

AGENT SUMMARY ASSIST AI

AI-powered Intelligence for Travel Support



ASA AI: Built for Travel Support Excellence

From Email Chaos to Clear Action

ASA AI helps travel teams move beyond manual case reviews by leveraging AI-powered email summarization, knowledge-driven recommendations, and unified insights to drive faster, more accurate case resolution.

Reduce Handling Time and Boost Agent Productivity

By automatically summarizing long, complex email threads, ASA AI lets agents focus on what matters most: delivering timely resolutions and improving overall efficiency.

Summarize. Recommend. Solve.

Transform your travel operations with Agent Summary Assist AI, a next-generation AI solution designed to transform travel operations. By leveraging multi-agent AI frameworks, email parsing, and SOP-based recommendations, ASA AI empowers travel service providers to streamline case management, reduce handling time, and deliver consistent, accurate support experiences - at scale.

How ASA AI Transforms Travel Operations

ASA AI empowers travel service providers with AI-powered automation and intelligent case resolution through:

AI-Powered Email Summarization

Parses long, complex threads and delivers structured summaries, reducing AHT.

SOP-Driven Action Recommendations

Recommends next steps based on embedded SOPs for compliance and accuracy.

Seamless Agent Workflow

Eliminates screen-switching with integrated insights and actions—boosting agent productivity.

Scalable for Travel Support Operations

Built for customer service, BPOs, and automation teams handling high email volumes in the travel industry.

All-in-One Case View

Displays sentiment, key contacts, conversation count, and customer concerns in a single panel.



Ensure Compliance with SOP-Aligned Next Steps

By embedding the client's Knowledge Base and SOPs, ASA AI guarantees every recommendation is consistent, accurate, and aligned with business rules.



Improve Case Triage and Customer Experience

One-click access to sentiment analysis, contact info, conversation highlights, and customer concerns allows agents to prioritize cases and respond effectively.



Optimize Travel Support Operations at Scale

Designed for customer service teams, BPOs, and automation units, ASA AI supports high volumes of email interactions with seamless integration and workflow efficiency.



Empowering Travel Teams with Intelligent Automation

ASA AI acts as a trusted assistant, reducing cognitive load and enabling teams to deliver consistent, high-quality support in today's fast-paced travel environment.

TRANSFORM TRAVEL OPS WITH ASA AI

As AI reshapes travel support, ASA AI empowers travel teams to streamline operations:

30-50%
AHT Reduction

10-15%
C-Sat Improvement

Unlock the future of AI-powered travel support with ASA AI

Redefine the travel experience with ASA AI, delivering speed, precision, and unforgettable service that keeps customers coming back.

Artificial Intelligence. Automation. Cloud Engineering. Advanced Analytics.
For Enterprises, these are key factors of success. For us, they're our core expertise.

We work with global iconic brands. We bring them a unique value proposition through market-leading technologies and business process excellence. At the heart of it all is Digital Engineering Services – the foundation that powers rapid innovation and scalable business transformation.

We've created 363 unique and independent inventions, 250 of which are AI-based and rolled up under several patent grants in critical technologies. Leveraging our advanced products and platforms, we drive digital transformation at scale, optimize critical business operations, reinvent experiences, and pioneer new solutions, all provided through a seamless "as-a-service" model.

For each company, we provide new keys for their businesses, the people they work with, and the customers they serve. With proven strategies and agile execution, we don't just enable change – we engineer digital outcomes.

