Travelport

Travelport Queue Control Console launcesh in EMEA

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Travelport, a leading distribution services and e-commerce provider for the global travel industry, this week launched Travelport Queue Control Console, a web-based product that empowers travel agents to automate part of their ticketing operations. The new product creates rules for how and when tickets are issued, saving agents time and improving efficiency.

Travelport Queue Control Console enables booking files to be sent through a criteria engine that allows only booking files that meet specific requirements, such as all fares guaranteed or no infant passengers, to be actioned. Automated ticketing capabilities go into the booking and issue the ticket without intervention saving the agent time and improving accuracy.

The product allows agents to set up schedules that ensure tasks run on specific days, intervals, and times during the day to suit them and the product can monitor one or more queues for booking files to action.   Queue placement automation enables tickets to be booked in one location and issued in another or booked by one agent and issued by another within the same location.

Travelport Queue Control Console is fully server based and uses web services to communicate with Travelport. It also provides agents full access to logs and other data that shows all system actions.

Reginald Warlop, VP Product Portfolio at Travelport says, "We are delighted to launch Travelport Queue Control Console. Both online and offline travel agents tell us they want to work as efficiently as possible and Travelport Queue Control Console delivers an automated process that takes care of routine, repetitive tasks enabling agents to concentrate on other, more profitable activities."

Galileo users in the EMEA regions are the first to benefit from this new functionality.

About Travelport

Travelport is the technology company which makes the experience of buying and managing travel continually better. It operates a travel commerce platform providing distribution, technology, payment and other solutions for the global travel and tourism industry. The company facilitates travel commerce by connecting the world's leading travel providers with online and offline travel buyers in a proprietary business-to-business (B2B) travel platform.

Travelport has a leading position in airline merchandising, hotel content and distribution, car rental, mobile commerce and B2B payment solutions. The company also provides IT services to airlines, such as shopping, ticketing, departure control and other solutions. With net revenue of over $2.5 billion in 2018, Travelport is headquartered in Langley, U.K., has over 3,700 employees and is represented in approximately 180 countries and territories.

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