Become more efficient, customer focused in sales
DXC Reservation Agent Desktop

Insights

- Optimize workflows and enable automation of key tasks and activities.

- Become more efficient and customer focused in sales, servicing, and management.

- Enable your employees to increase ancillary sales and automate processes.

Better enable your employees

In today's call center environment, customer service and sales of ancillary products play a more important role than creating new reservations, which is often done by customers themselves, through the web or travel agencies. Airlines are looking at ways to become more efficient and customer focused in their sales and servicing locations, while trying to maximize efficiency and optimize processes, using all applications and technologies available. Desktop applications today must reflect this modern environment and take advantage of new applications in the airline sales landscape, letting employees optimize their workflow and enable key tasks and activities.

DXC Technology can help.

Review DXC Reservation Agent Desktop

Call center agents can fulfill their daily tasks related to customer sales and service using the DXC Reservation Agent Desktop user interface. It caters to new and optimized business processes, including an increase in focus on ancillary sales and automation of processes, such as ticket changes and refunds. At all times, the Reservation Agent Desktop integrates a greater focus on customer service and customer management.

The environment can be integrated with your customer relationship management (CRM) and merchandising systems to enable agents to sell ancillary products, such as in-flight or flight-related services, or complete travel plans with hotels, car rentals, and other services fulfilled by third parties. DXC Reservation Agent Desktop also supports authorized agents with service recovery processes and general airport, destination, and other vital reference information.

The product is multi-host compatible and can be connected to multiple reservation, merchandising, and departure control systems.

Manage customers

Agents have direct access to customers' profiles from bookings, tickets, or passenger lists, and can subsequently view full customer and itinerary data. Information such as frequent flyer data, advanced passenger information (API), or other passenger-related information can be added or modified within bookings. Viewing complete customer data, such as mileage and tier level, addresses, contact details, past and future trips, and past purchases—through CRM integration—gives your agents all the customer information they need at a glance.

Engage product merchandising

By integrating with your airline's product catalog—such as the one offered by DXC TRIP, a full range of ancillary products can be made available to your agents. These products can be airline related, including baggage, upgrades, seats, meals, or airport-related products and services, such as lounge access, day care, or other ground services.

The display of products and services is content rich, providing pictures, rules, descriptions, and product inventory where required.

Payment is managed and integrated with the payment gateway of your choice. Additional functionality for mileage payments may be possible if your airline or payment provider facilitates this through access to your airline's mileage system.

Access fares, pricing, shopping, offers

Reservation Agent Desktop provides access to flight schedules and availability, displayable as priced availability—with and without fare families—or as a more traditional display based on available booking classes. A full range of options for extended searches and display filtering is available, as is a variety of follow-up entries to simplify the shopping process.

Full fare quote, display, and fare rule functionality are easily available, with filtering of results to varying levels of detail. Many combinations of schedules and fares are accessible, including all codeshare and interline connections and fares. Offers to customers with the proposed itinerary, including additional services and complete price information, can be created and sent to them via email.

Gain simplified booking and ticketing

Simplify your booking flow and streamline the creation of bookings and issuance of tickets and electronic miscellaneous

documents (EMDs) with Reservation Agent Desktop. Modifications to electronic tickets— for example, change of control, update coupon status, and add text—and all forms of booking and ticket displays can be done through this interface.

Special services can be added to the booking from a selection of available services per flight, station, passenger type, and other parameters. Services that are chargeable can be easily identified and, if selected, lead to the merchandising flow.

The purchase of seating, meals, and baggage is enabled through integration with DXC TRIP to ensure a consistent product offering across all channels. This enables you to define a variety of product information and specifically for seats, using an overlay of a standard seat map with various possibilities for seat merchandising.

Issue travel-related documents

The issuance of boarding entitlements, vouchers, product offers, travel itineraries, and e-ticket (ETKT) itinerary receipts can all be triggered from the Reservation Agent Desktop. Boarding entitlements and vouchers are issued via SMS, email, or plain paper printer. Product offers, travel itineraries, and electronic ticket receipts can also be sent by PDF or HTML to email or printed on regular office printers. Payment receipt documents can be issued each time payment is collected by an agent, independent of the product, amount, payment currency, or payment method, and independent of whether an EMD was issued.

Gain these benefits

The Reservation Agent Desktop enables your agents to:

- Simplify current customer servicing processes such as rebooking and reissuing tickets, collecting additional charges, and selling ancillary items, which shortens overall servicing times

- Sell additional products and services consistently across all sales channels

- Have all airport and destination relevant data readily available to be better informed, leading to improved customer information and service

- Enhance agents' capabilities by providing easy to use, intuitive, and automated solutions

Work with the best

DXC Reservation Agent Desktop combines state-of-the-art process and workflow design to deliver a user experience fully tailored to the needs of agents working in a wide variety of functions. Complex processes are streamlined, enabling your agents to fully focus on customer service, while easily enabling additional revenue generation by integrating ancillary service offerings.

The browser-based application is platform independent and able to integrate with any PSS—the application can even integrate with multiple back-end PSS providers to enable seamless servicing across airlines in a single environment.

Learn more at www.dxc.technology/ travel_and_transportation

About DXC
DXC Technology (NYSE: DXC) is the world's leading independent, end-to-end IT services company, helping clients harness the power of innovation to thrive on change. Created by the merger of CSC and the Enterprise Services business of Hewlett Packard Enterprise, DXC Technology serves nearly 6,000 private and public sector clients across 70 countries. The company's technology independence, global talent and extensive partner alliance combine to deliver powerful next-generation IT services and solutions. DXC Technology is recognized among the best corporate citizens globally. For more information, visit www.dxc.technology.

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