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Message Analysis & Delay Compensation Solution

Intelligently analyse incoming emails, integrate with aviation systems to manage delay compensations through automated case management

Overview

In the aviation industry, delay compensation queries account for around half of the emails received by customer service teams at the moment. These queries are not just localised during pandemic situations or any event that causes disruptions in air traffic (example volcano eruption) but delays are relatively constant, are more of a burden and a regulatory requirement in the aviation industry.

Message Analysis and Delay Management solution uses AI / ML models to intelligently parse and read incoming emails to identify and categorise the content. It leverages Appian's Case Management capabilities to automatically route, mitigate manage and help agents determine compensation amounts for delays based on various regulatory authorities.

Where all details match and can be determined, the system can automatically and without the need for an agent, provide a positive or negative determination for the delay thereby making the entire process "straight through". Reliable metrics can be used to analyse and improve the quality of service and brand image.

Features

Configure Delay Compensation Workflow

Configure Airline and Regulatory body details to determine delay eligibility

Identify Message Content & categorize delay type

AI / ML based identification of flight, passenger details and can automatically identify delay types from the message content

Integration with Flight Tracker and Passenger Details

Solution can integrate with Flight Tracker Systems to get the actual departure and landing information. It can also integrate with Passenger Systems to determine authenticity of the request

Straight Through Processing of Delay Compensation

If all the contents from the email message, the other systems are matched and found eligible, then the request is 'straight through' processed without the need for any human intervention

Send / Receive Emails, Upload supporting documents

Gather additional information by sending pre-configured email to customers. Upload supporting documents to enable issue resolution

Improve Identification through Continuous Machine Learning

Agent can take action and revise the predicted delay type. These will be automatically fed back to AI / ML models to improve subsequent identification of delay types

Analytics & Reports

Gather insights through real-time data analytics & reports

POWERED BY AI

Benefits

▶ Identification and categorisation of delay types scan be reliably and consistently through pre-trained AI / ML models

▶ Configurable workflows ensure automatic routing to different departments thereby improving efficiency

▶ Reduce turnaround time as the solution can process delays/decisions without the need for human intervention. Improves customer satisfaction through quicker query resolution

▶ Improved reliability and accuracy in parsing messages as the AI / ML models are learning continuously

▶ Improve transparency and customer service through real-time reports and dashboards