



CUSTOMER RESOLUTION

Customer Satisfaction is of primary concern to any airline, or for that matter, any service provider. In today's highly competitive environment, an airline thrives on differentiating itself on the basis of the quality of service provided to an airline.

Our Customer Resolution Solution is an integrated client-server application for real-time monitoring and tracking of all aspects of daily customer feedback and grievances of an airline. The application monitors and processes the complaints received through the customer help desks with regards to airport experience, in-flight experiences, baggage claims etc.

- Actual complaint / feedback of the customers is stored as images through an imaging system like FileNet Panagon
- Various compensation certificates are given to the customers like electronic, travel, upgrade etc.

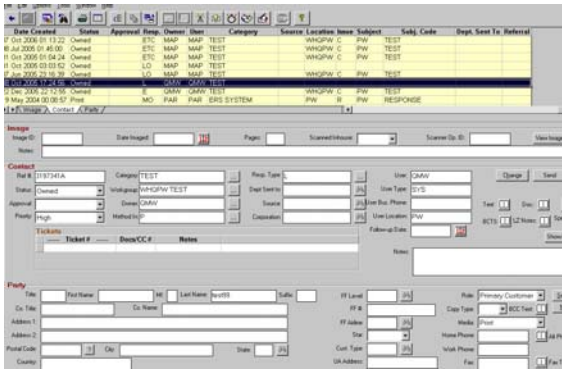
OUR SOLUTION – FEATURES

- Provides an integrated view of all issues related to customer resolution to the stakeholders of the application
- Responsible to track clients' grievances of the airline and all other sorts of communication from client end to the airline customer relations department
- The system uses a user-friendly screen and Asynchronous Web based Email-response mechanism
- Users can have a glimpse of the original document sent by the customer to the airline customer support department

AIRLINE PASSENGER SOLUTIONS – CUSTOMER RESOLUTION

BENEFITS

- Critical application in terms of customer satisfaction from an airline’s point of view and after sales service
- Solution integrated with mail client. No separate mailing system is required for sending the complaints / feedback
- Reduces cost for an airline by providing electronic compensation



Customer Resolution

ABOUT SKYTECH

SkyTECH Solutions provides IT consultancy services and develops niche software solutions for global airlines and airports. Incorporated as a joint venture between United Airlines, one of the largest airlines and The Chatterjee Group (TCG), a US-based investment firm, SkyTECH is an established player in the airline/airport IT domain.

Based in Chicago, SkyTECH has 3 Offshore Development Centers (ODCs) in India at Kolkata, Mumbai and Chennai. SkyTECH's offshore development infrastructure is certified to ISO 9001:2000 and SEI CMM Level 5.

SkyTECH's diverse client base is geographically spread in the USA and Asia-Pacific, and includes some of the largest airlines, airports and IT consulting firms of the world.