**Flight cancellation assistance to fliers**

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**Overview**

The use case involves a scenario where a caller is trying to address the issue of a cancelled flight with the airline support team over the phone. The objective is to create a solution that shortens call-handling times during the IVR (Interactive Voice Response) flow. The system aims to authenticate the caller using Vonage Verify APIs or Silent Auth, gather necessary information, and address the caller's concerns efficiently.

**Use Case(s) & Prompt(s)**

In-call / Real-Time Interactions

Prompt 4 - IVR : Routing & Alerting

Build a solution that shortens call-handling times. (E.g., By using Vonage Verify APIs/Silent Auth to authenticate inbound caller during IVR flow or alerting supervisor when caller is stuck in IVR loop for an extended period).

**Use Case:** My Flight has been cancelled, and I want to find alternate flight options or refund, so I am connecting with the Airline Support team over phone.

1. Verification of the Flyer
   1. Enter the PNR Number to identify the caller, phone number in the booking and the flight details.
   2. Phone number will be used to send the verification code.
2. Caller is stuck on the IVR loop for more than 2 mins, present options to disconnect and callback.
3. Maintain a caller’s queue when multiple callers are making calls.

**Solution:**

1. Caller Calls the Support Agent to the Fight Support number.
2. IVR presents the Option to Authenticate Callers before addressing the caller's concerns.
3. Once Caller is Authenticated callers are presented with IVR options to know their concern.
4. Based on the Callers selection IVR ask for customer extra information for alternate flight booking of payment option for refund.
5. Send alternative flight details or instruction on how to get refund over SMS.
6. Callers who are stuck on IVR loop, present them with following option and based on their initial IVR selection.
   1. Get confirmation for a call back and disconnect.
   2. Continue with IVR options.
7. Alert Contact Centre Manager via SMS for log wait time in queue.

**Vonage APIs**

* Verify API - To authenticate the caller.
* SMS API - To send SMS to Contact Centre Manager and Callers
* Voice API - To create dynamic IVR.
* AI studio (Optional) - To create a conversational flow to interact with flyer.