

# Amadeus Auto-Schedule Change

Amadeus Robotics

Maintain your business edge.  
Let robots do the dirty work.

Passenger journeys can be affected by involuntary flight changes and their handling falls to the travel agency. Schedule change volumes are unpredictable, which complexifies the prioritization and compromises the resolution.

## Key features

1. Monitors and **analyzes schedule changes** (i.e., time change, airline change, data change, routing change, booking code, flight number) and determines the priority and the criticality (minor versus major change).
2. Based on airlines-oriented rules, the robot either **automates minor schedule changes acceptance** (reissuing the ticket or revalidating air segments) or **dispatches major schedule changes** to predefined queues for manual handling by the travel agent).
3. The robot can also **trigger passenger notifications** as an option.

Amadeus Auto-Ticketing can run 24/7 at very frequent intervals.

## Tangible benefits

**Free up time:** let the robot handle minor changes and the prioritization of agent's work on major ones.

**Gain more efficiencies:** ensure timely notifications to travelers about their reservation evolution.

**Protect your revenue:** avoid risk of Agency Debit Memos (ADMs) from airlines for unattended PNRs affected by schedule changes.

## Build your collection

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

**Amadeus Auto-Queue 1 Cleaner** – redirects misplaced PNRs affected by schedule changes to Auto-Schedule Change input queue

**Amadeus Auto-Quality Control** – ensure PNRs still meet the desired quality expected by the agency after any modification in the reservation.

## How it works

