



Amadeus Auto-Schedule Change Lite

Passenger journeys can be affected by involuntary flight changes and their handling falls to the travel agency. Schedule change volumes are unpredictable, which complexifies the prioritization and compromises the resolution.

*Amadeus Robotics
Maintain your business edge.
Let robots do the dirty work.*

Tangible benefits

Fee up time

- Let the robot analyze schedule changes and prioritize agent work based on priority and minor/major change.

Gain more efficiencies

- Ensure timely notifications to travelers about their reservation evolution.

Protect your revenue

- Avoid risk of Agency Debit Memos (ADMs) from airlines due to unattended PNRs.

Build your collection

Even more powerful when you combine our **Auto-Schedule Change Lite** robot with other Amadeus Robotics applications such as:

Auto-Queue 1 Cleaner Lite – automatically cleans up and dispatches PNRs out of Queue 1 in a consistent and efficient way.

Key features & How it works

PNRs affected by schedule changes

Automation

Travell sellers



ASC lite



Queue 7,
Categories 1 to 15



Redirects PNRs affected by minor / major schedule changes that require urgent action.	Queue 71, Category 0 (Manual handling, urgent)
Redirects PNRs affected by major schedule changes.	Queue 71, Category 1 (Manual handling)
Redirects PNRs affected by minor schedule changes requiring revalidation or reissuance.	
Redirects PNRs affected by schedule changes with transaction errors, warnings or failures.	
Redirects PNRs affected by schedule changes not respecting the minimum connection time.	
Redirects PNRs with cancelled flights that have not been rebooked.	Queue 71, Category 2 (No action by agent)
Redirects non-ticketed PNRs affected by schedule changes.	
Handles PNRs affected by minor schedule changes not requiring revalidation or reissuance.	Queue 71, Category 7
Redirects both waitlisted PNRs, and misplaced PNRs not affected by schedule changes.	
Flags and redirects NDC PNRs affected by schedule changes for manual handling.	

It's how travel works smarter.

amadeus

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