



Cornerstone
information systems®

Schedule Change Manager

Automate Schedule Changes, Speed Up Workflow

It costs a lot of money to manage a queue of reservations.

... And managing this process is not a revenue generating activity for your agents. Agents should not be bogged down with routine, predictable tasks. Even just triaging the queue is a long, complicated, and burdensome.

With **Schedule Change Manager**, you can speed up your workflow so that you can provide better customer service and process way more PNRs than ever possible when using the manual processes.

Eliminate common and human errors, and free up your agents to take care of what really matters – your travelers.



Whether you're an:

- OBT
- TMC large or small
- CTD
- Consolidator
- Tour and/or cruise operator

Schedule Change Manager™
will work for you!

Almost **1 in 5** flights are subject to schedule changes domestically¹

How SCM Works

Consistency

Eliminate human error and ensure consistency between all PNRs

Speed

Schedule changes can be processed in mere seconds. Quicker response time allows clients to know there's a reservation change sooner.

Communication

"At a glance" schedules, "click to accept" emails, and upgrade notifications sent to travelers save everyone time and make your traveler interactions easy and painless.



¹Bureau of Transportation Statistics (BTS) 2021 - 2022

A survey by Sabre showed that a single Schedule Change could take **15-30 mins to work a domestic change.**

International takes longer...

What Does An Agent Have To Do To “Keep Up” With SCM?

- Process hundreds of PNRs per second
- Monitor schedule change queues
- Triage the queue
- Clean PNRs
- Monitor debit memos
- Memorize business rules per account
- Never take a vacation
- Stay in the office 24/7



SCM is Part Of Cornerstone's

Standardized Libraries & Automations

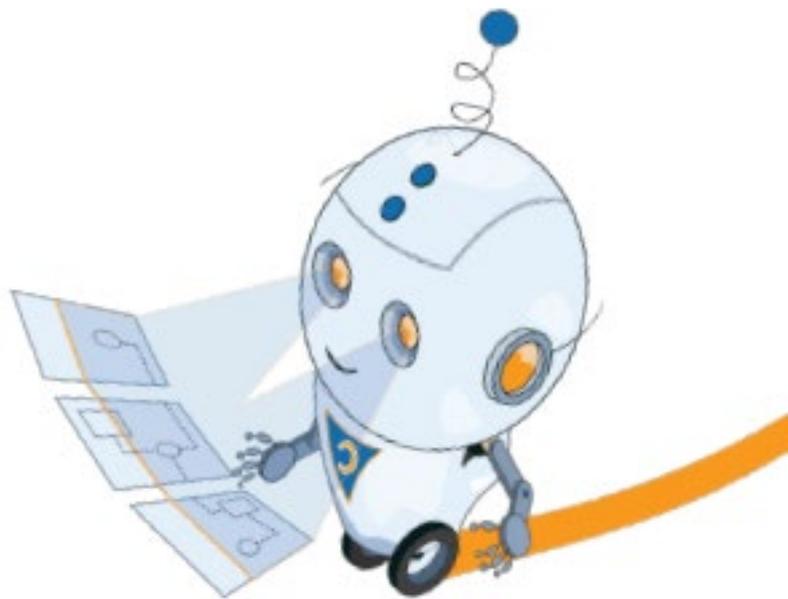


A Perfect Fit For Your Travel Program

In today's world of fast paced travel and high speed data, we can't afford to let routine and predictable tasks stay in the realm of manual work.

Now adays it should be easy to leveraging technology as an enabler for better customer service.

Schedule a demo today!



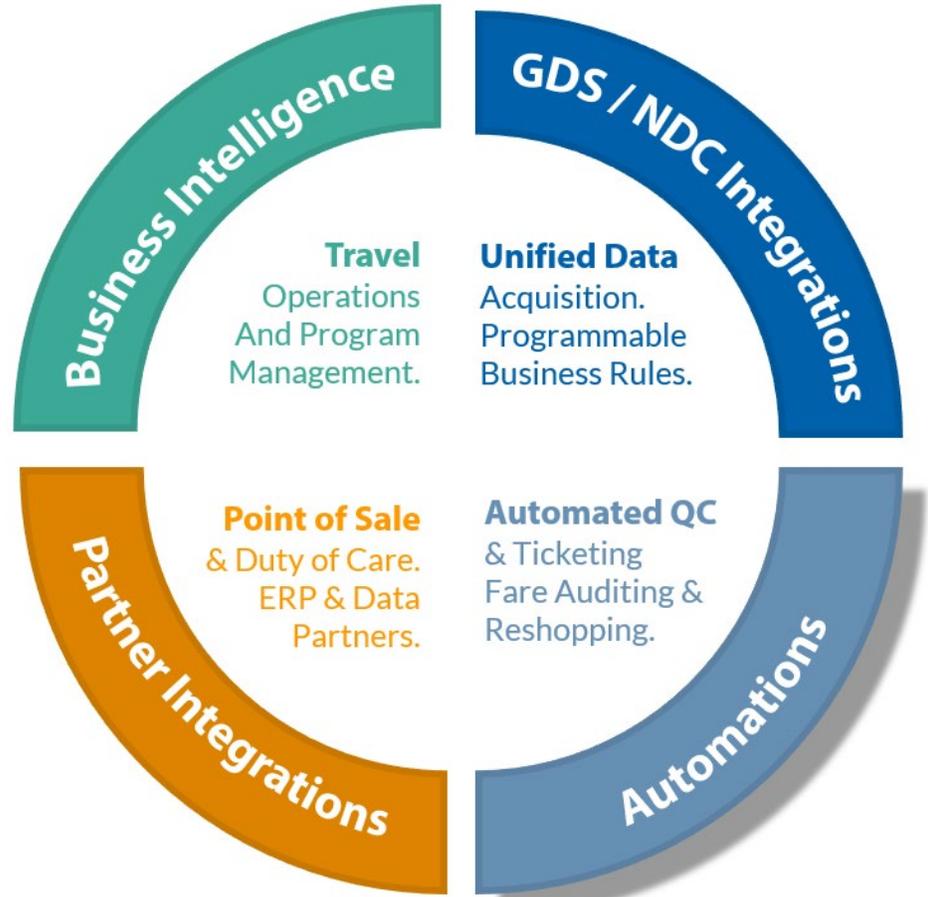
At A Glance

The Cornerstone Ecosystem

Cornerstone Information Systems (CIS) is a technology and service provider of mid- and back-office automation for the travel industry.

We work with travel management companies, online travel agencies, corporate travel departments, and suppliers, to automate travel operations.

Cornerstone provides the technology to accurately complete travel reservations for travelers, their buyers, and travel service providers.



Schedule Change Manager

Is part of Cornerstone's AUTOMATIONS module

Contact Us today for a free consultations. Let's discuss how Cornerstone can fit into your workflow and save you clients money and time.

[CONTACT US](#)

Cornerstone is the technology partner behind the scenes of tens of millions of automated bookings.