

Xflash Systems specializes in developing virtual agent/chatbot systems for airlines, toward the goals of; boosting customer service with intelligent responses, reducing response time & enhancing opportunities for the airline to increase sales & profits throughout the customer experience.

Our chat systems are multi-channel; enabling airlines to communicate seamlessly on **over 30 chat platforms,** including; WhatsApp, Facebook Messenger, Telegram, Skype, SMS, voice & over 25 more channels.



featuring
XF INTELLICHAT
technology

1. Booking & Purchase Process



- Find best available fares & times
- Offer upgrades to seat, food, entertainment & more (*ancillary rev for airline*)
- Arrange rental car & hotel option (*ancillary rev for airline*)
- Answer queries regarding ticket & flight process
- Connect with human agent, if & when required

2. Flight Preparation & Check-In



- Check-in assistance
- Bag drop assistance
- Airport shopping on dep, rental car & hotel offer option, if not already taken (*ancillary rev for airline*)

3. Proceeding to Gate & Boarding



- Guidance to departure gate
- Passport Control / exit assistance
- Airport shopping, rental car & hotel offer option, if not already taken (*ancillary rev for airline*)

4. In-Flight

- Order food, retail, entertainment & other products & services, including rental car & hotel & order for pickup in arr airport shopping (*ancillary rev for airline*)
- Answer queries regarding ticket & flight process
- Connect with human agent, if & when required



5. After Landing

- Real-time bag tracking
- Bag claim carousel info
- Airport shopping on arr, rental car/transport & hotel offer option, if not already taken (*ancillary rev for airline*)



6. Post-Flight Experience

- How was the flight, any feedback?
- Discount on your next flight (*ancillary rev for airline*)



Contact Us for a free evaluation;

Web: www.xflashsystems.com/contact-us

Email: help@xflashsystems.com



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