



Passenger Assistance

With AvTech Connect

| About AvTech

Company launched in 2012

Operating in over 40 airports

Working with 100+ Worldwide leading airlines

5K+ devices in service by 12K+ employees



| System Facts

39,779,803

Flight Records Processed

36,805,963

SSR Requests Processed

5,473,831

Cabin Services Processed

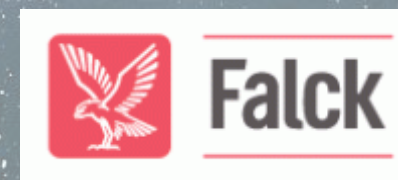
45,983

Cabin Audits Recorded

30,000+

Average Daily Requests

Battle-Tested and Trusted



SSR/PRM App Overview



Intuitive

Complex dispatching workflows utilize both an HTML5 dispatch console and mobile devices



Efficient

Passenger info is received, service requests are auto-generated



Immediate

Flight gates and times are updated continuously from direct feeds

Beacons Overview



Precision

Active and instant

Streamline communication
and scheduling with
employees



Intelligence

Effortless tracking

Track location of tablets to
reduce service delays, assign
employees judiciously, and
eliminate barcode scanning



Insight

Invaluable statistics

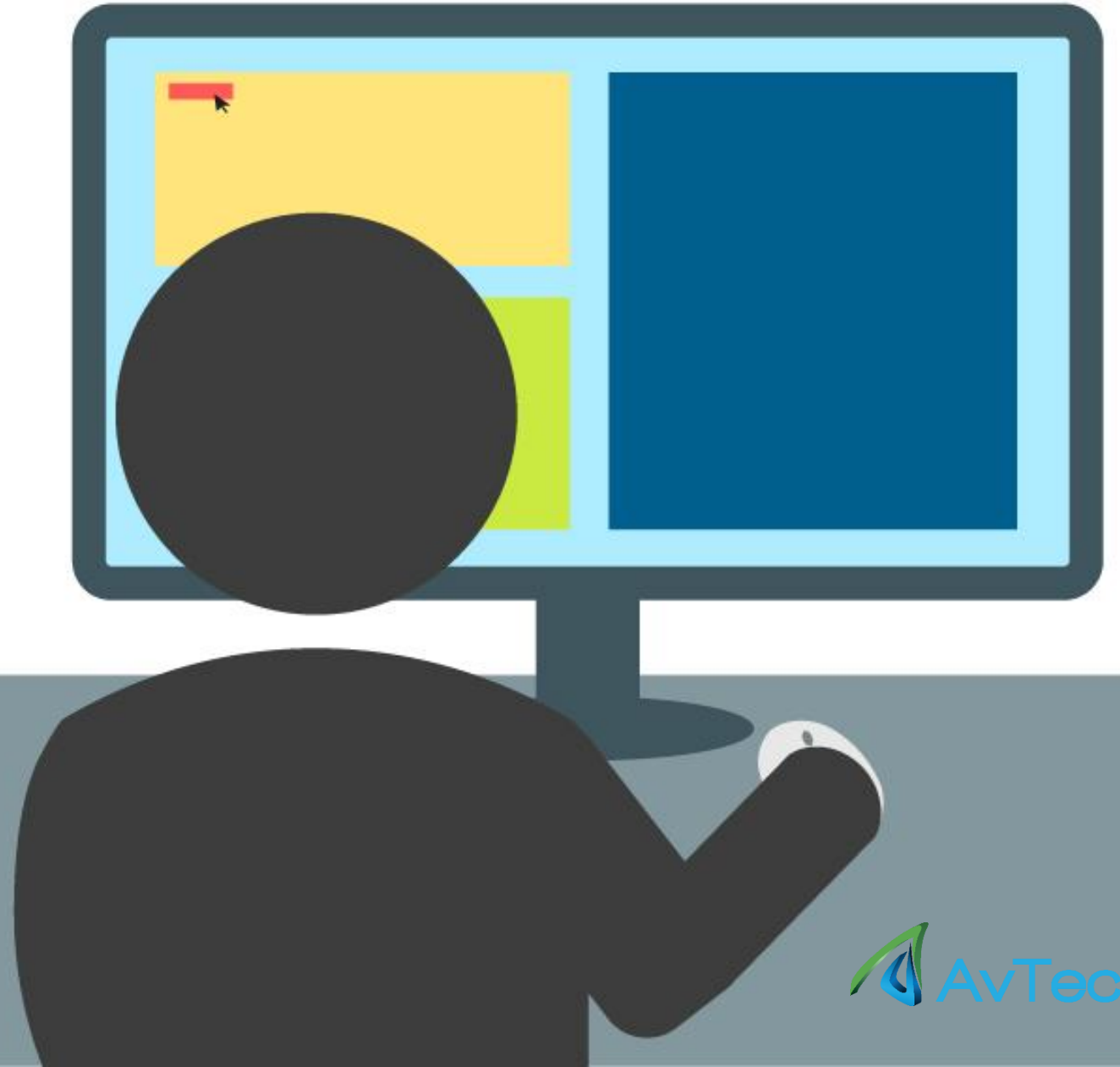
Observe passenger flow,
employee positions, and
other business analytics



Take a closer look at
efficient operations

Auto-Assign

Dispatcher turns on auto assign. The program assigns all available agents to passengers needing assistance.



Auto-Assign

Agent receives assignment with passenger info and location.

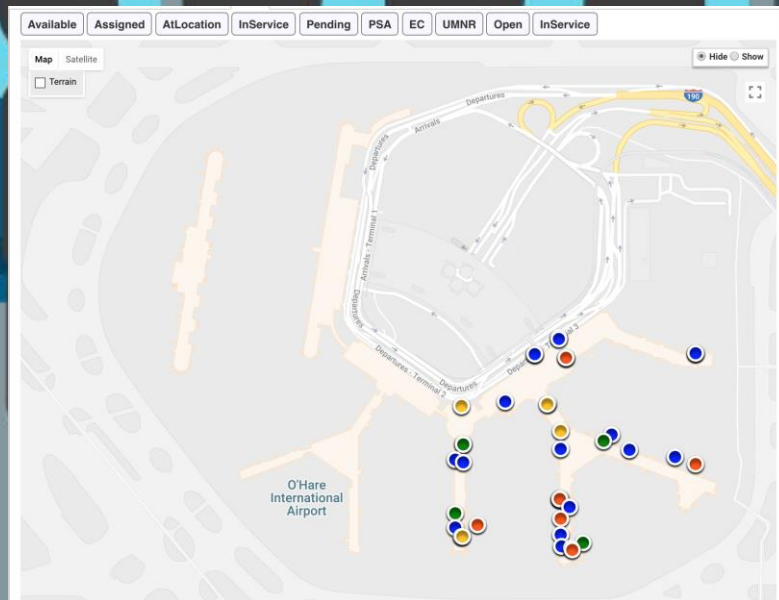
Auto-Assign

Agent assists passenger according to their needs and brings them to the known location.



Beacons

Beacons track the device every step of the way to keep dispatchers informed.





Name	Location	Since
Employee 1	G10	now
Employee 2	G11	5m
Employee 3	H13	1h

Beacons

Dispatchers see each time an agent passes by a beacon, and how long it has been since the employee was at a certain location.

New Assignment

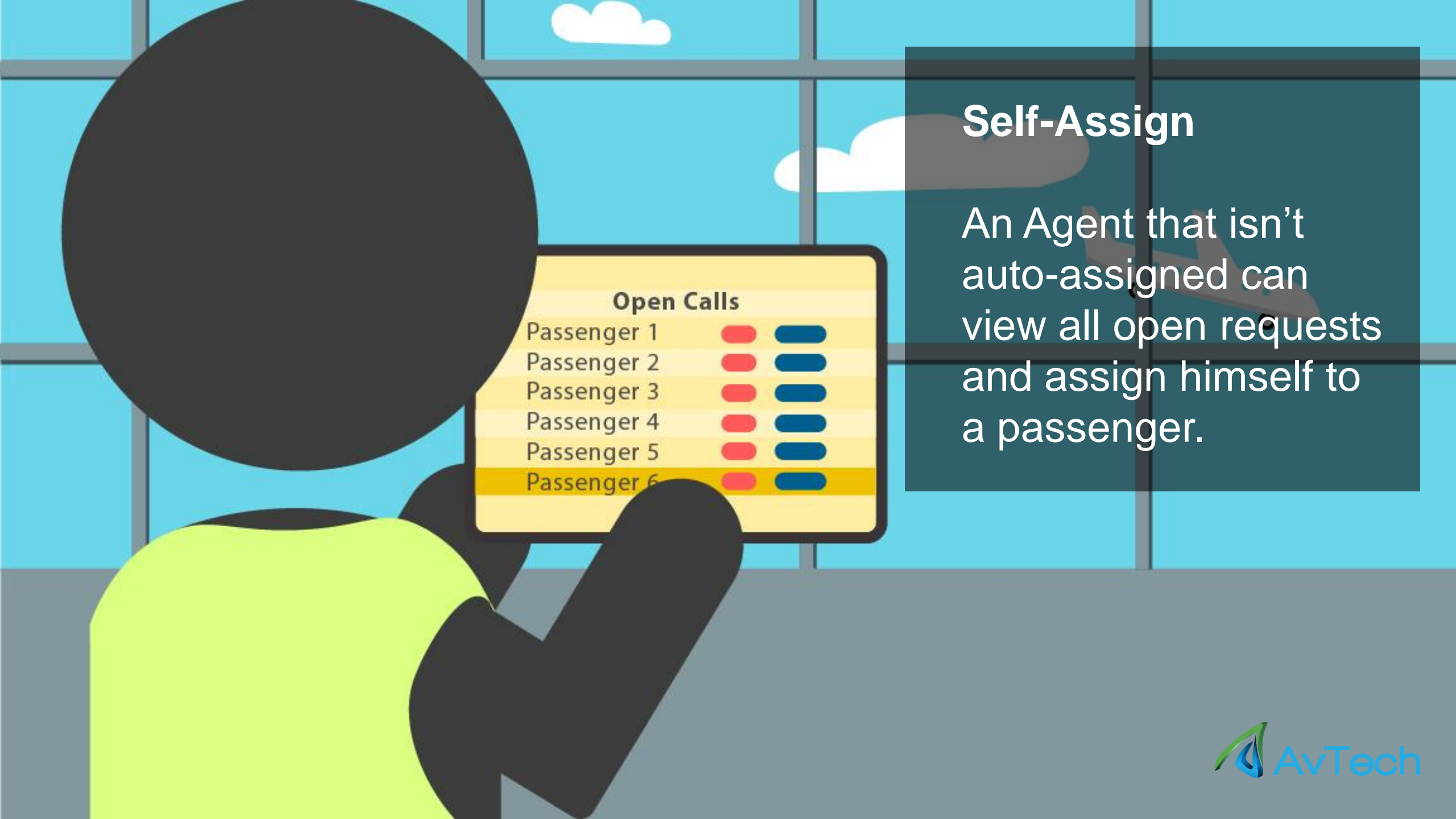
Passenger arrives at their destination, and employee finishes the call. Agent is ready for a new assignment.

Gate C13



Self-Assign

An Agent that isn't auto-assigned can view all open requests and assign himself to a passenger.



The illustration shows a person from behind, wearing a bright yellow shirt, interacting with a large digital screen. The screen displays a list of 'Open Calls' with six entries, each having a red status indicator and a blue selection button. The background is a light blue wall with a window showing a sky with clouds and a faint airplane silhouette.

Open Calls		
Passenger 1	<input type="radio"/>	<input type="button" value="Assign"/>
Passenger 2	<input type="radio"/>	<input type="button" value="Assign"/>
Passenger 3	<input type="radio"/>	<input type="button" value="Assign"/>
Passenger 4	<input type="radio"/>	<input type="button" value="Assign"/>
Passenger 5	<input type="radio"/>	<input type="button" value="Assign"/>
Passenger 6	<input type="radio"/>	<input type="button" value="Assign"/>

An illustration of an airport tarmac scene. In the foreground, a worker wearing a yellow safety vest and dark pants stands next to a passenger on a yellow luggage cart. The worker is holding a tablet computer. The passenger is seated on the cart. In the background, there are blue airport chairs, a large window showing a blue sky with white clouds, and a white airplane on the tarmac.

Timely Workflow

Agents efficiently continue to service passengers with AvTech's app.



| Learn More

For more information about our SSR/PRM app or to learn about our Cabin Cleaning and Baggage apps, contact AvTech today!





Open Doors Organization

Opening doors for people with disabilities in travel and tourism

Thank You!

Contact Us

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