CUSTOM DEVELOPMENT FOR INTERACTIVE UNUSED TICKETS LIBRARY

SITUATION

The client has a very large travel volume with approximately 1,000 unused tickets on file at a given time. The client previously used a spreadsheet to track these tickets and was looking for interactive capabilities beyond a standard unused ticket report.
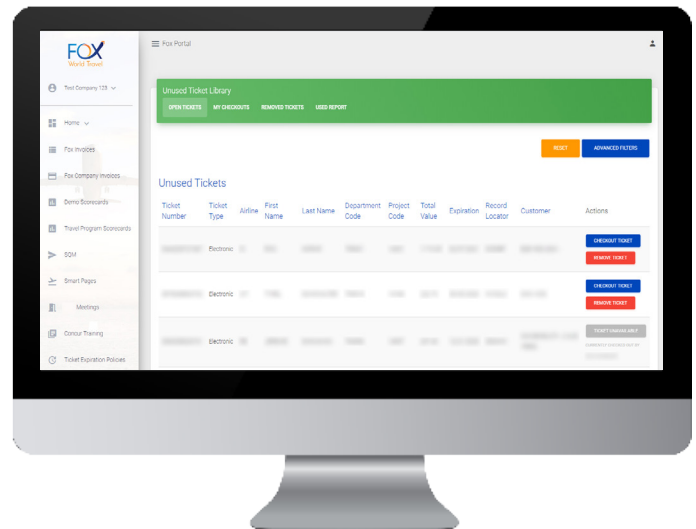
SOLUTION

Fox developed a custom module in the client's travel portal that houses a library of all unused ticket inventory available and allows the client's on-site agents to check out tickets for exchanging. Agents can sort for and select high-value tickets that will result in higher captured savings. When checking out a ticket, a popup notice displays any applicable fees for the associated airline.

Fox's back-end database automatically updates when a ticket has been rebooked and removes it from the unused ticket inventory.

The unused tickets library includes an option to generate an Excel report for tickets exchanged within a specific date range that will show the value of regained savings.

RESULTS

- The client can select data they want Fox to display in the library and can filter by ticket value, airline and more.
- The solution allows for an unlimited number of agents to work within the library at any given time thanks to checkout capabilities.
- Fox can scale the unused tickets library for other clients' needs and goals.

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We approached Fox with an out of the box idea to help us better track and manage our unused ticket inventory. They quickly put pen to paper to help develop a tool that has transformed our process and saved us time and money! The solution is in line with the work we've seen throughout our partnership with Fox: innovative, accurate, user-friendly development. Fox listens to understand our concepts, sometimes better than we can articulate them. Their development team was fantastic to work with and kept us involved throughout to ensure the custom request fulfilled our vision. The tool has been a game changer for our team and Fox continues to surpass our expectations. They are truly an extension of our managed travel program.

- Travel Manager

FOX World Travel