

The typical travel agency financial model is based on the client paying for the salaries and benefits of the agents assigned to the account, plus a fee per transaction or a management fee. The

agents rely on a significant amount of robotics and scripting, but there is always an opportunity for process improvement and overall accuracy of fares, hotel rates, etc. PTC will assign an Operations Specialist to review the entire agency operation (on-site, call center, dedicated team) to ensure that the agents are using the most efficient methodologies to handle a particular client.

The review includes a detailed checklist of agent quality metrics as well as discussion with the management team that is responsible for the entire account services program.