



# AIRBALTIC INTRODUCES ONLINE DELAYED BAGGAGE SERVICE AND IMPROVES CALL CENTER SERVICE

News / Airlines



Latvian airline airBaltic announces that it has recently improved company's service for delayed or damaged baggage, introducing an online self-service platform for communication between the passenger and the airline.

Martin Gauss, Chief Executive Officer of airBaltic: "Even though we take an extra care of the passenger baggage and in more than 98% of cases it reaches its destination safely and on time, sometimes the baggage may get delayed or damaged. In such cases our customer care team provides professional care, and works to trace and deliver the baggage as well as reimburse passenger's expenses."

Thanks to the new service, passengers now can establish or manage reports, track their delayed baggage at the self-service website available at <https://mybag.aero/baggage/#/airbaltic/en-gb/main-menu>.

As of July 2021 it airBaltic has introduced a new co-browsing functionality for its Call Center

operations. The new system enables a Call Center agent and the customer to browse and navigate the same website at the same time, helping to solve different queries.

Martin Gauss, Chief Executive Officer of airBaltic: “Many of our passengers need assistance while booking tickets, adding various ancillary services to their reservation, checking-in for the flight or finding the relevant travel information on airBalticwebsite. By introducing the co-browsing function, we are now making the process easier and more efficient for both the passengers and airBaltic Call Center agents.”

The new service will be available for all clients of airBaltic, which will have entered company’s website and will have reached the company by phone. The co-browsing functionality is supported for personal computers, tablets and smartphones.

The new service is provided by the industry leading Genesys platform, which also ensures full security to the client and does not provide access to the computer. During a session, airBaltic representative will be able to guide the passenger by clicking their mouse, which in turn will show a pulsating dot on the client’s screen. A session can be concluded by either the passenger or the agent.



24 JULY 2021

**ARTICLE LINK:**

<https://to.50skyshades.com/news/airlines/airbaltic-introduces-online-delayed-baggage-service-and-improves-call-center-service>