

Travel & Hospitality

Creating smooth, dependable, and personalized travel experiences across global itineraries, properties, and partner networks.



Travel and hospitality brands navigate some of the most emotionally charged and operationally complex customer journeys in business. Travelers expect real-time accuracy, effortless planning, rapid resolution, and personalized recognition across every interaction, while brands manage irregular operations, partner dependencies, property-level nuance, and global unpredictability.

CGS Nexus powers connected, multilingual BPO ecosystems that anticipate traveler needs and deliver trust, comfort, and continuity at scale. Solutions are built around your route networks, property footprints, seasonality, service models, and loyalty structures—each designed to prevent disruption and elevate guest satisfaction.

Comprehensive Travel & Hospitality services:



Customer Support: Engage every guest with proactive, multilingual service that enhances satisfaction from booking through return. Teams handle inquiries, issues, and special requests quickly, turning moments of need into opportunities to build trust and loyalty.



Technical Support: Keep bookings, reservations, and traveler apps reliable around the clock. Multilingual experts deliver seamless technical help for ticketing, mobile check-in, and every step of the guest journey, minimizing downtime and day-of-travel stress.



Sales Support: Boost bookings and promotional package sales through personalized cross-sell and upsell offers. Agents guide guests to tailored options in any language, increasing revenue per trip while deepening loyalty.



Renewals: Manage loyalty program renewals and memberships with precision. Proactive outreach and clear communication drive customer retention and lifetime value across hospitality and travel brands.



Channel Enablement: Deliver your brand promise everywhere travelers connect—across booking platforms, OTAs, travel apps, and partner service desks. Omnichannel enablement, customizable assets, and ongoing partner training ensure consistent standards of excellence, no matter who serves your customers or where.



Professional Services: Transform with confidence by streamlining onboarding, training, and platform integrations. Teams future-proof operations and support digital transformation while maintaining smooth day-to-day service at properties and across networks.



Financial Services: Deliver secure, efficient payment and refund processing for travelers and guests. Automated reconciliation and vigilant oversight help prevent errors, reduce fraud, and keep costs under control across currencies and channels. Why CGS Nexus for Travel & Hospitality?

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100M+

Customer interactions managed annually

Partner with a provider that supports millions of customers and guests across voice, chat, email, and digital channels, with the scale to absorb seasonal surges and irregular operations without sacrificing service quality.



- 01 95%+ first-contact resolution on complex travel cases.** Resolve bookings, disruptions, refunds, and loyalty issues quickly and accurately so travelers feel supported at every step, reducing repeat contacts and frustration.
- 02 95%+ customer satisfaction across travel and hospitality programs.** Deliver warm, hospitality-grade support that builds trust and long-term loyalty, even when handling delays, cancellations, or property-level issues.
- 03 Multilingual, traveler-centered support.** Provide 24/7 service in multiple languages through hospitality-trained agents and real-time language support, ensuring every guest feels understood and cared for, wherever they are.
- 04 AI-powered CX and back-office automation.** Use AI agents, smart routing, and document automation to accelerate bookings, changes, refunds, and loyalty updates, while fraud and sentiment signals help protect revenue and rescue at-risk guests.

Orchestrated traveler & guest journeys with CRM + AI

CGS Nexus unifies traveler and guest journeys across CRM, PMS, airline, OTA, and loyalty systems so every interaction feels informed, timely, and personal. Intelligent data orchestration and adaptive workflows deliver:

01 Unified CRM across reservations and loyalty systems.

02 Proactive notifications for delays, cancellations, room readiness, and gate or itinerary changes.

03 Personalized flows by traveler type (vacation, business, family, elite) that respect preferences and context.

04 Behavioral insights on booking trends, ancillary uptake, and upsell opportunities across routes and properties.

05 Seamless transitions from digital to in-person touchpoints, ensuring staff have the right context when guests arrive.



Outcomes:

Higher satisfaction, fewer disruptions, and stronger loyalty engagement.

Automation efficiency with human oversight

Travel brands face constant irregular operations—weather, overbooking, cancellations, and last-minute changes—that demand fast, empathetic responses. CGS Nexus blends agentic automation with human-in-the-loop care so travelers receive timely, accurate help while staff stay empowered.



Outcomes:

Faster containment during disruptions, empowered staff, and stronger guest loyalty.



AI Agents: Deliver 24/7 responsiveness through multilingual digital assistants that manage bookings, re-bookings, loyalty inquiries, and routine requests across channels. They deflect simpler contacts from live queues while maintaining brand-consistent responses.



AI Copilots: Empower staff with real-time guidance, context, and resolution prompts during high-stress scenarios, such as IROPs and complex itinerary changes. Copilots suggest next-best actions, surface relevant policies, and automate routine steps, enabling faster, more accurate service.



AI Data & Analytics: Convert fragmented travel and guest data into predictive insights that optimize staffing, pricing, and personalization. Analytics highlight emerging disruption patterns, partner-driven issues, and loyalty behaviors so you can adjust operations and offers in real time.

Partner Experience (PX) excellence

We orchestrate alignment across airlines, OTAs, properties, and ground operators to maintain journey reliability at every touchpoint. PX capabilities include:

- 01 Real-time visibility** across partner systems to understand status and impact on travelers.
- 02 SLA alignment and escalation frameworks** that govern how partners respond during normal operations and IROPs.
- 03 Predictive detection of partner-driven disruptions** so you can intervene before guest experience deteriorates.
- 04 Cross-partner governance linked to customer outcomes**, ensuring every ecosystem player supports your brand promise.



Outcomes:

Cohesive, end-to-end travel experiences and stronger ecosystem trust.

The future of Travel & Hospitality experience



Predictive service. Real-time orchestration. Hyper-personalized guest recognition. CGS Nexus empowers travel and hospitality brands to deliver seamless, anticipatory experiences supported by global multilingual teams, adaptive AI, and integrated partner networks—all designed to make every journey effortless, informed, and memorable.

Get in touch to design a Travel & Hospitality BPO model tailored to your routes, properties, and ecosystem!



**People first.
Outcomes driven.
Aligned for success.**

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