

Reservation - Follow Up Process

1. Purpose

To define the standard process for handling customer emails related to flight quotations, fares, and pricing, and to ensure timely follow-ups and accurate status updates.

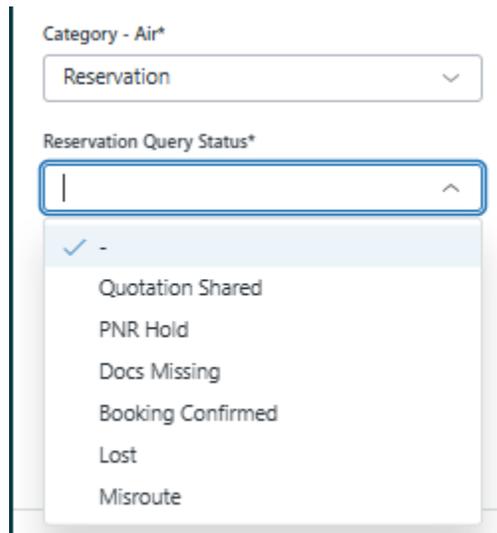
2. Scope

This SOP applies to the **Reservation Flight Team** responsible for handling flight quotation inquiries and follow-up communication with customers.

3. Procedure

3.1 Assignment of Quotation Emails

- When a new email is received requesting **flight quotations, fares, or prices**, or when flight details are shared by the customer:
 - Zendesk will auto-assign the email to **Group Name: Reservation Flight**
 - Select **Sub-Status: Quotation Share**
 - Enter **Tentative Sale Amount** based on the approximate booking cost
 - Set the **Status: Waiting on Customer** (as per the action taken)



The screenshot shows a form with two dropdown menus. The first is labeled 'Category - Air*' and has 'Reservation' selected. The second is labeled 'Reservation Query Status*' and is open, showing a list of options: 'Quotation Shared', 'PNR Hold', 'Docs Missing', 'Booking Confirmed', 'Lost', and 'Misroute'. A blue box highlights the dropdown menu.

Reservation Query Status and its usage

- **Quotation Shared** -: Select once the quotation is shared
- **PNR Hold** -: When any PNR is hold for booking

- **Docs Missing** -: When requesting any important document from Travel Agent related to issuing the ticket like passport, etc.
- **Booking Confirmed** -: Select the status once the booking is issued and booking details shared with travel agent.
- **Lost** -: Select the status when the travel agent is not interested/denied to proceed for the booking or remains non contactable over calls/email

Macros to be used once the booking is confirmed – Location Wise macros Name

<input type="checkbox"/> Name ↕	Date created ⌄	Last updated ⌄	Available for
<input type="checkbox"/> Reservation & Billing done - BOM	Feb 11, 2026	Feb 11, 2026	BOM_Date change Enquiry & Reiss...
<input type="checkbox"/> Reservation & Billing done - HYD	Feb 11, 2026	Feb 11, 2026	HYD_Ticketing
<input type="checkbox"/> Reservation & Billing done - IDR	Feb 11, 2026	Feb 11, 2026	IDR_Ticketing
<input type="checkbox"/> Reservation & Billing done - QJU	Feb 11, 2026	Feb 11, 2026	QJU_Ticketing
<input type="checkbox"/> Reservation & Billing done- COK	Feb 11, 2026	Feb 11, 2026	COK_Ticketing
<input type="checkbox"/> Reservation & Billing done-AMD	Feb 11, 2026	Feb 11, 2026	AMD_Ticketing, BDQ Ticketing
<input type="checkbox"/> Reservation & Billing done-BLR	Feb 11, 2026	Feb 11, 2026	BLR_Grops, BLR_Reissuance, BLR_TI...
<input type="checkbox"/> Reservation & Billing done-CCU	Feb 11, 2026	Feb 11, 2026	CCU_Ticketing
<input type="checkbox"/> Reservation & Billing done-CJB	Feb 11, 2026	Feb 11, 2026	CJB_Ticketing
<input type="checkbox"/> Reservation & Billing done-IXC	Feb 11, 2026	Feb 11, 2026	IXC_Ticketing
<input type="checkbox"/> Reservation & Billing done-JAI	Feb 11, 2026	Feb 11, 2026	JAI_Ticketing
<input type="checkbox"/> Reservation & Billing done-LUH	Feb 11, 2026	Feb 11, 2026	LUH_Ticketing
<input type="checkbox"/> Reservation & Billing done-MAA	Feb 11, 2026	Feb 11, 2026	MAA_Ticketing
<input type="checkbox"/> Reservation & Billing done-STV	Feb 11, 2026	Feb 11, 2026	STV_Ticketing

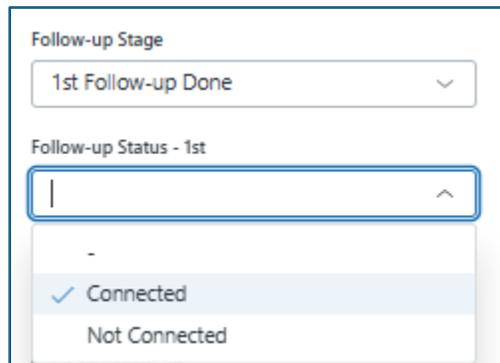
3.2 Sharing Quotation & Initial Follow-Up

- After sharing the quotation and price details with the customer:
 - The reservation executive must initiate the **1st follow-up within 30 minutes**

3.3 Follow-Up Process

1st Follow-Up

- Call the customer to follow up on the quotation
- Update **Follow-Up Status**:
 - **Connected or Not Connected**



The screenshot shows a form with two dropdown menus. The first is labeled 'Follow-up Stage' and has '1st Follow-up Done' selected. The second is labeled 'Follow-up Status - 1st' and has a dropdown menu open with 'Connected' selected and 'Not Connected' visible below it.

- **If Connected:**
 - Use **Macros: Follow-Up – Reservation**
 - Edit the macro as per the conversation



The screenshot shows a form with three fields. The first is 'Follow-up Stage' with '1st Follow-up Done' selected. The second is 'Follow-up Status - 1st' with '-' selected. The third is 'Caller ID 1st Follow Up' with an empty text box.

- **If Not Connected:**
 - Select **Follow-Up Status: 1st Follow-Up**

Follow-up Stage
1st Follow-up Done

Follow-up Status - 1st
Not Connected

Caller ID 1st Follow Up

- **Caller ID Entry:**
 - Go to **Sampark**
 - Click on **Details**
 - Copy and paste the **Caller ID**
-

2nd Follow-Up – After 30 minutes of 1st followup

- Call the customer again for follow-up
- Update **Follow-Up Status:**
 - **Connected or Not Connected**

Follow-up Stage
2nd Follow-up Done

Follow-up Status - 2nd

✓ -
Connected
Not Connected

Caller ID 2nd Follow-up

- **If Connected:**
 - Use **Macros: Follow-Up – Reservation**
 - Edit as required

Follow-up Stage
2nd Follow-up Done

Follow-up Status - 2nd
Connected

Caller ID 2nd Follow Up

- **If Not Connected:**
 - Select **Follow-Up Status: 2nd Follow-Up**

Follow-up Stage
2nd Follow-up Done

Follow-up Status - 2nd
Not Connected

- **Caller ID Entry:**
 - Go to **Sampark** → **Details**
 - Copy and paste the **Caller ID**

Follow-up Stage
2nd Follow-up Done

Follow-up Status - 2nd
Not Connected

Caller ID 2nd Follow Up

3rd Follow-Up – After 30 Minutes of 2nd follow up

- Call the customer for the third follow-up
- Update **Follow-Up Status:**
 - **Connected or Not Connected**

Follow-up Stage
3rd Follow-up Done

Follow-up Status - 3rd

Connected
Not Connected

- **If Connected:**
 - Use **Macros: Follow-Up – Reservation**
 - Edit as required

Follow-up Stage
3rd Follow-up Done

Follow-up Status - 3rd
Connected

Caller ID 3rd Follow Up

- **If Not Connected:**
 - Select **Follow-Up Status: 3rd Follow-Up**

Follow-up Stage
3rd Follow-up Done

Follow-up Status - 3rd
Not Connected

Caller ID 3rd Follow Up

- **Caller ID Entry:**
 - Go to **Sampark** → **Details**
 - Copy and paste the **Caller ID**

Follow-up Stage
3rd Follow-up Done

Follow-up Status - 3rd
Not Connected

Caller ID 3rd Follow Up

4.4 Final Status Update

- Update the **Reservation Sub-Category** based on the outcome:
 - **Booking Confirmed -:** Enter PNR details

Reservation Query Status*
Booking Confirmed

PNR*

- **Lost -:** Select sub lost category from below

Reservation Query Status*
Lost

Lost*

✓ -
Deal Issue/Lost to Competition
Change in Travel Plan
No response after 3rd follow up
Negative/No Balance
Fare Expired
Other

- Select Ticket status as **'Resolved'**