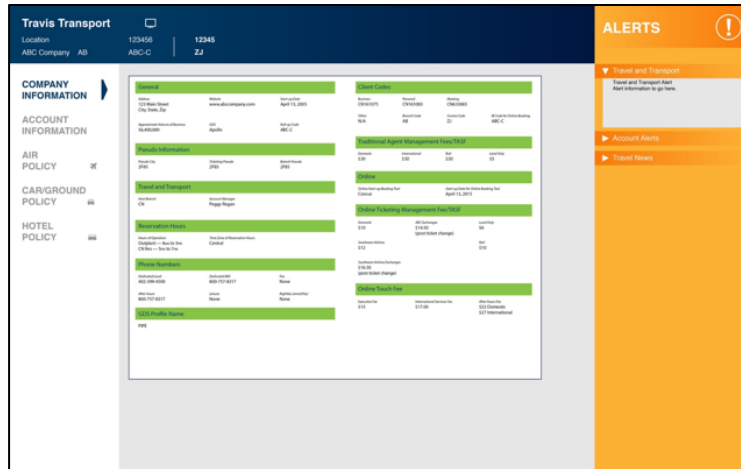




HOW CAN AGENT DESKTOP TECHNOLOGY MAKE A DIFFERENCE FOR TRAVELERS?



An agent desktop supports—but does not replace—travel counselor knowledge, ensuring a reservation is 100% accurate and compliant. It's a one-stop location for company policy, preferred hotels, unused tickets and more.

Your travel counselors should already know who is calling when they pick up the phone. With a good agent desktop, they'll also instantly see your profile, recent and future trips and much more.

Unfortunately, we can't reach our favorite travel counselor 24/7/365. They deserve some sleep! With an advanced desktop, any after-hours travel counselor will have your information on hand, making your experience as simple and seamless as possible.

The process for tracking airline weather waivers used to be cumbersome and time consuming. The best desktops integrate the weather waiver process, showing your travel counselor exactly which airline waivers you qualify for from the beginning of the call.



Comprehensive Information



Personalization



24/7/365



Phone System Integration