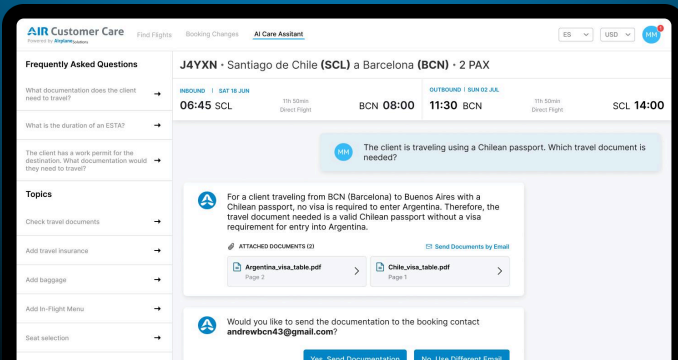


AIR Customer Care

Resolve faster. Serve better. Drive Revenue

Empower agents with guided workflows and contextual intelligence to improve service quality and operational efficiency—while turning Customer Care into an additional sales channel.



NEW TO AIRPLANE SOLUTIONS?

A technology company specialized in digital commercial solutions for the airline industry — empowering airlines to compete in the digital era while unlocking new revenue and efficiency opportunities.

22+ years

Aviation industry experience

320+ years

Combined technology experience

80,000+ hrs

R&D and product development

3 locations

Barcelona (HQ) · Madrid · Boston



Traditional airline servicing tools are built for experts, but agents need to become productive fast. Complexity raises costs, slows resolution and creates errors. Beyond this, the channel’s commercial potential often remains untapped.

How Air Customer Care solves it

Guided servicing, faster autonomy

Replace complex PSS commands with intuitive, guided workflows that help agents become productive faster and reduce operational errors.

Control in every interaction

Track every interaction and action end to end, ensuring visibility, consistency and control across internal and outsourced teams.

One workspace, complete servicing

Manage search, booking, changes and post-booking requests from a single workspace, with full customer and booking context.

From service to assisted sales

Equip agents to offer relevant ancillaries, upgrades and services, turning Customer Care into an additional revenue channel.

Book a demo

Air Customer Care, proven in production

99.98%

6 failTechnical success rate
ures across 5,642 requests

91.1%

First-attempt resolution rate

≈41

Completed operations per agent per day

≈293,000

Projected annual service requests

- ✓

Faster agent onboarding

✓

Consistent, guided resolutions

✓

Full interaction traceability

✓

Customer Care as a sales channel

Let’s talk about your customer service

Discover how Air Customer Care can turn your agents into advisors and your service into revenue.

Book a demo

Visit our website