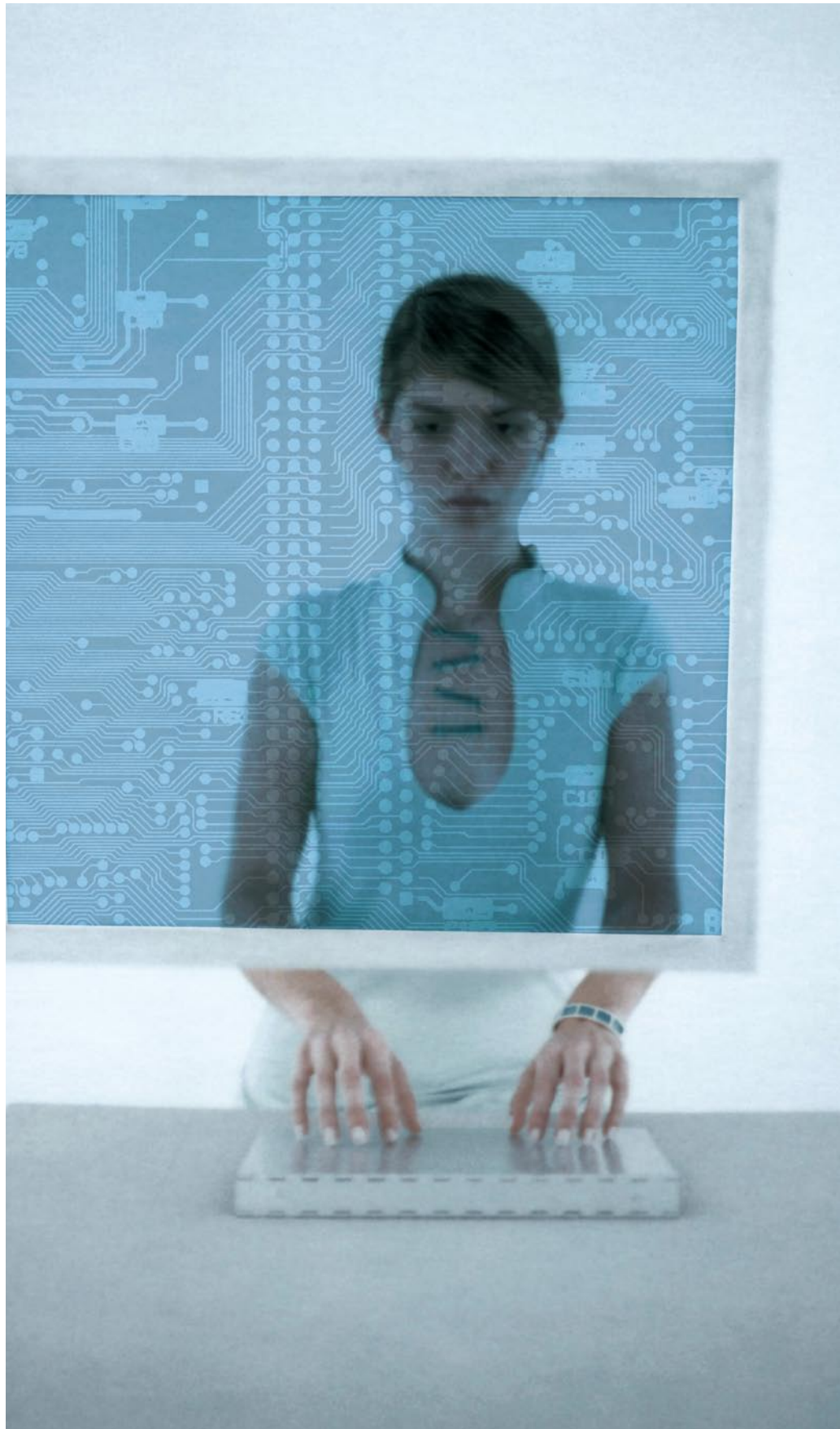
Automates all ticketing and batch processing tasks and sends ticket numbers in airline's preferred format (OSI or SSR). It tracks and documents unticketed PNRs and automatically sends the customer a confirmation email with itinerary once the PNR is ticketed. For online travel agencies that print paper tickets, this module can run checks on printer and paper availability, balancing loads to ensure optimal performance. Automate ticketing and you will no longer have to worry about fare expiration dates.

### Traveller Alerts Module

Using a flexible and customisable template, Traveller Alerts Module automates time-consuming, non-revenue generating tasks such as schedule change notifications, special meal request confirmations, seat confirmations and any other form of communication that you wish to set up, by generating an email on demand, all in your customer's preferred language. Currently available in English, Spanish, German, French and Italian. Improve productivity and deliver excellent customer service, at minimal cost.

### Reporting Module

Take advantage of automatically generated daily and weekly statistical reports to keep accurate records and determine your most cost-effective settings. Identify which processes generate the most errors and document error-type to adjust settings to optimise system performance and to modify agent training. Use the search function to zero in on individual PNRs or PNRs sharing features, such as date of creation, origin and destination. Let the Reporting Module's detailed reports show you how to make the most efficient use of Amadeus Touchless Processing.



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With more than 20 years experience in the travel and tourism industry, Amadeus, the world's leading provider of IT Solutions, offers products and services under four categories: Distribution & Content, **Sales & e-Commerce**, **Business Management**, **Services & Consulting**.  
[www.amadeus.com](http://www.amadeus.com)

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