

## iQCX

Quality Control

### What is iQCX Quality Control and Why Would You Use It?

iQCX Quality Control is a web-based business rules engine that captures and processes PNR data allows you improve your profitability by increasing top-line revenue and reducing costs that negatively impact your bottom line.

### iQCX QC Delivers

iQCX Quality Control enables you to increase ticket throughput by saving time and work in creating reservations, improve operating efficiency by optimizing workflow and increasing touchless rates, reduce overhead by eliminating the cost to maintain your own systems, and increase revenue by directing agents toward your most profitable supplier relationships.



With iQCX Quality Control you can:

- Automate Manual Tasks
  - Calculate transaction fees, add retention segments
  - Validate information is correct such as Savings Codes and Cost Centers
- Avoid Costs
  - Prevent Debit Memos by ensuring negotiated fares are utilized correctly
- Automate File Finishing
  - Add remarks such as Visa Requirements or Emergency Service information
- Manage Workflow
  - Distribute online reservations to ticketing and document delivery or to agents for manual intervention
- Create Customer Communications
  - Send Risk Management Alerts, Destination Information and Surveys
- Improve Brand Awareness
  - Newsletters
- Deliver Trip Improvement to your Customers
  - Seat Checker, Fare Checker, Waitlist Checker
- Access Your Travel Program via The Portal
  - View summary information on all reservations in process and specific details on individual reservations

"iQCX Quality Control has enabled us to increase our ticket throughput while reducing our operating costs. Specifically, it has allowed us to maximize the use of our contracts and automate the tracking and utilization of unused tickets. In short, it has saved us money, improved service and increased traveler satisfaction." - Gant Travel Management