

Simple, Seamless, and Smart Travel



A hop-on jet service that's faster on the ground and more comfortable in the air. As a unique charter operator, they offer the perks of private air travel, booked by-the-seat.

Travel & Leisure | North America

Challenge

A leading jet service provider was struggling to manage customer interactions with an oversized, complex telephony platform and no CRM in place. Every change required outside vendor support, slowing them down and adding costs. With Intelications guidance, they identified and integrated both a CRM and CCaaS solution that was easy for agents to use and allowed the team to make updates independently, without relying on IT or third parties.

The Solution

The client chose the software we recommended because it offered a modern, integrated solution that connected their contact center and CRM seamlessly. The new platforms provide the web and mobile capabilities they were previously missing, making it easier for employees across different teams to use and manage customer interactions. It provided the following:

- **Web/Mobile SDKs** embed real-time voice and chat directly into the client interfaces
- **CRM integration** unifies customer data and automated case creation
- **Omnichannel** tools support customers on voice, chat, and SMS interactions

Impact

The new partnership laid the foundation for a modern, scalable tech stack that transformed operations. It significantly improved both agent efficiency and customer satisfaction, while offering a user-friendly interface so intuitive that even non-technical staff can easily make updates, additions, and changes without IT support.

- 🚀 **4.9 CSAT score** continually highlights that customers love the ease of service
- ⌚ **2-minute average resolution time** due to improved agent efficiency
- ☀️ **Agent experience improved and attrition decreased**, resulting from ease of use and productivity enhancements from unifying the agent experience in their CRM