DATAMATICS

CUSTOMER MANAGEMENT SOLUTION FOR THE TRAVEL INDUSTRY

The acceleration of Generative AI, ubiquitous Self-Service, and critical Omnichannel consistency defines the future of the travel industry. Datamatics aligns its Contact Center Transformation with these trends, creating Digital Experience (DX) Hubs that facilitate the shift from reactive assistance to proactive, hyper-personalized partnership. This strategy uses AI for instant resolutions while empowering "Super Agents" to manage complex needs, boosting efficiency and future-proofing the business in the volatile travel market.

SUITE OF SERVICES FOR AIR TRAVEL

Accounting

Support for accounting functions such as daily transaction coding, accounts payable & receivable, payroll, CFO back office & financial reporting

Customer Support

Omnichannel Support across entire Customer Journey to ensure highest levels of customer satisfaction

Sell

Technology Consulting & implementation to enhance CX & maximize sales

Feedback

Leveraging Analytics to measure customer sentiment

SOLUTIONS ACROSS THE ENTIRE CUSTOMER JOURNEY

Inspiration   Booking   Preparation   Airport

Post-Trip   Destination   Arrival   In-Flight
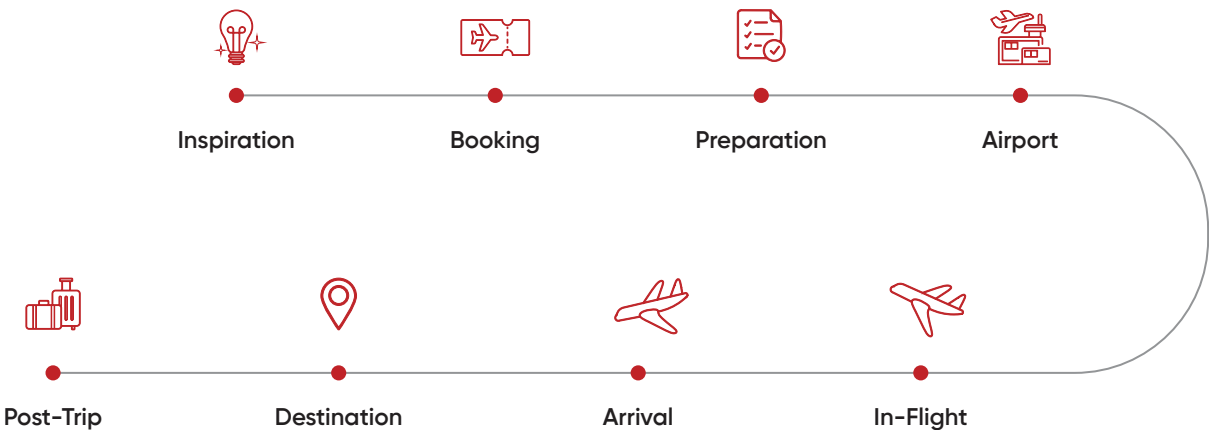
DATAMATICS OFFERINGS ACROSS CUSTOMER JOURNEY

✓ Arrival

- Customer support (cab booking, rentals, pricing, payment, refunds, travel itinerary etc)
- Marketing campaigns
- Loyalty Management
- CSat, NPS & Feedback surveys

✓ In-Flight

- Crew scheduling
- Omnichannel Support (Call, Chat, Email, Social Media)
- Loyalty Management
- CSat, NPS & Feedback surveys
- Data validation service for preventing flight overbooking
- Customer support (queries on booking, seat allocation, timings, pricing, etc)

✓ Destination

- Customer support (hotel/room reservation, pricing, payment, refunds)
- Hotel price comparison
- Front desk support
- Corporate Accounts Support
- DIY Web/Mobile App development
- Loyalty Membership Management
- Reward Management Systems
- CSat, NPS & Feedback surveys
- Digital experiences (AR/VR)

✓ Post-Flight

- Omnichannel Support
- Loyalty Marketing campaigns
- Voice of Customer Insights
- CSat, NPS & Feedback surveys

KEY CUSTOMERS

Kempegowda INTERNATIONAL AIRPORT BENGALURU | UNDERGROUND | मुंबई मेट्रो mumbai metro MMRDA | AccessFares A Better Class Of Service | MATA

ABOUT DATAMATICS

Datamatics enables enterprises to go Deep in Digital to boost their productivity, customer experience, and competitive advantage. Datamatics' portfolio spans across three pillars of Digital Technologies, Digital Operations, and Digital Experiences. It has established products in Intelligent Document Processing, Robotic Process Automation, AI/ML models, Smart Workflows, Business Intelligence, and Automatic Fare Collection.

Datamatics caters to a diverse global clientele across Banking, Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing. The Company has a presence across four continents with significant delivery centers in the USA, India, and the Philippines. To learn more about Datamatics, visit www.datamatics.com

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