Qbay

IMPROVE BACK-OFFICE PRODUCTIVITY AND WORKFLOW MANAGEMENT

AUTOMATED WORKFLOW AND QUEUE DISTRIBUTION MANAGER

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TOP CHALLENGES IN EFFECTIVE QUEUE MANAGEMENT

- COMPLEX BACK OFFICE OPERATIONS

- FLUCTUATIONS IN TRANSACTION VOLUMES

- INEFFECTIVE EXCEPTION MANAGEMENT

- INABILITY TO PROCESS REFUNDS AND MANAGE SCHEDULE CHANGES

- INABILITY TO TRACK SLAS AND AGENT PERFORMANCE

- ABSENCE OF STRUCTURED INFORMATION ON WORKLOAD PATTERNS

In today's competitive travel sector, effective and speedy service at the right price, without loss of revenue, drives sustained success.

Back-office operations in travel are becoming more complex with challenges posed by:

- The need to turn around transactions in time
- Demanding customer needs
- High volumes of transactions
- Unpredictable volume fluctuations due to schedule changes and disruptions
- Therefore, travel companies are often looking to implement robust transaction processes, drive real time customer communication, and track fraudulent transactions.

A key barrier to achieving these goals is the people-intense mid- and back-office processes, built on legacy systems.

Furthermore, the global distribution and passenger service systems (GDS / PSS), structured around First-In-First-Out (FIFO) mode, make it difficult to quickly prioritize and deliver on transactions.

To manage these challenges, travel companies need an effective queue distribution and workflow management solution that improves customer service, enhances operational efficiency, reduces costs, and drives superior business outcomes.

WNS PROVIDES A PROPRIETARY AND INDUSTRY RECOGNIZED SOLUTION – Qbay[SM] – TO HELP CLIENTS EFFECTIVELY MANAGE QUEUE DISTRIBUTION AND WORKFLOW.
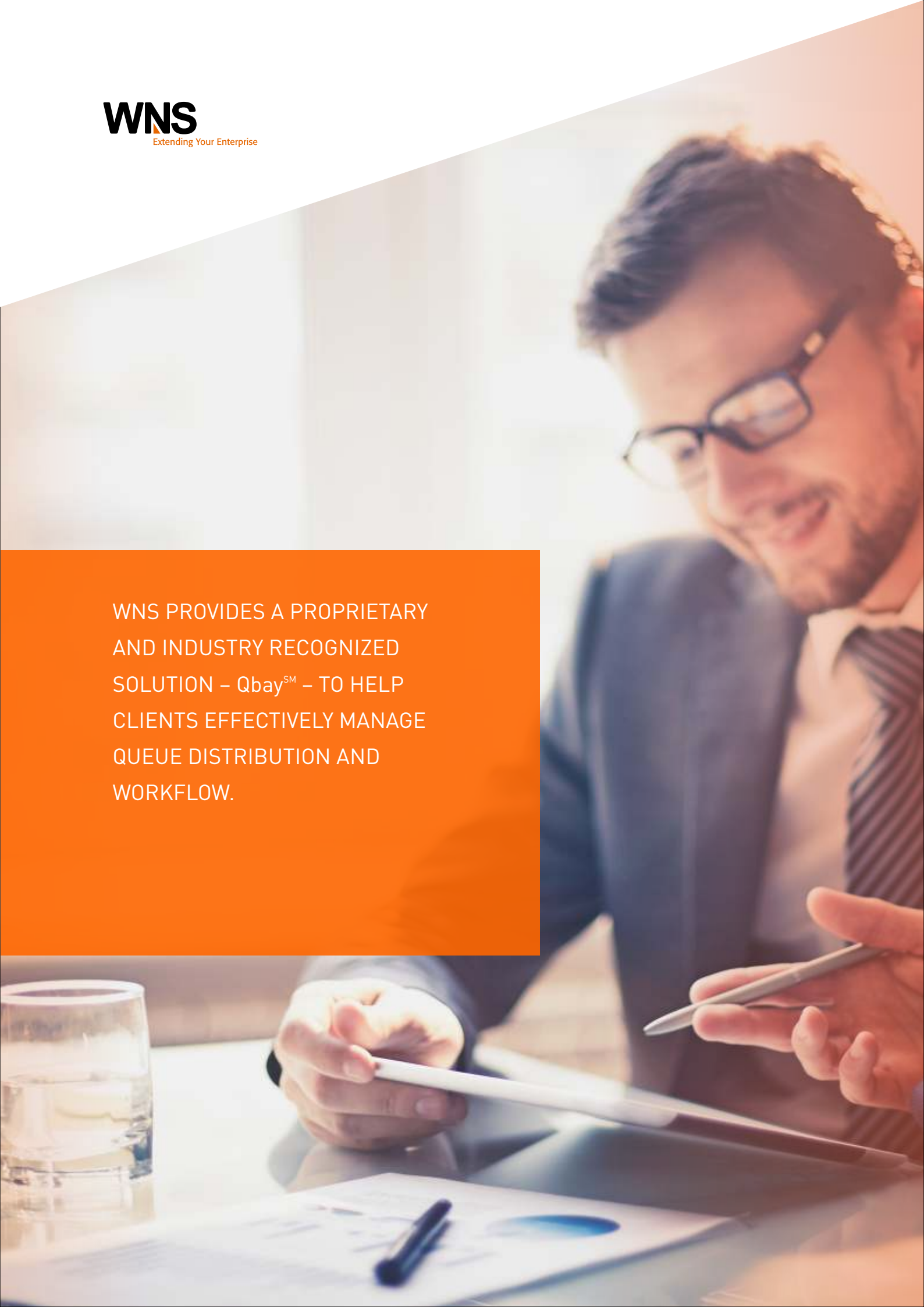
The Qbay^{SM} is a fully automated, hosted workflow management platform for multi-location, multi-account, and multi-GDS environments.

Qbay^{SM} helps manage transactions at ticket or PNR level, and easily captures and integrates PNR information from reservation system queues of airlines or travel agencies. The solution prioritizes PNRs based on customizable parameters such as time of departure, value, fare expiry, among others. It then allocates these jobs based on agent skill levels and availability. Qbay^{SM} facilitates real-time agent productivity, resource utilization tracking, smart prioritization and advance reporting; thereby, enabling improved operations at reduced costs. This easy-to-use and intelligent tool gives a big relief to the process supervisors and managers by helping them track agent activity time against best practice standards, while ensuring that the right people with the right skill set from the right place deliver on the right transaction at the right time. The application also helps in workload balancing across different centers or geographies real-time.

Qbay^{SM} Provides the Following Key Features:

- A single platform to manage queues from multiple global distribution systems

- A single agent console for multiple functions

- Custom-built algorithm to prioritize PNRs across team members and geographies

- Built-in intelligence to allocate PNRs based on agent skill set and skill level

- Robust communication across the operations team through mobile apps, real-time info alert, group chat and FAQs

- Advanced reporting feature with easy access to historical reports, statistics, instant alerts and custom reports

- Ability to override the automated distribution to handle critical events with efficient exception management

An Overview of the Qbay^{SM} Solution and its Impact on Operations

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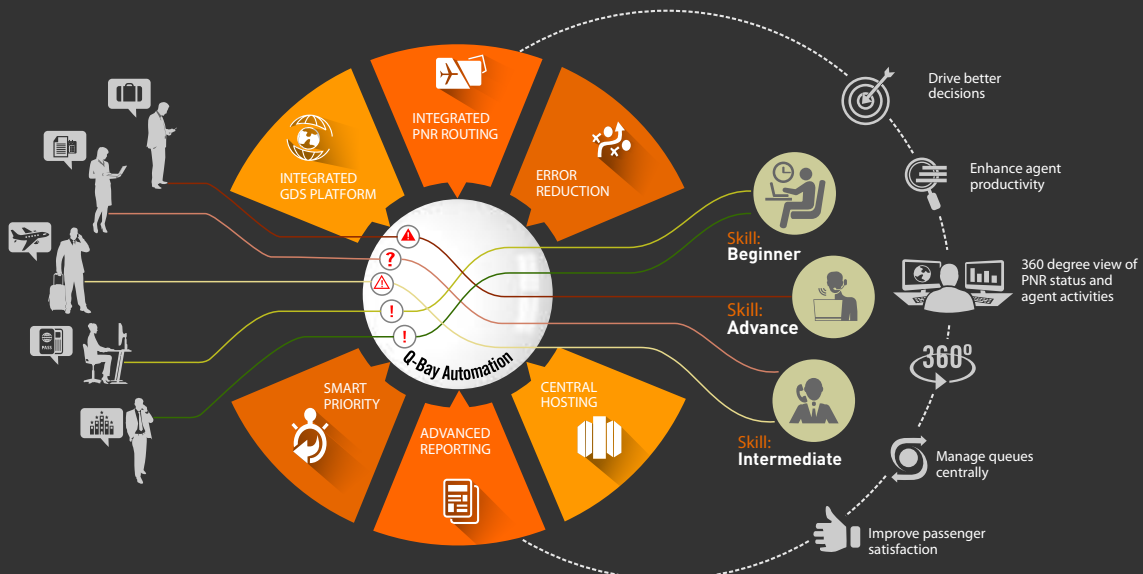
WNS' Qbay℠ solution addresses several C-suite priorities such as improving customer satisfaction and revenues, while reducing costs and mitigating risks.

Key Benefits

- Improved process efficiency by 20 percent

- Reduced service cost by up to 15 percent

- Clear visibility into agent productivity and operational issues, enabling improved service levels

- Reduced average handling time and increased agent productivity and efficiency

- Efficient resource allocation and budget planning

- Effective performance management with 360 degree view of PNR status and agent activities

- Effective planning, control, and decision-making with real-time and historical reporting

- Continuous process improvement through accurate identification of trends

Partner with the Leader

WNS leverages nearly two decades of core industry experience and more than 6,000 travel domain experts to provide end-to-end Business Process Management (BPM) services spanning over 140 processes. Being the Travel BPM specialist, we serve more than 40 of the world's leading travel firms, including 25 airlines. Our Travel BPM services include sales and customer care, finance & accounting, industry-specific operational services such as revenue management and ticketing, platform-based services and shared services solutions to a wide array of travel segments, including Airlines, Online Travel Agencies (OTA), Travel Management Companies (TMC), Hotels, Car rentals, and Cruise liners.

WNS - A Specialist in the Travel BPM Services

- Offers technology-driven innovation and embedded analytics in solution architecture and service delivery

- Ensures flexibility and adaptability to deliver unique solutions to our clients

- Maintains a dedicated travel team that offers capability, innovation, and transformation solutions

- Possesses a strong team of travel SMEs who understand technology, and technologists who understand the industry – Platform-agnostic capability

- Delivers more than 40 percent of services through non-FTE based and / or outcome-based pricing models

- Owns dedicated Centers of Excellence (CoE) to deliver services for core travel domain functions

- Has been named in CIO Review's '20 Most Promising Travel and Hospitality Service Providers 2015'

- Has won Gold for best new product / service of the year – Verifare Plus^{SM} & RePax^{SM} – at the 2015 International Business Awards^{SM} (Stevie Awards)

- Has been featured among the best 5 companies by Industry focus: Air Transportation - IAOP Global Outsourcing 100

WNS is a leading global Business Process Management company catering to 200+ global clients by combining operational excellence with deep domain expertise across key industry verticals, including Travel & Leisure. With its rich legacy as a British Airways Captive, WNS is the world's largest specialist travel BPM company providing an end-to-end suite of solutions for the travel industry. WNS is a trusted partner to many leading global airlines, OTAs, TMCs, hotels, cruise liners and car rental companies, delivering solutions for their transaction, transformational and innovative needs. WNS has delivery centers world-wide, including China, Costa Rica, India, the Philippines, Poland, Romania, South Africa, Sri Lanka, UK and US.

To know more
about Qbay^{SM}
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To know more, write to us at
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