iQCX® Platform Overview

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iQCX Platform

The iQCX® reservation management platform is designed to help travel management companies, corporate travel departments, consolidators, cruise and tour operators, and online travel agencies to better manage reservations, issue tickets and deliver itineraries.

The iQCX platform interacts with every global distribution system and can be customized to integrate with other technology providers such as FareLogix, TripLink, Conferma, and eNett.

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iQCX Drives Business Outcomes

Increase ticket throughput by automating manual tasks required to process reservations
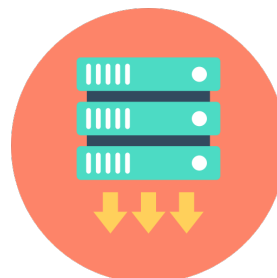
Improve operating efficiency by optimizing workflow and increasing touchless rates

Give agents more time to focus on selling travel

Reduce re-work and error correction for reporting and back office systems

Reduce overheard by eliminating the cost of technology hardware and maintenance

Increase revenue by directing agents toward the more profitable supplier relationships

Core Capabilities of iQCX

Quality Control

Validates reservation accuracy and completeness

Monitors travel policy

Performs file finishing to replace manual tasks

Verifies required reporting fields

Prepares reservations for ticketing

Ticketing

Issues basic tickets as well as complex split tickets and exchanges

Facilitates virtually touchless ticketing for online reservations

Reduces debit memos related to ticketing errors

Reduces after hours fees by conducting 24/7 reservations processing

Document Delivery

Creates company branded itineraries

Delivers customized content that complements each reservation

Send itineraries and other documents in multiple formats such as HTML, text, and PDF

Provides online access of itinerary history for TMC and Corporation

Trip Improvement

Uses fare checker capabilities to search the GDS for lower fare options

Seat checker capabilities work to acquire seats preferred by the travelers

Waitlist checker functionality queries availability of waitlisted segments and books new segments as an option

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Additional Components Available for iQCX to Enhance Core iQCX Capabilities

AutoPay™

AutoPay is payment automation hub that operationalizes virtual payment solutions

It is an automated, end-to-end solution enabling travel agencies and corporations to take advantage of more secure and reliable methods of payment

Data Pump

Data Pump is part of our TravelExchange offering

Data Pump enables the real-time exchange of data between travel management companies, corporations and downline systems

Data Pump ensures that a single set of normalized and cleansed data is shared by all systems

Table Connector

Table Connector provides the ability to synchronize data across sources

It enables synchronizing customer defined tables that are used for ResRule processing with external data sources

Table Connector is flexible and robust, and works with virtually any data type or file format

TicketTRAK

TicketTRAK monitors unused segments to ensure that unused tickets are not wasted

TicketTRAK provides significant cost savings through unused ticket management

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Additional solutions that work with the iQCX platform

Schedule Change Manager

Originally developed and deployed for Expedia, we can now offer Schedule Change Manager as an optional iQCX module.

Policy Compliance Manager

Policy Compliance Manager manages the approvals process for agent assisted bookings not subject to the policy management features in an OBT, or for corporate bookings on a less robust OBT.

Custom Business Rules and Professional Services Hours Required

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iQCX Platform Diagram

PNR created, online or offline

Submission queues

Quality control schedule

Ticketing schedule

Mail schedule

Business rules operate

Success

Business rules operate

Success

Business rules operate

Errors sent to agents to manage

Errors sent to agents to manage

Agents rework reservations

Process is repeated

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iQCX Quality Control

iQCX Quality Control

- The Quality Control solution allows you to improve your profitability by increasing topline revenue and reducing costs that negatively impact your bottom line.

- The solution utilizes business rules to power the customizable automation of an endless array of manual activities unique to your specific operational and cost reduction objectives.

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iQCX QC Runs On ResRules

- ResRules is a natural language rules database to manage the reservation automation process.

- The ResRules composer is the interface to write and develop rules.

Key Benefits of Quality Control

Improve Operating Efficiencies
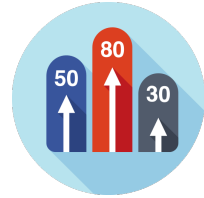
Improve Financial Outcomes

Improve Traveler Satisfaction
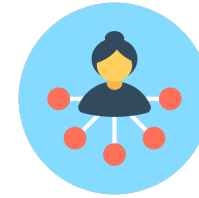
Reduce Support Staff Costs
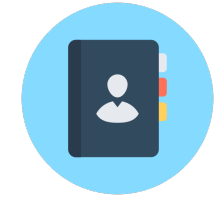
Provide Sales With A Competitive Edge

Improve Operating Efficiencies

- iQCX QC automates reservation completion (file finishing), allowing you to automate the online booking process and automatically add any itinerary or segment remarks to the booking

- The solution enables you to verify and validate, finding any errors quickly and automatically validate any savings codes and customer reporting fields.

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Improve Financial Outcomes

- Manage your preferred contracts with airlines and hotels to ensure you are leveraging the best rates for every booking.

- Monitor reservations for the lowest available fare and manage unused tickets to ensure they are not wasted.

- Retain revenue by applying the correct service fees, growing hotel bookings for increased commissions, reducing payment errors, and avoid missed ticketing dates.

Improve Traveler Satisfaction

- Automatically include any special meal requests based on the traveler's preferences in the reservation

- Automatically check seat availability and options based on traveler preferences

- With iQCX QC, you can automatically check and clear waitlists for travelers, find lower airfares, and validate passport and visa requirements.

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Reduce Support Staff Costs
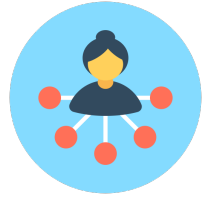
- Automatically managing reservations and correcting errors reduces the manual intervention required to manage bookings.

- You can reduce support staff and redeploy agents into roles that drive revenue or additional service fees, such as executive traveler support.

Provide Sales With A Competitive Edge

- The automation capabilities of iQCX QC give your sales team an edge when selling your services to potential customers.

- Our best in class automation platform ensures that you provide the most comprehensive solution to your customers, allowing them to automate more reservations and take advantage of every financial benefit from negotiated rates to personnel.

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iQCX Ticketing

Automate all aspects of the ticketing process, from simple ticketing to more complex requests

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iQCX Ticketing

- The iQCX Ticketing solution is an application that automates all aspects of the ticketing process.

- The iQCX Ticketing solution can efficiently and effectively automatically process simple tickets to complex split tickets and exchanges and refunds.

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What does that mean for your business?

- You have a truly touchless reservations process to efficiently ticket all designated online reservations.

- You can drive improved profitability while remaining price-competitive.

- You will improve accuracy by consistently processing splits and exchanges that free of errors.

- You will reduce the need for agents to manually perform ticketing and

iQCX Ticketing issues tickets on time, giving customers the fares they expect.

- iQCX Ticketing works either set hours or 24/7.

- You can add additional TAs to handle peak traffic, if needed.

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iQCX Ticketing eliminates agent intervention lowering the cost of doing business.

- iQCX Ticketing validates ticketing information faster than a counselor.

- iQCX Ticketing issues a ticket every 2-12 Seconds vs an unknown, or target time, for a counselor.
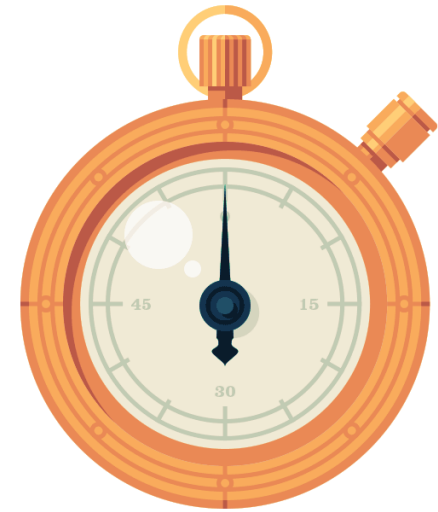
iQCX Ticketing has the ability to issue multiple ticket types.

- These ticket types include:
  - Straight Tickets & Multi-Carrier Tickets
  - Split Tickets & Exchanges
  - Hotel and/or Car Only reservations
  - Non ARC/BSP Tickets
- iQCX Ticketing can apply Service Fees.

iQCX Ticketing can issue tickets 24/7.

- This allows you to eliminate your reliance on after hours support desks.

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iQCX Ticketing reduces debit memos

- iQCX Ticketing adds a final quality check to ensure everything is correct.

iQCX Document Delivery

Build your brand with customized emails and documents

Document Delivery with iQCX Mail

- Differentiate your emails and documents with company and corporate branding
  - Custom settings can be control at the PCC and DK level

- Emails can be send in multiple formats, including fax, HTML, mobile HTML, and text.

- You can attach a PDF of the itinerary or load your own PDFs Emails can be sent in more than 14 languages, configured by business rules.

- Documents can be resent at any time through the iQCX Portal.

Clear And Concise Information

Customize Emails Using Business Rules

Customize the logo at the PCC or DK level

Include links to any GDS specific websites

Include any segment associated remarks for any GDS

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123 Main Street, Suite 101
Anywhere, IN 47404
Phone: (812) 555-4444 Fax: (812) 555-9999

Add to Calendar

Include your contact information

Leverage Infotriever Calendar Integration

Wednesday, 2JAN 2013 04:47 PM EST

Passengers: **ROBERT WILLIAMS (SALES.EAST)**
Agency Reference Number: RECLOC

Click here to view your current itinerary or ETicket receipt on-line: **www.viewtrip.com**

Text and links in this section is maintained by customer through tables in the iQCX Web Portal.
This section allows text in English or alternate language by Account Number, Pseudo City, GDS or Default text for all itineraries.

Please review your itinerary and report any discrepancies to the Travel Office within 24hrs of receipt
Be sure to **visit our website** for additional travel information

AIR	Thursday, 3JAN 2013		
	American Airlines	**Flight Number**: 1788	Class: M-Coach/Economy
	From: Dallas/Ft Worth TX, USA	**Depart**: 11:30 AM	
	To: Raleigh/Durham NC, USA	**Arrive**: 03:05 PM	
	Stops: 0	Duration: 2 hour(s) 35 minute(s)	
	Seats: 12A	Status: CONFIRMED	Miles: 1062
	Equipment: McDonnell Douglas MD-80 Jet	MEAL: FOOD TO PURCHASE	

ARRIVES RDU TERMINAL 2
WE WILL ADVISE IF AN AISLE SEAT BECOMES AVAILABLE
Frequent Flyer Number: AA1234C5

American Airlines Confirmation number is AZWKQM

CAR	Thursday, 3JAN 2013		

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Customize many different elements

- Logo
- From name
- From email address
- Email Subject
- Header Text
- Infotriever Calender integration link
- GDS links
- Top of itinerary text and links

- Ticket details
- Segment associated remarks
- GDS itinerary remarks
- Bottom of itinerary text and links
- Footer text and links
- Weather

Customizations appear automatically based on your specific business rules

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Email Examples

Email Examples

iQCX Portal

Search for any sent email by record locator

iQCX Portal

Resend any emails to travelers through the iQCX Portal

iQCX Portal

Review the results of email sends

Platform Portfolio

iQCX Quality Control
- Reservation Management
- Agency Process Automation
- Waitlist Management
- Fare Improvement
- Seat Assignment

iQCX® Ticketing
- Basic Ticketing
- Service Fee Documentation
- Split Ticket Documentation
- Refunds & Exchanges
- Ticket Tracking

iQCX® Mail
- Agency Branded Itineraries and Invoices
- Calendar Integration

iQCX Schedule Change
- Automated Queue Management
- Customizable Client Messaging
- Branded Email Notifications

Additional iQCX Functions
*Significant and custom Res-Rules and Configuration Required to Custom Specs

- Data Pump
- TicketTRAK*
- Schedule Change Manager*
- Spilt Form of Paymemt*

Policy Compliance Manager
- Automate Trip Approval
- Automate Trip Notification

iBank®
- Data Acquisition
- Data Consolidation
- Data Standardization
- Data Distribution
- Data Analysis & Decision
- Business Intelligence
- On-Demand Reporting
- Broadcast Reporting
- Ad-Hoc Reporting
- Change Management

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