



# Airline Sector

## Case Study



### Description & tasks

Our management team has experience working in the airline & travel industry supporting passengers via phone, email, and chat, in a dynamically changing, volatile environment.

Agents handled the creation of bookings, making flight changes, processing refunds, complaints, special assistance, group bookings, EU261 information, FAQ.



**Segment**  
B2C



**Database**  
3M/year



**Services**  
Reservation  
Customer Support



**Headcount**  
200 agents



**Languages**  
English, German,  
Polish, Hungarian



**Quality check**  
94%

### Achievements

First-rate **professional experience** as a partner of a major player in the airline industry

**Millions** of inquiries are handled per year **in four languages** with an outstanding quality check value

Playing a **key role** in improving the airline's reputation and overall experience of the customer interaction journey

**94% score** in quality check after more than 20 million contacts handled during the collaboration, providing multilingual, omnichannel 24/7 customer support service, with more than 200 contact center operators

**Maximum performance** in all aspects of a highly complex campaign requiring deep technical knowledge and soft skills in dealing with exceptional situations

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## Airline Sector

Long story short



### Client:

One of the largest low-cost airlines



### Industry:

Air Transport



### Duration:

7 years



### Tasks:

Creating bookings, making flight changes, processing refunds, handling complaints, special assistance, group bookings, EU261 information, FAQ



### Implementation:

6 months from contract till the first answered call



### Training time for agents:

Over 2 weeks

## Results

More than **20 million** contacts handled in four languages with an outstanding quality check value

Playing a **key role** in improving the airline's reputation and overall experience of the customer interaction journey

First-rate **professional experience** as a partner of a major player in the airline industry

## What Did We Learn?

During the seven years of cooperation and millions of calls received, United Call Centers' management has gained wall-to-wall experience in providing omnichannel, multilingual, 24/7 customer support for air transport at both management and operator levels. We have delivered reliable, cost-effective service with a two and a half times volume difference between peak and off-peak periods, with a very short average handling time and excellent quality control data. A team of more than 200 agents delivered a maximum performance in all aspects of a highly complex campaign requiring deep technical knowledge and exceptional soft skills in dealing with exceptional situations.

## Why Choose UCC?

If you are looking for a BPO contact center with relevant industry experience at all levels, who can quickly implement a multilingual, omnichannel system, where operators with years of experience can answer any questions 24 hours a day, and who can do it all in a cost-effective collaboration with flexible, scalable solutions, get in touch with United Call Centers and ask for expert advice!



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