traveknowledgy

PROCESS
AUTOMATION
SOLUTION

Travel Technology Company

WHAT WE DO

We are a travel technology company, focusing on automation of post-booking processes within a travel agency and improvement of their bottom line.

We provide travel companies with a GDS-agnostic process automation solution, enabling them to seamlessly create and manage sophisticated workflows related to post-booking processes in GDS and mid-office systems. Thanks to the intuitive and extremely versatile web interface, requiring minimal technical background, you can leave technology to us and concentrate on what you do best; automating your daily manual processes, where only your creativity sets the limit on what you can achieve.

Request a free trial and see for yourself how our technology can help you expand your business possibilities and at the same time lower your operational costs!

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TICKETING

Ticketing, being one of the most vital parts of the reservation process, is essential to get done right!

Our Ticketing module possesses all necessary elements to accommodate for numerous ticketing scenarios. Conditional ticketing of specific reservations, ticketing deadline tracking, flexible cross-country/-BSP/-office issuance, adaptive selection of commission, form of payment* and issuing carrier are just some of the features that will provide a seamless ticketing process.

Avoid interruptions even when things go wrong. This ticketing module is smart enough to handle various ticketing errors, always finding a way to issue your tickets at the right time and to the right fare.

Let your highly qualified ticketing staff engage themselves in more advanced matters and leave the monotonous work to the robotics!

Why using Ticketing Module

- ☑ Continuous tracking of ticketing deadline

- ☑ Conditional ticketing of specific PNRs

- ☑ Smart cross-country/-BSP/ -currency/-office ticketing

- ☑ Flexible use of commission, form of payment*, issuing carrier

- ☑ Handling of ticketing errors

- ☑ Manages missing DOCS/APIS

- ☑ Elimination of ADMs

- ☑ 24/7/365 processing

* Supports Virtual Payments, see separate product page.

QUEUE MANAGER

Managing your daily queues can be a challenging task, and if not done right, it can drain your valuable resource.

Traveknowledgy Queue Manager facilitates automation of repetitive and time critical tasks related to monitoring and processing of queue messages.

Comprehensive analysis of PNR conditions and SSR/OSI messages ensures that the right action is taken in each particular case. Whether it is a simple service status update, agency notification or a schedule change, Queue Manager will help you keep your queues clean, clients informed and staff free to work on more revenue-generating activities.

WHY USING QUEUE MANAGER

- ☑ Self-configurable business rules
- ☑ Large variety of conditions and actions
- ☑ Schedule change management
- ☑ HTML-based customer notifications with PNR variables
- ☑ 24/7/365 processing
- ☑ Improved operational efficiency

FARE OPTIMIZER

Fierce competition within the airline industry and their aggressive yield management creates an opportunity, where airfare volatility can be taken advantage of and turned into significant savings for the agent. In fact, up to 12% of potentially optimizable reservations* are being optimized to an average value of €75 per reservation.

Our fare optimization module allows you to continuously monitor airlines inventory for the given itinerary and once a lower fare is available, it may be reserved automatically, or a detailed notification is sent to a travel agent for further actions.

By utilizing the ticketing time limit in the reservation, the search period can be extended, achieving greater pre-ticketing optimization results. Even after the ticket has been issued, the system continues to monitor the inventory and notifies of the potential savings if found within the ticket void period or even up to the date of departure, if the potential savings are greater than the cost of the refund.

Another smart feature is a cross-market optimization. By applying office IDs (PCCs) for various markets, one can benefit from differences in point-of-sale inventory control as a lower reservation class may be available at another location.

Considering all this, we can most certainly state that your cost of reservations is more than what it should be. Request a free trial and see what additional savings can be generated for your company.

Why using Fare Optimizer

- ☑ Pre-/post-ticketing optimization
- ☑ Optimization across multiple points-of-sale
- ☑ Ticketing time limit tracking
- ☑ Validation of baggage and penalty rules
- ☑ Self-configurable PNR selection and business rules
- ☑ Comprehensive reporting for internal analysis

* Potentially optimizable reservations are the ones that are not booked at the lowest possible reservation class and the percentage of such reservations varies depending on the market, season and agency.

CLIENT NOTIFICATIONS

One can argue if travelers can ever be enough informed about their trip. Immigration regulations, schedule changes, security situation, health hazards or simply destination info. The list can be long, and whatever the reason is, travel agent needs a reliable tool to convey relevant information to their clients at the right time.

Our Client Notification module enables you to send informative notifications to your clients before, during and after the trip, based on any criteria within the reservation. Whether it's a specific destination, an airline, period of time or information in the remark or the SSR message, you can be sure that the right client will be informed at the right time.

Enjoy the flexibility of HTML standard and personalize your messages with customer specific information from a long list of variables derived from the current reservation. If you operate in multiple markets, take advantage of the multi-lingual mode, and provide information to your clients in their language.

In the world where customer loyalty is nearly non-existent, provide that little extra goodwill and create a more long-lasting relationship with your clients. You have the information, don't let it go wasted!

Why using Client Notifications

☑ Advanced conditions for selecting the candidates

☑ HTML formating

☑ PNR variables for personalized notifications

☑ Pre-/during-/post-travel notifications

☑ Multi-lingual mode

☑ HTTP post notifications for further automation

☑ Use of pre-defined templates

☑ Send as e-mail, sms or http (post)

VIRTUAL PAYMENTS

eNett WEX

Our Virtual Payments module allows you to generate unique card numbers for each payment transaction towards your supplier. Currently integrated partners WEX and eNett offer multiple payment options in various currencies, among other advantages.

Select your preferred supplier and enjoy benefits of virtual payments. No integration work is required as it has already been done at our end and we could get you using virtual payments straight away!

Why using Virtual Payments

- ☑ Simplifies supplier reconciliation

- ☑ Enhances the cash-flow

- ☑ Generates additional earnings

- ☑ Reduces your IATA-guarantee

- ☑ Supports different currency/ validity/threshold

- ☑ Integrates with your mid-/back-office system

QUALITY CONTROL

Quality Control module constantly monitors your reservations and validates their consistency against set requirements. As long as reseravation is alive, it may experience changes, which creates vulnerability and may result in additional charges. Skip that headache and be notified first thing when something goes against the pattern or when travel policy is not met.

Wide selection of parameters ensures that you can configure even the most demanding controls and notification can be sent by e-mail, GDS queue or an XML message directly into your CRM system. Resolve some of the discrepancies automatically with a comprehasive list of actions. The less manual involvement from your side, the more we both succeed!

UNUSED TICKETS

Ever wondered what happens to all those tickets that are left fully or partially unused? Most of them just remain forgotten about, which is good news for the airlines. We would like to change that and bring some good news to the travel agents instead!

Unused Tickets module monitors all tickets issued by the travel agency and brings to the attention those that have unused coupons after the travel has been completed. Simply pick out the goodies and refund the part that hasn't been used. Even if the fare is non-refundable, you can still claim some of the taxes, which adds up to significant earnings in the long run.

Why using Unused Tickets module

☑ Fully automated ticket collection

☑ Flexible management of unused tickets

☑ Comprehensive data overview

☑ Generates significant earnings

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process automation solution

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