



Travelport's customers "queuing" up to significantly improve efficiency

Efficiency gains from Travelport Queue Control Console

 **3 hours** per day
60% reduction in ticketing errors

Size of business

 **£56.6 million**

Number of segments

 **150,000** per annum

Company profile

 **Employees** 125 **Country** U.K.
Years in business 9yrs, started in 2007

The challenge

Diversity Travel is recognized as the United Kingdom's leading Travel Management Company (TMC) in the charity and academic travel sector, with significant expertise in arranging corporate travel to both familiar and more obscure areas of the globe.

Working with global charity organizations, Diversity Travel is tasked to deliver flexible travel solutions, but at the lowest cost possible. Therefore, a continuous focus on efficiency is at the top of their agenda.

Like other TMC's, Diversity Travel depends on their experienced staff to handle the complex process of ticket fulfilment and ensure all elements of a PNR, such as fare optimization mid- and back-office data, frequent flyer numbers and customer requested ancillary services are included prior to ticketing. However, even the most experienced staff realise the benefit of technological developments, which prompted Diversity Travel to turn to Travelport's automated solutions to further increase their efficiencies in this vital area of their business.

“Travelport Queue Control Console has been instrumental in helping our travel management company achieve high levels of queue automation. Automating this labor intensive task has significantly reduced our travel consultants time to process a ticket.”

Matthew Truin, Operations Director, Diversity Travel

The solution

Travelport Queue Control Console is a web-based product that brings efficiency through queue automation. Accessed over a secure website, Queue Control Console enables Diversity Travel to automatically action queues through preset criteria that includes quality controls and automated ticket issuance.

Schedules can be configured to allow tasks to run at specific intervals and/or specific times, or set for specific days and a time-window during the day. Queue Control Console also has the ability to monitor one or more queues to send booking files through a criteria engine meeting specific requirements (such as all fares guaranteed, no infant passengers, etc.) to be actioned.

Travelport Queue Control Console is becoming a crucial solution to improving, not just the process for managing PNRs, but also in helping travel consultants manage their workloads and enhance productivity and efficiency.

Results

“Queue Control Console is flexible and can be adapted at various levels to suit our TMC’s specific requirements. The automation of queue control allows our consultants and ticketing department to focus on more time-sensitive tasks, resulting in increased levels of efficiency. In addition, we have already seen a significant reduction in the number of quality check discoveries,” said Truin. “By introducing Queue Control Console we have positively enhanced the level of customer service that our corporate clients have come to expect,” he adds.

Diversity Travel, has a strong sense of what their customers need and how they offer the best service available in the channels in which they operate.

“Diversity Travel has introduced many firsts in the effective use of Queue Control Console to streamline and automate their ticketing management. Their productivity gains speak for themselves and their deployment of Travelport Queue Control Console is a stamp of approval that we deliver a strong product to complex multi-channel businesses,” adds Betteridge.



“Their technical team is one of the most experienced in the business, with an in depth knowledge of both the system and how to automate their fulfilment workflow.”

Ian Betteridge, Technical Product Manager for Travelport Queue Control Console.

To learn more about how Travelport can help you boost your travel performance, contact your Travelport representative or visit us at Travelport.com/platform/automation

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