



Email Plus

Amadeus's customer service

Welcome to Amadeus Email Plus.

Discovering how to make your customers' lives easier and yours at the same time?

With Amadeus Email Plus, you can automatically collect, sort and categorize all email messages and send them to the appropriate handling machine.



"Amadeus Email Plus offers a great opportunity to fight back on customer service cost reductions through an intuitive administrative tool fully managed by the Amadeus agent."

Options with Amadeus Email Plus

Collect and sort email information with ease. Simply enter the customer's e-mail address in the Amadeus Message Mailer front panel and the information will be automatically fed through the address filter to meet the specific business criteria you set. It is also possible to enter the address in the Amadeus Agent Mailer (AMM) screen.

Increase Customer Loyalty

Engage and manage your immediate business with Email Plus. Connect with the customer self-help administration and process request through their online support pages and receive your own Email Plus profile for each customer and address. Alternatively, in the Amadeus agent profile, you can enter information in all messages sent by Amadeus from this email box.

Services that will bring

Business advantages to you in the market. Amadeus Email Plus provides specific through-customer quality performance by allowing to include, track and implement.

Customer service and satisfaction are essential and constant steps toward these objectives. Having a strong customer loyalty is a must.

Use Amadeus Email Plus for:

- Marketing, bookings, itineraries, offers and e-tickets
- Technical information, online reservation, confirmation, e-ticket information and e-tickets
- Booking confirmation and reservation from Amadeus Travel Market (Amadeus Travel Market)
- Advertising and promotional messages
- Technology, tools, system and program management in Amadeus Business Center

Benefits:

- Increase the existing customer loyalty and retention
- Reduce customer service and support costs by reducing or eliminating customer service & support

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