



ATI 24/7 Support Service
Your Trusted Partner for Urgent Support



Price
Transparency



Centralised
Operations



Unified
Case Log



Tailored Training &
Onboarding Support



Travel
Specialists



Comprehensive
Reporting



DON'T LET YOUR CLIENTS FACE DISRUPTIONS ALONE: ATI'S 24/7 SUPPORT SERVICE IS HERE!

In an industry where disruptions such as flight delays, cancellations and last-minute itinerary changes are inevitable, providing immediate and reliable support to your clients has become a necessity.

ATI 24/7 service delivers the support your travellers need, wherever they are in the world. Our experienced travel consultants will know exactly what your travellers need and how to get it for them, quickly and efficiently. We remove the stress and hassle and maximize customer satisfaction without the heavy cost of round-the-clock support.

Key Features:

Emergency Support: ATI handles urgent bookings, cancellations, rebooking and itinerary changes for airlines, hotels, car rentals, and other travel services.

Price Transparency: Subscription based model with clear and transparent transaction fees that are way lower than the cost of doing it yourself or the fees offered by other service providers.

Unified Case Log & Comprehensive Reporting: Our advanced system consolidates all interactions (email, call, chat) into a streamlined case log, providing real time visibility and transparent tracking for your insights and comfort.

Experienced Travel Specialists: Your clients are handled by experienced travel specialists operating from a centralised office environment 24/7 under one roof - ensuring smooth escalation and accountability in service delivery.

In today's competitive travel market,

seamless support during unexpected situations isn't just a value-add - it's a necessity. With ATI's 24/7 Emergency Support, travel agencies can confidently meet these expectations, delivering peace of mind to clients and enhancing overall customer satisfaction.

ABOUT ATI

Established since 2002, ATI is a Business Process Services company specialised in the Travel and Aviation industry. With more than 1,500 travel industry experienced employees, we provide services to numerous multinational clients including **Flight Centre Travel Group, Expedia and CT Partners.**