

Write down any ideas that come to mind that address your problem statement.

 10 minutes

TIP



You can select a sticky note and hit the pencil [switch to sketch] icon to start drawing!

SELVAKUMAR

ensure compliance with airline policies and regulations related to flight bookings.

manage customer complaints and feedback related to flight bookings

SUNSHAR

monitor and analyze website traffic and user behavior to optimize the online booking system.

monitor online reviews and feedback to identify areas for improvement.

VALLARASAN

train and manage staff responsible for handling phone and in-person bookings.

- develop and implement strategies to improve customer service for phone and in-person bookings

VIJAYALAKSHMI

monitor and analyze booking trends across various channels to optimize availability and pricing.

analyze data on intermediary bookings to identify areas for improvement.

VINITHA

monitor online reviews and feedback to identify areas for improvement.

manage flight
inventory and
availability
across various

Person 6

Person 7

Person 8