Ticket-change copilot for a large travel group

An AI copilot that helps travel agents change airline tickets, with specialist knowledge built in and a person approving every change. Now in a staged pilot.



BRANCHE

Travel Tech

VERÖFFENTLICHT

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ONLINE LESEN

samuylov.ai · Ticket-change copilot for a large travel group

LEISTUNGEN

LLM-powered copilot · Global Distribution System (GDS) integration · Human-in-the-loop workflow · Enterprise SSO and audit trail

Client

A large travel group whose travel agents book and change airline tickets for its customers.

Challenge

A chatbot that answers a question can be corrected in the next message. Changing a paid airline ticket offers no such second chance: one wrong change can cost the business money and disrupt a customer's trip.

Each change involves finding the booking, working out what the airline's pricing rules allow, comparing alternatives and issuing the updated ticket. Done by hand, this creates two bottlenecks:

1. **Each change takes time.** An experienced travel agent needs several minutes per change. At tens of thousands of changes a year, that adds up to several full-time roles.
2. **The hardest cases depend on a few people.** They go to a small group of ticketing specialists, so travellers wait.

Mistakes are expensive. If an updated ticket is wrong, the airline can charge the agency for the error.

The client wanted AI to take on the repetitive work while travel agents kept the final say, with a clear record of every decision.

Our approach

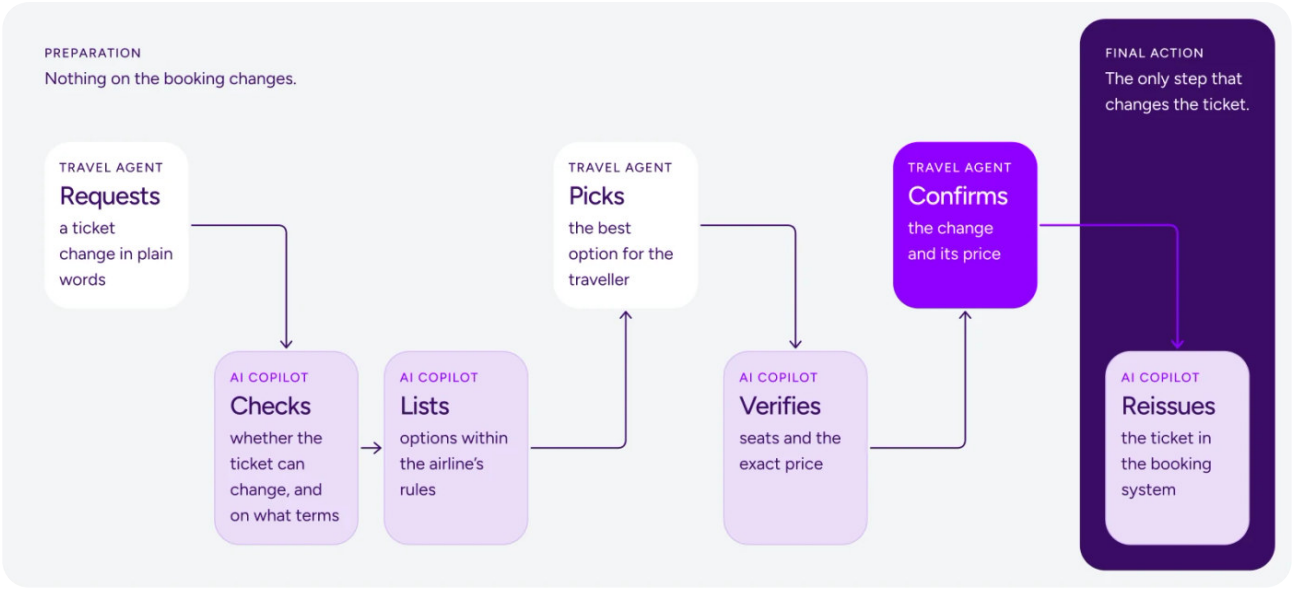
A travel agent describes the change in everyday language, such as *move this passenger to the Thursday flight*. The copilot finds the booking, works out the options and prepares the change. We designed it around three principles.

It follows the rules experienced staff already know. Seasoned travel agents know which changes an airline will accept and which lead to a charge later. We worked with them to build that knowledge into the system, so the copilot leaves out options that would cause problems down the line.

It is tested on real situations. The client's experts listed the cases that matter, from a simple date change to a complicated multi-flight trip. Every new version is checked automatically against that list. Every mistake found in development or in production is added to it, so it is caught before the next release.

A person makes the final decision. The copilot shows what it will do before anything happens. The travel agent can pause, check with the customer and approve only when ready, and each decision is recorded.

The copilot connects to the booking system through the company's single sign-on. Admins see usage in a dashboard and can trace every request the copilot sent to the booking system, and when.



The copilot prepares and checks every change, and the travel agent makes every decision. Nothing on the booking changes until the agent confirms.

Results

The copilot is in a staged pilot alongside the existing manual process. It started with specialists checking its quotes and alternatives against their own work, and new users are currently being onboarded.

What transfers

The starting point is common: work that is repetitive and high-stakes, held up by a few specialists. So we built a copilot that supports travel agents and leaves judgement with people.

When AI acts where mistakes cost money, build your experts' knowledge into it and keep a person on the final decision. You get more throughput and more consistent decisions without losing control.



Denis Samuylov
– Gründer & CEO

Vom Gründer geführt, vom Team umgesetzt – Denis leitet das Mandat und bleibt auch nach dem Pitch dabei.

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