FNI.AI

AI/ML Driven Fare Note Interpreter

Multi Carrier

MULTI CURRENCY

Automated Refund Calculation

DISRUPTIONS

Time Zone

Most Restrictive Rules

Local Tax
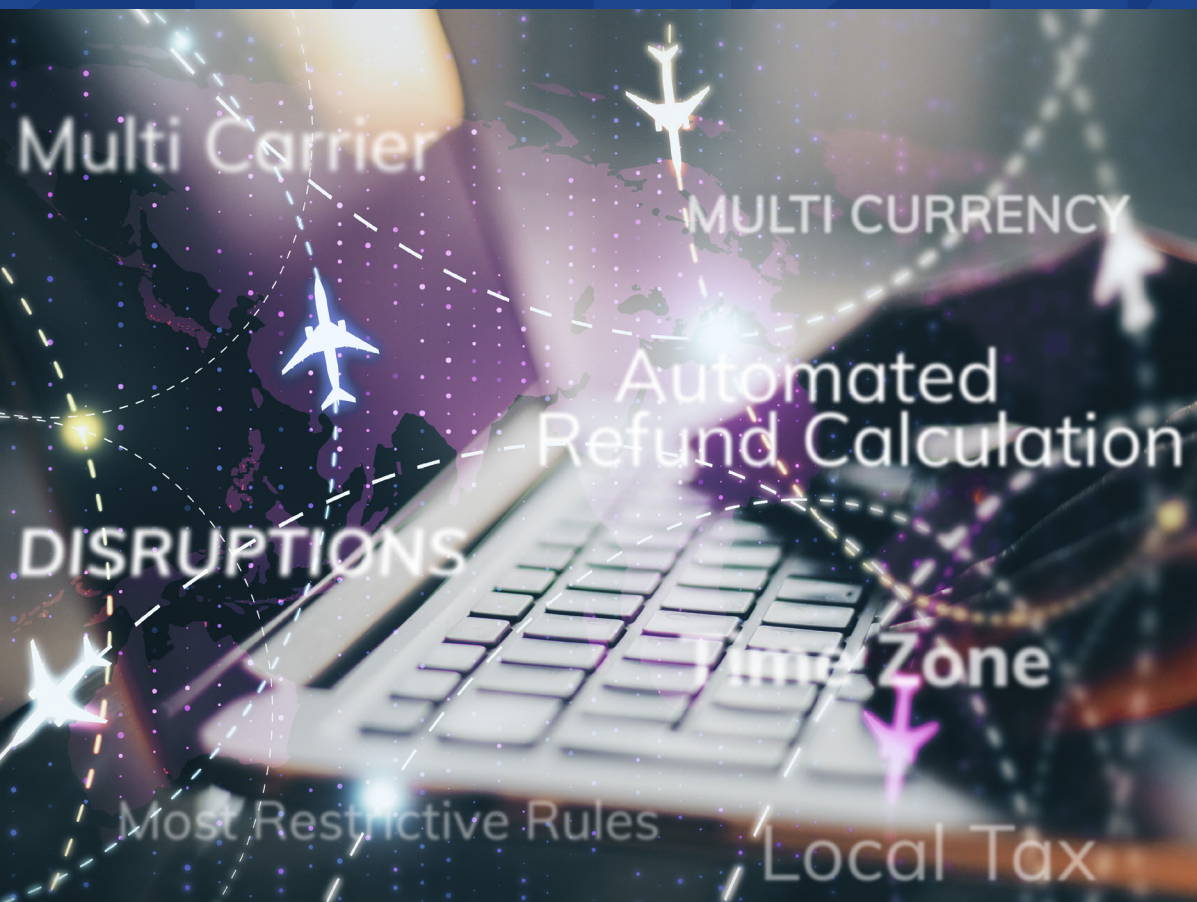
Intelligent Automation powered by AI/ML to calculate refunds for simple and complex scenarios.

In recent years, AI/ML has significantly influenced the functioning of organizations. Airlines and Online Travel Agencies (OTAs) known to have complex business functions, are increasingly adopting automated self-learning solutions to make operations efficient and faster.

Processing refunds is one such area that involves cumbersome calculations. Airlines and Travel Agencies have to interpret complex and lengthy fare rules to derive the correct refund amount. These manual interpretations are error-prone and time-consuming and may lead to revenue leakages, customer dissatisfaction and a negative impact on the brand image.

FNI.AI

IGT Solutions has developed an **AI/ML-based Fare Note Interpreter** to help the Airlines and OTAs process refunds efficiently and accurately to the customer. The solution automates refund calculation using a supervised AI/ML trained model.
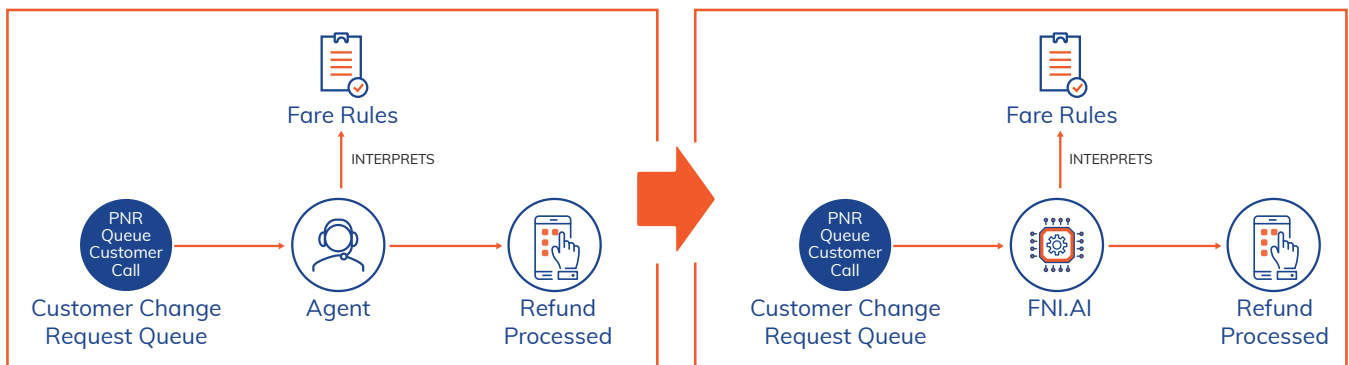
Key Features

- Processes all fare types (public, private, negotiated)
- Supervised Machine Learning to adapt to new scenarios
- Ability to process static circulars and portal-based notifications
- Handling large transaction volumes with accuracy
- Customizable data storage options

- Compatibility with different reservation systems and GDS
- AI-driven NLP technology to interpret complex fare rules
- Managing complex scenarios (most restrictive rules, partial refunds, multi-currency, time-zone, disruptions)
- Equipped for Low Cost Carrier (LCC)
- Secure, reliable, and GDPR/PCI compliant

Benefits

- **99%** reduction in refund processing errors.
- **80%** efficiency gains in transaction processing times.
- Correct and faster refund process leading to higher CSAT scores.
- Revenue integrity and easy reconciliation of tickets refund for Airlines.
- Reduction in refund related claims and ADMs for OTAs.
- Easy to scale and maintain unstructured fare rule changes.

Fare Rules
INTERPRETS

PNR Queue Customer Call
Customer Change Request Queue → Agent → Refund Processed

Fare Rules
INTERPRETS

PNR Queue Customer Call
Customer Change Request Queue → FNI.AI → Refund Processed

Why IGT?

Over 20 years of Travel domain experience in simplifying customer interactions through integrated BPM, Technology and Digital Services & Solutions.

Managing highly differentiated customer experience for 75+ marquee brands globally.

Employs 13,500+ customer experience and technology specialists in 19 state-of-the-art delivery centers across five continents.