



Description & tasks

Our management team has experience working in the airline & travel industry supporting passengers via phone, email, and chat, in a dynamically changing, volatile environment.

We handled the creation of bookings, making flight changes, processing refunds, complaints, special assistance, group bookings, EU261 information, FAQ.



Segment

B2C



Database

3M/year



Services

Reservation Customer Support



Headcount

200 agents



Languages

English, German, Polish, Hungarian



Quality check

94 %

Achievements

First-rate professional experience as a partner of a major player in the airline industry.

Millions of inquiries are handled per year in four languages with an outstanding quality check value.

Playing a key role in improving the airline's reputation and overall experience of the customer interaction journey.

93% score in quality check after more than 20 million contacts handled during the collaboration, providing multilingual, omnichannel 24/7 customer support service, with more than 200 contact center operators.

Maximum performance in all aspects of a highly complex campaign requiring deep technical knowledge and soft skills in dealing with exceptional situations.

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