Create a world with frictionless flight disruptions
For Everyone. Everywhere.
WHAT WE DO

Help airlines optimize operational efficiency and retain their customers by enabling their passengers to self-manage flight disruptions.

Trusted by:
End-To-End Recovery Solutions

Self-Service in the Commercial Window

Operational Disruption Recovery Platform

Virtual Contactless Vouchers
COVID-19 Disruptions Timeline

1. Mass-Cancellations
   - Commercial Window
     - Call Center Workload

2. Rebuilding The Market
   - Commercial Window
     - Rev Man “Trial & Error”

3. The “New Normal”
   - Operational Window
     - OCC “Self-Service” Recovery
Severe rush of passengers requesting **rebookings, information and refunds**

**THE PROBLEM**

- High Manpower Costs
  - 600% uptick in support requests

- Slow Response Times
  - Up to 10hr wait time

- Increasing Cashflow Pressure
  - $6M-$25M cash burn per day
THE SOLUTION
SELF-SERVICE FOR MASS CANCELLATIONS

- **Recover** from mass cancellations
- **Reduce workload** from the call center & Rev Man
- **Incentivize passengers** to rebook themselves instead of claiming refunds
HOW IT WORKS

1. Identify Disrupted PAX
   - Monitoring Panel

2. Send PAX Notifications
   - Via Email & SMS

3. PAX Rebook \ Claim Voucher
   - Virtual Assistant

4. Agent Follow Up
   - Control Panel
VIRTUAL ASSISTANT

Self-Managed Disruptions
No Wait. No App. No Friction.

Conversational Self-Service Technology

Customizable Workflows

Personalized Customer Engagement
HELP CENTER

Preemptively solve PAX’s most frequent problems

- **Reduce** Stress & Miscommunications
- **Improve** Customer Engagement
- **Reduce** Workload From Your Support Team
CONTROL PANEL

Automate your call center
Empower your Rev Man agents

- Detect disrupted PAX
- Notify automatically via email & SMS
- Monitor PAX responsiveness
- Configure business rules
CASE STUDY

In Just 3 weeks

20,000+ PAX Managed
2,000+ Hours Automated
20%+ PAX Rebooked
Free Implementation

COVID-19 is hurting our industry and we’re here to help

1. Identify Disruption
   a. Airline push schedule update – Rubiq API/ Excel/ Flat File

2. Get PAX Information
   a. Get Flight List – Airline API
   b. Get PNR info – Airline API

3. Notify PAX
   a. Trigger automatically
   b. Comm. Channel – SMS & Email
Free Implementation

COVID-19 is hurting our industry and we’re here to help

4. PAX Respond
   a. PAX request refund or choose alt. flight
   b. Business rules defined by the airline
   c. Display real-time availability – airline API

5. Agents Rebook
   a. Control Panel displays chosen flight
   b. Agent issue new ticket/refund
   c. Agent confirm in Rubiq UI

6. Send Confirmation
   Automatically via email & SMS
PAX Perception

More optimistic than one might think

Num. of Chosen Alternatives
(By PNR, For Each Month)
THANKS