

As the travel industry continues to evolve and attract new competitors, it is now more important than ever to implement quality across your business practices and maximise selling opportunities. Amadeus Quality Control is a flexible solution that helps you serve your customers better, up-sell & cross-sell travel products and ensures accurate, consistent & complete booking information at the right time.



Amadeus Quality Control Secure data easily to improve every sale

I love Amadeus Quality Control. The new version is very robust. I can make just one change and push it out to all of the offices. We're using it to catch things that can affect our commission programs. We can remind our staff about accounting fields and client reporting. It helps our staff remember things - they like it.

Marsha Smith
IT Director, World Travel Service
USA

Maximise the efficiency of every sale

Integrated with Amadeus Selling Platform, Amadeus Quality Control helps to increase the productivity of your agents through the systematic checking of every PNR at the time of booking. Travel Agents are reassured that the right information is captured at the right time, avoiding manual errors and reducing any PNR re-work that might otherwise be required.

100% customisable, Amadeus Quality Control is managed centrally, allowing an agency to enforce workflows and business practices across one or multiple agencies. Rules can be set and administered at all levels and associated with any element of the PNR. This gives you the flexibility to manage your business and quality processes your way, and be sure that every PNR is compliant to agency standard.

Data quality is assured, especially the inclusion of all mid and back office elements.

Focus on customer service

Thanks to its easy to use graphical interface Amadeus Quality Control leaves agents free to focus more on their core activities –

servicing the customer!

Amadeus Quality Control is totally flexible, giving agencies the possibility to define rules at customer or company level, ensuring all individual preferences or corporate policies are integrated at the time of booking.

Increase your sales

Amadeus Quality Control helps make non-air bookings even easier to sell, making travel agencies more profitable with features such as automated prompts for ancillary service bookings.

Amadeus Quality Control can maximize the cross-selling opportunities by suggesting context-based sales: new offers or specials can be suggested or enforced as part of the checks, providing applicable alternatives.

Travel agents are thus able to influence purchase decision and increase sales by selling higher classes of service. They can spend more time on true value-added services and on building customers' opportunities.

Amadeus Quality Control - in detail

Customisable:

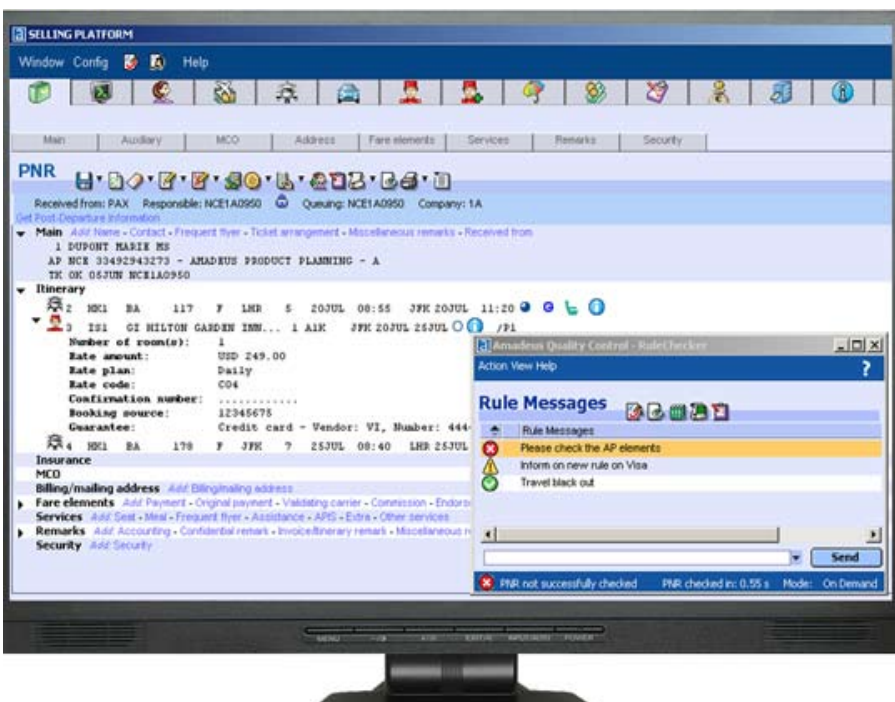
- > Unlimited number and type of rules - can verify any element of the PNR
- > Rules can be **personalised** down to an individual customer or company level
- > Centralised and adapted to all offices - rules can be set **centrally** and easily deployed across all offices

Automatic:

- > Every PNR is **automatically and systematically** checked for compliance and consistency, prior to validation
- > Inclusion of host commands, external scripts or .dll programmes for automatic creation of availability or booking requests
- > **Automated** product maintenance and updates, and replication across all workstations.

Easy to use:

- > **Intuitive** graphical user interface
- > **Interactive** - Quality checks can be run manually 'on-demand' at any time during the reservation, or automatically at the end before PNR validation



Rule checker

Quality check message which prompts Travel Agents to verify the consistency of the PNR and eventually propose other services.

With more than 20 years experience in the travel and tourism industry, Amadeus, the world's leading provider of IT solutions, offers products and services under four categories:

[Distribution & Content](#), [Sales & e-Commerce](#), [Business Management](#), [Services & Consulting](#).

www.amadeus.com

Sell more with Amadeus Quality Control

Amadeus Quality Control gives you the opportunity to create specific rules which prompt agents to make the most relevant offer to the customer – for example:

- > **Context-based cross and up-selling opportunities**
Quality Control can automatically propose, for example, a car or hotel booking with pre-filled information when the passenger stays more than 1 day in the same location
- > **Enforced booking on specific providers**
Preferred suppliers or one-off special deals can be highlighted to the agent at the time of booking
- > **Inclusion of service fees**

Agents are prompted at the time of booking to include service fees and communicate them to the customer before they are automatically included in the PNR

Contact your Amadeus sales representative to get a demonstration of **Amadeus Quality Control** or visit www.amadeus.com/travelagencies.