

SKY ASSIST



Enhance your arrival services
and shape with us the future of Lost & Found

Pax Claims



Pax Claims

For Airline Customer Relations to manage passenger and baggage complaints.

For agents

Using a process-driven interface, with automated claims creation and data population from airline website, WorldTracer or Frequent flyer data, the agents benefit of accurate operational data and standardized answers based on claim resolution to settle them with quality and within the management service levels. Baggage proration helps the airline to recover from other airlines based on IATA regulations.

For passengers

Through website templates, the passengers can register a claim of different types with automated acknowledgment containing a file number, used later as key for follow-up and update comments, upload necessary documents like taxi vouchers, copy of ticket, ... or validate financial settlement including bank details.

— Benefits —

Productivity



By automating time consuming tasks, Pax Claims allow your staff to concentrate on claims resolution.

Company image

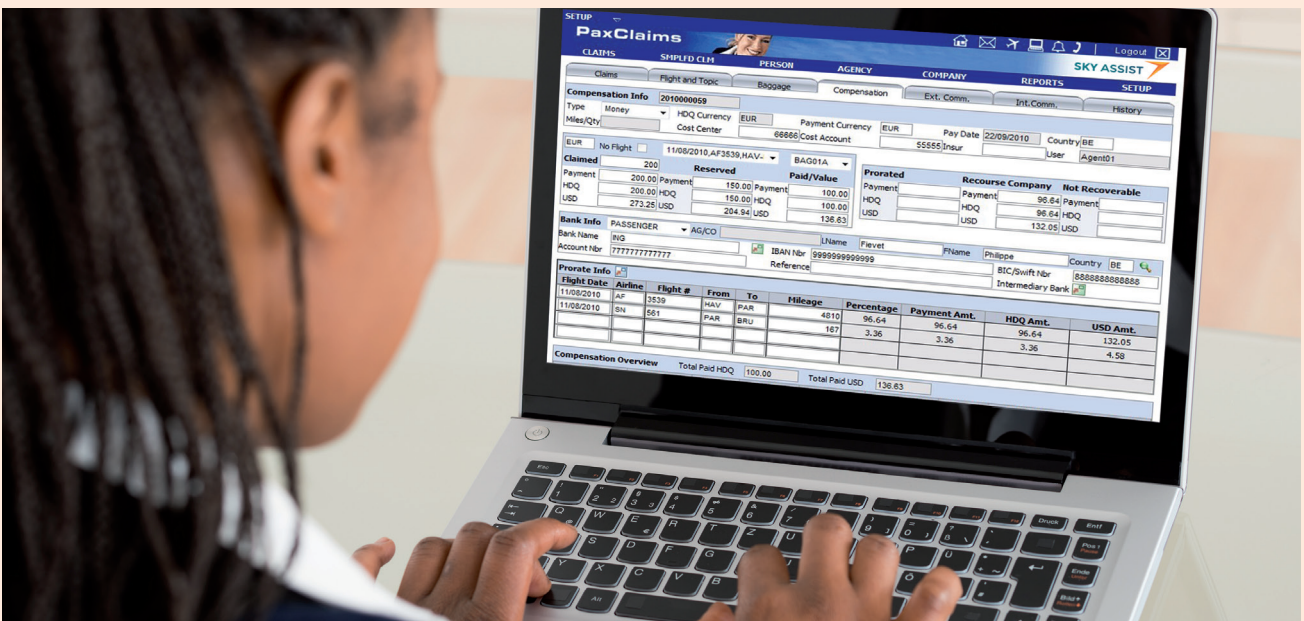


By automating answers and proposing compensations based on claim incident type, answers to passengers are consistent and in line with your company image.

Centralised database



All data is kept centralised, including all communication channels, and can be accessed by any user worldwide (no local data).



Encouraging the passengers to enter complaints using the website as main channel, our customers achieved 30% of complaints being automatically created, answered and closed without agent intervention.



About us

Sky Assist is a recognized provider of advanced niche software solutions for the Air Transportation Industry, focusing on Arrival Services, Lost & Found and Customer Relations processes.

Our customers are our best references

Worldwide airlines and European handling companies have chosen us as IT partner for their air transportation solution. Our customers are willing to share their user experiences and arrange on-site visits to show the perfect integration of our products with their daily operational processes.



Our partners



Our technical partner for product development, maintenance and support.



Our Belgian hosting partner provides professional services including connections to SITA World Tracer.



Together with IER we provide you bag tag printers (IER400) and airport kiosks (IER919).



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