



Enhance Customer Service with Amach AI-Powered Agent Assist

Transform passenger interactions with Amach’s AI-Powered Agent Assist, a conversational AI solution that reduces call times, improves response accuracy, and enhances overall passenger satisfaction. Equipped with generative AI and real-time analytics, this solution empowers airline customer service teams to work more efficiently and deliver an exceptional passenger experience


Key Results of AI-Powered Agent Assist




Cost Reduction:
10% to 15% saving.



AHT Reduction:
Average Handle Time reduced by 10%



Repeat Calls:
Repeat calls reduced by between 5% and 10%



FCR Improvement:
First Call Resolution improved by 7 percentage points.




Problem Statement


Airline customer service teams needs a functional conversational AI bot to streamline responses to passenger inquiries, reduce call times, and improve the overall passenger experience. By optimizing call handling, our powerful AI-driven solution reduces waiting times, enhances service quality, and lowers operational costs.

Solution Features and Overview


Amach’s AI-Powered Agent Assist is equipped with advanced features to streamline customer service operations:




Natural, Conversational Chatbot Experiences: Generative AI-powered assistance and post-contact summaries.




Comprehensive Analytics for both real-time and historical data.



Step-by-Step Agent Guides to help agents through interactions.



Partner Integrations with third-party platform.



Real-Time Conversational Analytics with sentiment analysis.

Agent Assist Roadmap

Amach's AI solution supports multiple use cases to enhance airline passenger support and streamline operations



Training and Knowledge Base



Employee Training:
Instant access to manuals and guidelines.



Knowledge Base Access:
Quick reference for customers and agents



Booking and Reservations



Flight Search and Booking:
Assists with availability checks and reservations.



Fare Information:
Provides fare details, including special offers.



Customer Support



24/7 Assistance:
Round-the-clock support for common queries.



Multilingual Support:
Assistance in multiple languages.



Complaint Handling:
Efficient complaint management, with complex cases routed to human agents.



Flight Information



Real-Time Updates:
Flight status, delays, gate changes, and cancellations.



Check-in Reminders:
Reminders and assistance for online check-ins.



Emergency Communication



Crisis Management:
Support during emergencies like natural disasters.



Operational Efficiency



Automated Responses:
Manages high volumes of inquiries.



Data Collection:
Gathers customer preferences to improve service.

Ready To Learn More?



Enhance Passenger Satisfaction and Streamline Operations with Amach's AI-Powered Agent Assist Solution



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