



Complete workflow automation for high volume ticket sellers

airQuest   
AGENTELLIGENCE

profitable



airQuest   
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sophisticated

# What can airQuest do for you?



## **Leading Consolidator System**

airQuest is a complete, fully automated system for air fare maintenance, selling, booking file handling and accounting / reconciliation, regardless of ticket type (e.g. net, nego, published, low cost). Any company with high volume air sales can benefit from this automation system. airQuest is being used by large, demanding consolidators and ticket factories such as TUI (Germany) and AER TICKET.

The AMADEUS (Germany) net fares distribution system "FareWizard" is based on airQuest technology.

proQuest, the company producing the airQuest system, has been in the air ticket market for many years. We have expert programmers with detailed air fare knowledge, international market knowledge and a reputation for customer-oriented support and customer-driven development.



**high speed**

## **Agentelligence**

airQuest is “trained” by the air fare experts in your organisation. It is able to learn from the daily business routines. This unique product feature is called "Agentelligence" - a portmanteau word constructed out of "Agent" and "Intelligence".

Agentelligence has been developed in cooperation with the University of Karlsruhe. The Agentelligence concept makes airQuest as efficient as an expert air fare agent. The goal is to make the detailed product knowledge of expert users available to every agent in the organisation, as if all users were air fare experts.

## **High Speed Performance**

airQuest massively speeds up the processing of air ticket orders and reduces the amount of errors and ADMs significantly.

The integrated Agentelligence feature allows the dissemination of the expert user's knowledge in your whole organisation.



**intelligence**



## Your benefits with airQuest

- airQuest enables you to be more profitable by increasing workflow efficiency through automation in all key workflow areas (fare maintenance, processing of bookings from multiple sales channels, quality control, ticket/e-ticket production, accounting, reconciliation, reporting).
- airQuest works for all types of air fares (net, nego, published, CAT35, low cost).
- airQuest significantly reduces ADMs through detailed quality control checks and sophisticated automation of the ticketing process.
- airQuest gives you the ability to expand your volume without increasing the fulfilment challenges (more staff, more errors, more ADMs).
- airQuest disseminates the fare knowledge of the expert users to all sales staff.
- airQuest offers facilities to optimise the purchasing price of an air fare once the ticket has been sold (“washing machine concept”).
- airQuest runs on industry standard hardware. No proprietary hardware or software is required.

# How airQuest works

## Initial installation and set-up

airQuest is installed locally at the consolidator office or data centre. Then the net air fares are loaded and business rules are defined for all air fare types (customer groups, fee rules, quality checks etc.).

## Booking input

Air bookings/ticket orders can be received through multiple channels, e.g. Internet Booking Engines (either from proQuest or other providers), PNRs on GDS-queues, XML import, GDS Booking Engines (e.g. Amadeus FareWizard) or manual input. The bookings are stored and maintained in a booking file management system, called airQuest Office.

## Quality Control

The airQuest Factory module controls the ticketing process. The Factory performs QC checks at defined instances to make sure that the ticketing rules are adhered to. This is an essential step to achieve high quality automated production and reduce errors and ADMs.

## Ticketing / Documentation

The airQuest Factory prepares the ticket for production by adding the required ticket data fields (e.g. tour codes, black horse, fare basis). After defined pre-ticketing checks have been completed (quality, payment, business rules) the ticket can be automatically created or placed on a queue "ready to ticket". Several ticket types are supported, e.g. e-tickets, paper tickets, SATA, charter or your own ticket stock. Remote ticketing/satellite ticketing is also supported. Parallel to the ticketing process the system can create itineraries, invoices, etc. and email, fax or print these.

## Accounting, Reporting & Reconciliation

After the ticketing process the airQuest system feeds data off to accounting systems (e.g. SAP) and into a data warehouse where the sales and ticketing information can be used to create customised reports. Data is also used for reconciliation purposes, e.g. BSP/ARC.



# airQuest

## BOOKING ENGINE

Best Buy:  
Cheapest + Available Fare

Multi GDS

Net, IATA + Nego Fares

B2B / B2C

## OFFICE

Multiple Sales Channels

Call Centre + Branch  
Office Support

Multi Company / Brand

Internet Frontend

SAP Accounting

Validating Business Rules

E-mail, Fax + GDS  
integrated

Integration of airQuest  
Factory + Booking Engine

## FACTORY

Up to 10.000  
tickets per day

Amadeus, Galileo,  
Sabre, Worldspan

Net, IATA + Nego  
fares

E-tickets, Satellite  
Ticket printers on all  
GDS

Workflow Control

Integration of  
airQuest Office and  
IBE

# Vital advantages



## Mass Production

Efficient production of up to 10.000 airline tickets per day with airQuest Factory.

## All Fares at a glance

Net, published, upfront discount, commission overwrite, nego, corporate, private fares shown in one single display.

## "Agentelligence"

airQuest is the automation system, using "Agentelligence", for fully automated processes from reservation to ticketing and post-ticketing accounting/reconciliation.

## Almost every Air Fare

airQuest quotes, compares, checks availabilities, books, validates and tickets almost every air fare on the market.



## SAP Backoffice Interface

This interface allows integration in enterprise systems.

## Integrated and fully automated

airQuest is a complete solution, fully automated from the point of enquiry to ticketing.

## International

Developed for international use with market input from the United States, the United Kingdom, Ireland and Germany, airQuest is a truly international product.



## Tickets on any Ticket Stock

Print your tickets on ARC, BSP, charter, SATA and own ticket stock. Issue tickets centrally or via satellite ticket printers. Fully supports e-tickets.

## Multi Channel

Running multiple companies or brands with different product features and calculations on one central platform.

## Support

airQuest has a support desk staffed with English-speaking net fares experts to support customers on the level that they require.



reputation

## References

Reference customers include TUI consolidator and brands in Germany, AMADEUS (FareWizard GDS BE), AERTICKET AG

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knowledge





## airQuest: The Leading Consolidator System

- Complete, fully automated system for air fares
- Supports all fare types: net, nego, published
- Supports multiple sales channels and multiple brands
- Significantly reduces errors and ADMs

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