

Customer perspectives

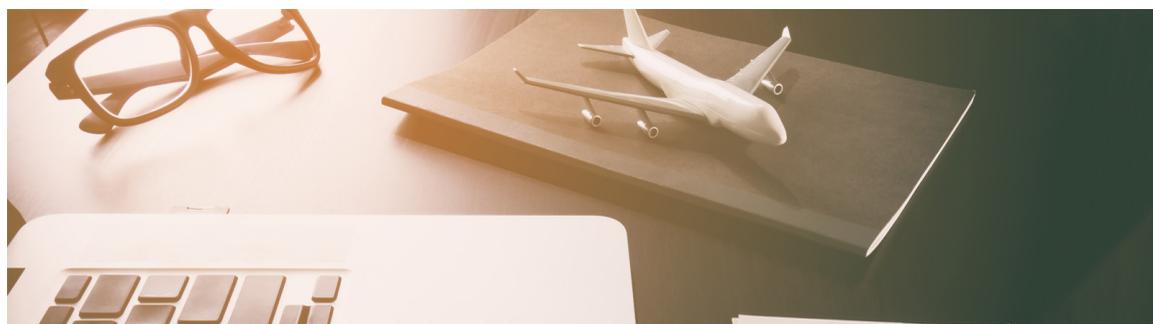
Upgrading to Amadeus Selling Platform Connect



Samantha Carranza
Manager, Sky Tours & Travel Inc.

Sky Tours & Travel Inc., a full-service travel agency specializing in travel around the world, has partnered with Amadeus for over 17 years.

Samantha is an Amadeus power user, leading the agency's upgrade to Amadeus Selling Platform Connect. Sky Tours & Travel Inc. now has the most advanced open platform that not only removes previous technology constraints, but also allows for future growth.



What does Sky Tours & Travel Inc. say are the benefits of upgrading to Amadeus Selling Platform Connect?

1. Mobility – work from anywhere

Amadeus Selling Platform Connect is the best! I enjoy that I can work from home and don't have to come to the office to service my clients.

2. Time savings = increased productivity

It takes the work and energy away from the selling process. I don't like wasting time looking for something – the system sees what you can't see. Plus, Amadeus All Fares Plus air search is amazing – I'm no longer guessing if I have the lowest fares.

3. Better customer service

Our job is about working with the client and having the platform that works best. When you don't feel frustrated with your platform, your customer knows and business runs smoothly.

4. Graphical interface – removing the guesswork

The graphical interface is cleaner, crisp – it's a one-stop view of what you need. You are no longer guessing when looking at airline class of service or required to know codes and entries. It's like ordering a pizza – easily pick the base, all the toppings, order, and your perfect pizza is delivered right to you!

5. Platform tailored to you

You can retrieve a booking and search in three different ways – it caters to what you personally like – letting you work however you like.

6. No training required

We used to look for only Amadeus agents, but now we don't have to as Sabre commands are automatically translated to Amadeus via Cryptic Magic. Our new agents are automatically going on to Amadeus Selling Platform Connect. The agents love it, it's easy to use, and it doesn't require a lot of training.

Words of advice

“ Don't hesitate or be scared of something new! We hesitated for a long time, but you have to move with technology. The more you advance with your platform, the more you will sell. Amadeus is there to help you, so don't be afraid of something going wrong or not working. ”

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Alan Liccione
Manager and Owner of
Liberty West Travel, Inc.

Liberty West Travel Inc., an Amadeus partner for 15 years, has 30 years of experience serving the corporate market. The agency is one of many upgrading to Amadeus Selling Platform Connect. With Amadeus Selling Platform Connect, Liberty West Travel Inc. has a reliable, stable platform that lets them do it all.

What does Alan say about the experience and benefits of upgrading to Amadeus Selling Platform Connect?

1. Easy upgrade

Despite the surprise when I heard I would be changing platforms, I said, "Let's make the change." Upgrading was easy – everything from creating scripts and translating Smart Keys to Smart Flows. The transition was a piece of cake – Amadeus had the user in mind when they designed this platform. It's intuitive, so it works for both the less experienced and more experienced agents. And if you need help, it's there.

2. Mobility – work from anywhere

I liked the old platform but the new platform is equal and better. I'm no longer ball and chained to a certain device in order to serve my customers. With no more certificates required, it's portable, so when I am on the road I can respond. As long as I have internet I can work from anywhere.

3. Save time

Improved productivity and efficiency thanks to the ability to open more than one command page tab (up to 6 independent tabs) at a time. This allows me to toggle back and forth. Amadeus Selling Platform Connect is more menu driven with drop downs, which makes it easier to use, especially with features like the new Timatic graphical user interface.

“ Words of advice
You will like it! Start with the graphical interface
and learn cryptic – one will get you to the other. ”

Put your passion to work

We are at the heart of the global travel industry, with our people, our technology and our innovation all dedicated to working with our customers and partners to put their passion to work. Discover how [Amadeus Selling Platform Connect](#) supports the way you do business. Contact us to join this exciting journey!

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