PASSENGERHANDLER

SIMPLIFYING THE CHECK-IN PROCESS WITH A COMMON USER INTERFACE FOR NATIVE DEPARTURE CONTROL SYSTEMS (DCSs)

Ground handlers often need to use multiple DCSs to process passengers at check-in desks. SITA can help optimize your staff training time and increase operational efficiencies.

ISSUES

Staff trained on multiple DCSs

Check-in staff are often required to work on different types of DCSs.

A long training period is needed for first generation DCSs where coded commands must be entered.

Training course duration

Training courses can last over two weeks for each individual DCS.

Staff inflexibility

Due to the level of knowledge required in order to operate a DCS, staff can be assigned to just one or two airlines. As a result, ground agents can only be assigned to specific rosters.

SOLUTION

PassengerHandler is a graphical user interface (GUI) which is superimposed on the native host and intuitively assists the ground handling agent to check in passengers. This means that the agents do not need to learn the coded commands normally required in order to carry out this task.

PassengerHandler has been able to replicate this check-in process for multiple hosts. Consequently, ground handling agents only have to learn how to use one interface.

BENEFITS

- Staff can be trained on different DCSs, using a single common interface.

- Simplified training means that agents can be trained very quickly.

- Operational efficiency increases when using PassengerHandler as ground staff can be rostered across multiple DCSs.

Up to 90%
increase in training optimization

Up to 2 mins
passenger processing time saved per agent

1 interface
for several DCSs

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HOW DOES IT WORK?

SOLUTION COMPONENTS

1. PassengerHandler
The system has been deployed on dual servers locally – thus providing reassurance in the event that one server goes down. PassengerHandler enables agents to check in passengers via an intuitive GUI interface.

2. GUI interface
The interface is superimposed on the host DCS and enables the agent to input simple commands, thereby speeding up the check-in process. Without a GUI interface, check-in agents would otherwise have to check in passengers using long encoded command strings which must be entered individually.

3. Training course simplified
A number of scripts can be learned quickly because they share the same GUI interface; this enables the training course to be simplified. As a result, staff can be returned to an operational roster more quickly, which in turn increases operational efficiency.

CASE STUDY

A particular ground handler in Western Europe processing over 25 million passengers a year has worked with SITA for over eight years. The ground handler's customer needed a common user interface to enable agents to check in passengers without the agents having to learn first generation coded inputs for each of the six native DCS hosts.

With PassengerHandler , the agents only have to learn a single GUI in order to use multiple DCSs.

In addition to decreasing training costs, PassengerHandler has also increased staff flexibility, thus generating more even roster coverage, as well as creating the ability to use more intuitive methods in order to train new staff. This all leads to an increase in customer satisfaction.

For more information please contact us at
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