

Deliver a Passenger First Experience Amach Call Centre Platform With Connect

Amach's Call Centre Platform With Connect empowers airlines with software, infrastructure, and consulting services designed to accelerate revenue, optimize operational efficiencies, and drive cost savings—all while enhancing passenger experiences across every touchpoint.

Amach Call Centre Platform With Connect

Key Results



93%

Reduction in call waiting times



95%

Reduction in voice touchpoints



90%

Reduction in call abandonment rates



27%

Reduction in average handling time



27%

Improvement in FCR



Aer Lingus

Susanne Carberry

Chief Customer Officer, Aer Lingus

"As a result of the Amazon Connect implementation managed by Amach, we were able to remove large element of customer complexity with over 160 different voice touch points into 8 clean queuing profiles. This allowed the Aer Lingus Customer Contact Centre to be more than 50% more accessible this summer (2023) in comparison to last summer (2022). We were also able to significantly increase our agent productivity and reduce agent handling time meaning that our customers didn't have to wait as long to access human support. This has been a game changer."

Overcome Key Challenges To Deliver Better Passenger Experiences



Inconsistent and repetitive experiences across channels



Disjointed applications requiring extensive agent training



Disconnected and incomplete data, limiting customer insights



Slow innovation with high costs and long implementation times

Amach Call Centre Platform with Connect Enhances Every Passenger Touchpoint

Amach offers a flexible and scalable platform that helps airlines deliver consistent, high-quality passenger interactions while improving operational efficiency. Our Call Centre Platform with Connect empowers agents, supervisors, and administrators, providing the tools they need to deliver a superior passenger experience.

Customers – Omni Channel Experience



High Quality Voice



Conversational IVR & Chatbots



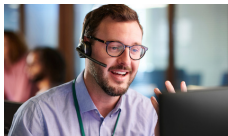
Web/Mobile Chat & Messaging



Outbound Campaigns



Biometric Real-time Authentication



Empower Your Agents to Serve Passengers Faster and Better

Amach's Call Centre Platform With Connect provides tools to streamline agent workflows, allowing them to access unified customer profile and case management systems quickly. With step-by-step guides and intelligent assist features, agents can resolve passenger issues more efficiently.

Agents – Agent Empowerment & Productivity



Agent
Workspace



Knowledge
and Agent
Assist



Unified
Customer
View



Case
Management



Step-by-Step
Guides

Actionable Insights to

Improve Passenger Satisfaction

With real-time and historical metrics, Amach Call Centre Platform With Connect allows supervisors to monitor performance, optimize workflows, and plan for future capacity. The real-time conversation analytics powered by AI helps airlines make data-driven decisions that enhance passenger experiences.



Supervisors –
Analytics,
Insights &
Optimization



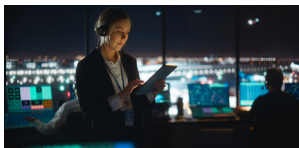
Real-Time &
Historical
Metrics



Real-Time
Conversation
Analytics



Forecasting and
Capacity
Planning



Streamline Operations with Scalability and Flexibility

The Amach Call Centre Platform With Connect provides a secure, scalable, and user-friendly platform for administrators. With a self-service UI and modern APIs/SDKs, the system is easily configurable to meet the specific needs of airlines, reducing implementation time and costs.

Administrators – Configuration & Flexibility



Simple, Self-Service UI



Secure, Reliable, and
Scalable Platform



Modern APIs & SDKs for
Seamless Integration

Ready to Learn More?

Empower your agents and improve your passenger experience with Amach Call Centre Platform With Connect

Contact us today to learn how we can help accelerate your revenue and optimize costs while delivering a better passenger experience



amach.com



marketing@amach.com



14 Clanwilliam Square
Dublin