Amadeus Auto-Queue 1 Cleaner

Queue 1 is by far the busiest and highest volume queue receiving PNRs with both confirmations and cancellations on an ongoing basis. Tasking agents to clear this queue reduces efficiencies and sacrifices consistency as well.

Key features

1. Automatically **analyzes Air and SSR segment status** of every PNR placed on Queue 1 by the airlines.
2. Automatically **changes the status of Air and SSR segments if required** (e.g., convert them to confirmed status HK).
3. Automatically **queues PNRs requiring agent attention** (e.g., cancelled SSRs) and **redirects misplaced** schedule change and waitlist **PNRs to the right** queues (respectively Queue 7 and Queue 2).

Auto-Queue 1 Cleaner will only run during the working hours pre-defined by the agency in the configuration.

Tangible benefits

Free up time: let your travel sellers get rid of repetitive and low-skilled operational tasks.

Gain more efficiencies: clean up and dispatch PNRs out of Queue 1 in a consistent and efficient way.

Protect your revenue: avoid risk of Agency Debit Memos (ADMs) for unattended PNRs.
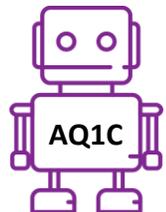
Build your collection

Even more powerful when you combine our AQ1C robot with other Amadeus Robotics applications such as:

Amadeus Auto-Schedule Change - further handling of PNRs affected by schedule changes.

Amadeus-Auto Queue Sorting - dispatch PNRs out of Queue 1.

Amadeus Auto-Quality Control – manage PNRs containing cancelled SSRs.

How it works

AQ1C → Confirms air segments → Confirms air waitlist → Redirects misplaced PNRs affected by schedule changes → Queue cancelled SSRs for manual handling → Confirms SSRs → Targets specific SSR content

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