

Set your travel brand apart with a dedicated call center

Growing a travel brand in a crowded travel market requires resources, and plenty of them. You need high-touch customer service and clear communications delivered by well-trained and dedicated personnel. Don't let these resource-hungry needs stand in the way of your brand. Set your brand apart with a dedicated call center, operated by ATA.



Book travelers without touching your phone

When your travel program succeeds, your phones should ring...and ring, and ring. If your office is not set up to handle a high call volume, ringing phones can cause frustration instead of celebration. Leave the phones (and the bookings!) to us. Your travelers will be in the hands of seasoned travel professionals who understand your brand, knowledgeably answer traveler questions, and skillfully sell your trips.



Deliver impeccable customer service

In today's travel market, consistently outstanding customer service is *rare*. Delivering prompt, person-to-person, empathic customer service is one of the most distinguishing brand assets (and how we built our reputation). When we operate your call center, your customers become our customers, and we deliver to them the gold-star customer service for which we are known.



Provide a one-stop-shopping customer experience

Leaving the reservation process to various tour operators may seem like a simple solution, but where does it leave the customer? Bouncing from phone number to phone number and encountering different procedures along the way. Give your customers a seamless experience by centralizing under one call center. We can coordinate across operators and serve as a central clearing house of information for your travelers.

When we operate your call center, we become you.

Our call center has been in operation since 2006, and has taken reservations for all kinds of travel programs—from large cruises, to small group travel, to large-scale conferences. We chameleon ourselves to each partner's brand, whether we're serving as the primary call center for large, nationally-recognized travel brands or the satellite call center for international brands with a substantial base of US customers. With no competing retail brand of our own, your success is our success.

Los Angeles Times
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LEADING EXPERTS IN CULTURAL TOURS

We operate your call center the way you would



Our staff are travel professionals who work in-house

Our team of Reservations Specialists are full-time, college-educated professionals with a wide base of knowledge and an even wider love of travel. (The team has visited 45 countries, on last count.) All team members work from our DC office, ensuring uninterrupted and seamless service for your travelers.

Our tech systems are robust and secure

Your choice: we can log into your web-based reservation system to book travelers, or we can create a space for you in ours. Our call center is equipped with a web-based phone system capable of handling, routing, and tracking thousands of calls. Dedicated lines and inboxes allow agents to respond with branded scripts and signatures. We prioritize the security of customer information, and abide by the Payment Card Industry Data Security Standards.

Travel is our business and educational group travel our specialty

Other call centers train their agents to follow scripts and answer basic questions using fact sheets. That's not how we operate. We know destinations and we know how group travel works—from airport transfers to upgrades, from internal air to extensions. We provide your travelers with the in-depth advice they need.

Why we're known for Gold-Star Customer Service

- 24/7 answering service
- We answer 80% of incoming calls within 10 seconds.
- We require minimal keypad navigation to reach an agent.
- We strive for one point of contact for customers, avoiding call transfers wherever possible.
- We empower all agents with no-questions-asked funds to solve any problem for a customer.

Tell us what level of service you need

Maybe you have policies in place and simply need a professional team to execute them. Maybe you want to centralize operations across several operators. Perhaps you need to develop call center guidelines from scratch. We can provide whatever level of service your call center needs.

Ready to get started?

Contact our Director of Client Services:

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