

Optimizing Passenger Interactions with Amach’s AI Call Center Containment Strategy

Empowering airline call centers using AI-driven automation, enhancing passenger satisfaction, reducing operational costs, and improving service reliability.

Problem Statement

Challenge

Airline call centers face the dual challenges of maintaining high passenger satisfaction while managing operational costs effectively.

Efficient Query Handling



Problem:

High volume of passenger queries can overwhelm human agents, leading to delays and increased operational costs.

Solution:

Deploy AI-driven chatbots to handle common inquiries, ensuring quick resolution and freeing up agents for complex issues.

Passenger Satisfaction



Passengers expect a quick, accurate, and personalized service which can be challenging to deliver consistently.

Use AI to provide personalized, accurate service round the clock, enhancing the passenger experience.

Cost Management



High operational costs associated with staffing and training call center agents.

Implement AI solutions to reduce the need for extensive human intervention, thereby cutting costs.

Service Availability



Providing consistent support outside of business hours is resource-intensive.

Introduce AI systems capable of delivering 24/7 support without additional human resources.

Solution Overview



Automated Self-Service:

Streamlined solutions through chatbots and voice bots that handle routine queries, allowing passengers to quickly find solutions without human aid.



Cost Efficiency:

By automating routine tasks and optimizing agent workflows, AI helps reduce operational costs and improve efficiency.



Proactive Support:

AI-driven analytics predict and address passenger issues before they escalate, improving the passenger experience and reducing inbound query volume.



Enhanced Passenger Insights:

AI analyzes interaction data to provide insights into passenger behavior, helping refine strategies and improve service delivery.

Benefits of Amach's AI Software Development



Reduced Average Handling Time (AHT):

Faster resolutions lead to lower operational costs and increased throughput.



Decreased Dependency on Human Agents:

AI handles a significant volume of queries, reducing the strain on human resources.



Improved Passenger Satisfaction (CSAT):

Enhanced interaction quality and speed boost overall passenger satisfaction.



24/7 Passenger Support:

Continuous service availability without the need for continuous human presence.

49%

Average Answer Time Reduced

70%

Chatbots Can Answer Most Queries;
Only 30% Require an Agent

27%

Improvement of CSAT Score using
AI

95%

Improvement in FCR

Expected Improvements

Customer Quote

From initial discovery to implementation, Amach helped us gain valuable insights into our current business processes, customer behaviours, technological infrastructure, and potential areas for improvement.

This influenced our project including defining the project goals, developing the roadmap, and outlining the necessary resources and technologies required for the successful implementation. Amach led this project from requirements to implementation.

By incorporating an omni-channel strategy, we acknowledged the importance of meeting our customer expectations and preferences in today's interconnected world. This approach allowed our customers to interact with our IAG Loyalty business through multiple channels, giving them the flexibility. Supported by Amach, we are continuously focused on reducing our wait time and improving our CSAT.

Donna Czyzewski - Head of Customer Contact, IAG loyalty

Ready to Learn More?

Revolutionize Your Passenger Service Today with Amach's Advanced AI Call Center Containment Strategy.

Contact Us



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