



Conquer Schedule Change Chaos

Twenty percent of your clients' flights result in a schedule change. Minimize travel disruptions with Cornerstone.





Conquer Schedule Change Chaos

It's A Perfect Storm

- Changing demand patterns and system interruptions are driving schedule change disruptions
- One in five US domestic flights is subject to schedule changes
- Manual schedule change processing can take from 15 to 30 minutes each and increase error rates
- NDC increases support time for customers and agents
- Customer satisfaction drops when schedule changes aren't managed effectively



A survey by Sabre showed that a single US domestic schedule change can take 15-30 mins each to work

The Solution

- Automates schedule changes to optimize up workflow
- Changes response time from minutes to seconds with click-to-accept emails and notifications
- Eliminates human error and ensures consistency between all bookings
- Frees agents to focus on more important tasks and customer service

Features

Schedule Change Solutions

Seamless, Scalable Automation

- Automated schedule change management
- Speedy schedule change processing
- Consistency between all records
- Efficient communication with travelers via "at a glance" schedules, "click-to-accept" emails, and upgrade notifications
- Error elimination
- Quick response time notification for schedule changes
- Easy traveler interaction
- High volume processing
- Efficient queue management
- Debit memo monitoring
- Account-specific business rules



Benefits

Seamless Automation

- Increased productivity with workflow automation
 - Improves accuracy by eliminating human errors
 - Enhanced customer service with quicker response times
 - Reduced operational costs and revenue loss
 - Automated notifications
- Speeds up workflow and allows for higher volume record processing
 - Eliminates errors and improves record consistency
 - Provides easy and efficient communication with travelers
 - Improves compliance with business rules
 - Scalable for high volumes

Schedule Changes Are A Headache, Fixing Them Shouldn't Be

Twenty percent of your clients' flights result in a schedule change, **minimize travel disruptions with Cornerstone.**

"Our agents can be travel consultants now, not machines matching tickets with people."



Jeff Jarvie
Cadence travel

Contact Us





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