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Queues Management Services

5 Million transactions with 99% accuracy

Queues Management Services

Any airline delay or cancellation involves processing of large number of PNRs within a short span of time. In order to cater to the passenger requests and complaints in a timely manner, it becomes imperative for airlines to manage their queues process efficiently and accurately.

IGT Solutions (IGT) provides effective Queues Management which ensures quick resolution of customer queries & complaints and enhances customer satisfaction. IGT has developed in-house tools and trackers to manage the queue processes in a smarter and leaner way to ensure 99% service levels.

Queues



Schedule Change

Misconnections

IROPS

Ticketing Issuance

Special Service Ticket Fees

Employee Leisure Travel

Splitting Direct Flight

Paper Cert Conversion

Charters

Work Force Management

Why IGT?

- Over 20 years of travel domain experience enabling better business and customer insights
- In-house developed queues sorting and tracking tools to provide 30% efficiency gains
- More than 200 travel specialists managing queues for global clients
- Over 10 years of experience in handling teletype reject queues
- Processed over 5 million transactions in a year with an accuracy of 98%
- Processed over 3 million schedule changes in a year



IGT Solutions Pvt. Ltd.

Corporate Office: Echelon Building, Plot No-49, Sector-32,
Gurgaon-122001, Haryana, India
mktg@igtsolutions.com | www.igtsolutions.com