

# Amach's Automated Special Assistance Solution

Streamline special assistance requests, reduce manual errors, and improve the passenger experience with Amach's automated solution for wheelchair and mobility assistance at airports. Airlines can transform their special assistance processes to deliver real-time validation, faster resolutions, and enhanced service delivery at scale.

## Problem Statement

Handling special assistance requests is mission-critical for airlines. Errors, delays, and manual workflows not only frustrate passengers but also drive up operational costs and affect regulatory compliance. A more automated and intelligent approach is needed to ensure speed, accuracy, and accountability.

### Key Issues:

#### Problem

#### Solution

#### Manual Input & Human Error



Free-text fields allowed inconsistent data entry, increasing errors and slowing resolution.



Replace with dropdown menus and structured input fields to standardize requests.

#### Missing Passenger Validation



Mismatches between PNRs and passenger names led to rejected or fraudulent submissions.



Built-in validation logic enforces 1-to-1 PNR and name matching from the start.

#### Fraudulent or Incomplete Requests



Lack of controls allowed for invalid or abusive requests, draining resources.



Automation screens for policy violations and auto-rejects non-compliant requests.

#### Ticket Backlogs and Delays



The customer service team are overwhelmed by manual request handling.



Vast majority of requests are now processed automatically, freeing up staff capacity.

#### Slow Resolution Times



Manual review and processing delayed response times and increased costs.



Real-time automation delivers instant status updates and reduces bottlenecks.

## Special Assistance Automation Model



### Integrated System Modernization:

- Rewrite legacy workflows for stability and efficiency.
- Integrate with a business oriented core app for seamless data flow.
- Connect with AWS Connect to manage inbound request interactions.



### Real-Time Validation & Processing:

- Validate passenger info during submission.
- Flag and reject non-compliant entries automatically.
- Send real-time notifications and status updates to passengers.



### End-to-End Workflow Automation:

- Eliminate manual reviews for compliant requests.
- Reduce fraud risk through policy enforcement.
- Design to scale across airports and service categories.

### Benefits & Business Impact



#### Faster Request Resolution

Reduce average processing time and improve responsiveness.



#### Lower Operational Costs

Automate high-volume tasks and allow agents to focus on complex cases.



#### Improved Accuracy and Compliance

Eliminate manual errors and ensure policy compliance at every step.



#### Increased Passenger Satisfaction

Deliver timely updates and hassle-free service for special assistance passengers.



#### Reduced Fraud and Abuse

Enforce validations to block invalid or inappropriate requests.



#### Scalable and Future-Ready

Build a foundation for broader automation across airport services.



## Ready To Learn More?

**Amach** helps airlines automate and scale critical passenger services like special assistance with speed, accuracy, and measurable impact. **Amach's** automation model unlocks efficiency and enhances the passenger journey.

## Contact Us



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