

AltGDS

Agent's AI Co-Pilot for a Smarter Travel Desk



Delivering exceptional travel support requires speed, precision, and deep familiarity with Global Distribution Systems (GDS). Yet, complex command syntax, steep learning curves, and high error rates make this a daily challenge for contact centers and airline agents alike

*AltGDS transforms this experience by bringing **Agentic AI** directly into the agent's workspace, overlaying existing GDS platforms with a natural-language assistant that turns cryptic tasks into plain English commands.*

MEET SUTHERLAND ALTGDS – THE AI ASSISTANT THAT SPEAKS “AGENT”

Sutherland AltGDS empowers travel agents to execute ticketing, reissues, refunds, and PNR changes using plain-language instructions. It simplifies daily workflows, accelerates handling time, and reduces dependency on highly specialized GDS skill sets, helping airlines, OTAs, and TMCs scale with agility and confidence.

BUSINESS CHALLENGES EXPERIENCED IN TRAVEL SUPPORT

- Long learning cycles and limited availability of trained GDS talent across new or expanding markets.
- High cost on experienced agents, making it difficult to scale operations efficiently.
- Frequent errors in ticketing, reissues, and fare calculations impact trust and customer experience.
- Agents toggle between GDS, CRM, policy documentation, and internal tools, slowing productivity.

Key Features and Capabilities of AltGDS

Plain-Language Command Execution

Allows agents to perform GDS operations using simple, conversational prompts that eliminate the need for command memorization.

Smart Ticketing & Reissue Automation

Automatically processes ticketing, cancellations, and reissues through guided workflows that reduce handling time and improve accuracy.

Integrated Knowledge Overlay

Surfaces relevant CRM information, fare rules, and airline policies in real time, helping agents make faster, more accurate decisions.

Guided Agent Training & Upskilling

Built-in prompts help new agents learn GDS tasks on the job, accelerating ramp-up time and reducing reliance on deep system expertise.



Reduces **average handle time by 30–40%**, enabling faster resolutions.



Improves **GDS task accuracy by 40–60%**, lowering rework and error costs.



Shortens agent training ramp-up time by 50–70%, accelerating operational readiness.



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