

# WE ENABLED BRINGING EVERY AIRLINE PASSENGER BACK TO THE FAMILY



Among all industries, COVID-19 has hit airlines the hardest. When lock-downs were imposed and countries sealed their borders, almost all flights were grounded. Contact centers had to deal with a deluge of calls from customers who wanted clarity on their flights and immediate help in making changes.

Our client, a leading North American airline, experienced the chaos in complete measure. As a strategic partner, WNS meticulously planned and implemented measures to enable business continuity. Across reservations, sales, customer service and fulfilment, we achieved the following at lightning speed:



The transfer of desktops to enable Work-from-Home (WFH) leading to improved login efficiency within a few days



Our robust, in-house WFH framework was deployed to enable agents to deliver superior Customer Experience (CX) while seamlessly tackling mammoth call volumes



100 percent compliance with regulatory norms

The airline was able to maintain steady Customer Satisfaction (CSAT) scores for both domestic and international reservations — ensuring customer loyalty. We were focused on improving CX with empathy, while making sure our employees were safe and able to perform with confidence.

At WNS, this is what we do. We co-create winning outcomes by anticipating the needs of the airline industry, and pivot at a moment's notice. Powered by our domain, technology, analytics and digital expertise, we simplify operations and drive improved CX across the industry.

Read more success stories at:  
<https://www.wns.com/insights/case-studies>