

A global flight inventory? It's possible with Intelligent Ticketing Switch



The latest innovation from TA Connections

In our time working with airlines and crews around the world, the TA Connections team has seen the challenges they face when trying to book a crew or reticket disrupted passengers with another airline.

That's why we've developed a new, first-of-its-kind software feature on the TA Crew Hub and TA Disruption Hub. The Airline Ticketing Switch helps airline staff book flight crews or re-book disrupted passengers on any available flight, regardless of which airline they originally booked with.

The Intelligent Ticketing Switch

This new, integrated technology provides easy access to a global flight inventory system that automatically books crews or disrupted passengers through our intelligent ticketing switch. This fully digital ticketing experience is designed to support crews and passengers and get them to the right location while also offering customer service and crew management teams unparalleled access to flight inventory, configurable compliance policies, and automated pricing and fare optimization. Intelligent Ticketing Switch reduces the workload of the customer service and crew management teams, saves costs, and improves the passenger and crew experience.

How It Works

The Intelligent Ticketing Switch solution is integrated directly into TA Connections platforms, coupled to the TA Disruption Hub & TA Crew Hub rules and logic engines.

- 1 The TA Connections Intelligent Ticketing Switch system connects to multiple supply channels. Our reticketing solution connects seamlessly to multiple supply channels, including Global Distribution Systems (GDS), New Distribution Capability (NDC), private inventory, airline consolidators, and directly to airline reservation systems, all through a single interface.
- 2 Travelers and Crews receive expedited booking. If passengers are disrupted or crews need to be sent to another city, airlines can view inventory from all of these supply channels. Then, they can rebook on any flight to get the traveler to their final destination at the right time.
- 3 Enhanced access to lower fares Airlines get the lowest price. With automated pricing and fare optimization and our payments and procurements system, airlines get access to more inventory at lower price points the lowest possible price on hotel and transportation bookings. Additionally, our payments and procurements system, and automated invoicing and reconciliation with vendors.

Additional Benefits to Airlines, Crews, and Passengers

As a part of the TA Crew Hub and TA Disruption Hub, the Intelligent Ticketing Switch offers customers and crews a number of additional benefits, including:



Compliance with global governmental regulations:

This fully digital ticketing experience helps airlines remain compliant with government regulations and allows airlines to configure compliance and policies to their unique needs and budgets.



Global inventory in a single database:

Access to global inventory in one database saves customers and crew management teams time rebooking flights. Disrupted passengers get a single resolution plan that is optimized for cost and tailored to their needs, so they can get back on track as quickly as possible.



Backed by TA Connections payment and invoicing systems:

We automate and streamline airlines' finance, customer, and crew management teams' workloads, saving them time and money on the rebooking process. Plus, we automate invoice reconciliation and booking with hotel and transportation vendors, continuously negotiating with these vendors to get airlines the lowest possible price.



Airlines save time and reduce costs:

With Intelligent Ticketing Switch, customer support teams can spend less time on individual resolution plans as passengers and crews can re-book their own flights through a self-service portal. Ticketing, payments, and refunds all happen automatically.



Improved traveler experience and satisfaction:

This feature increases the possibility for tickets rebooked for same day travel, which is critical when travel windows are tight and schedules aren't flexible. Plus, customers can easily travel between airports if necessary and get their transportation and flight booked within a single app.

If you'd like to learn how these and other solutions allow you to meet the upcoming increase in travel in 2023, [request a product demo.](#)

TAConnections

TA Connections is simplifying operational management for airlines from start to finish. Visit our website to learn more about our digital, mobile, smarter, connected solutions for airlines.

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