

Assisted a travel management company to **boost its bookings, foster greater engagement between travelers and travel managers, and facilitate self-managed itineraries for travelers**

About the Client

A privately owned travel management company

Ranked among the top 15 travel management companies in the world by Travel Weekly

Offers premier travel services to corporates and individuals

Has offices in more than 40 locations around the globe



Business Needs

Automate the customer support process

Assist customers in seamlessly organizing their travel plans and eliminate the risk of confusion and missing details

Automate the revenue recognition workflow

Monitor customers' travel movements efficiently and promptly respond to emergencies

Reduce dependency on third-party tools

Track customers' travel plans and itineraries in a centralized location

Deploy an around-the-clock one-stop-solution for travelers and agents to search, compare, and book various travel products

Provide easy access to trips and offer quick support

Simplify and streamline customer management for internal agents



Solutions

Implemented a functionality that provides travelers details of their previous trips and current active trips powered with an extensive chat feature

Assisted agents with a map functionality to locate the travelers on the map, manage them, and send bulk emails for specific trips

Integrated a booking platform that enabled travelers and agents to book for multiple segments (flights, cars, hotels)

Developed a portal for seamless management of invoices and itineraries

Integrated customer itineraries to the Triplt account seamlessly

Automated the process of emailing the itinerary stored on Sabre and Apollo GDS with NG service



Technology Stack



Business Impact

15% decrease in the effort required to manage itineraries

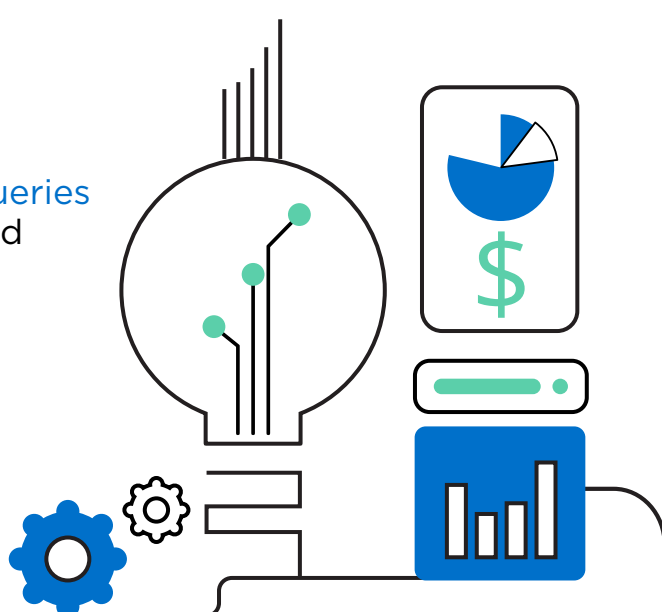
Self-trip management boosted customer satisfaction by **30%**

100% automated revenue recognition

40% decrease in customer support queries due to the automated support process

25% increase in travel manager engagement

15% surge in bookings via the booking platform



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