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How Travelport is empowering agents

In its latest initiative to arm travel agents with the safety information they need and to support a safe, healthy and responsible return to travel, Travelport has launched the Travelport Covid-19 Smartpoint Plugin

ETTravelWorld • July 16, 2020, 13:08 IST



Smartphone market trackers Counterpoint Research and International Data Corporation (IDC) said both offline and online channels are short of stock.

Equipping [travel agencies](#) with the latest information on [government restrictions](#), lockdowns and safety measures across the globe all within the agent workflow, Travelport has launched [the Travelport Covid-19 Smartpoint Plugin](#). Available free-of-charge for all Travelport customers using Travelport Smartpoint 8.2 or above, the plugin can be downloaded directly from the Travelport Marketplace.

The new tool provides detailed information on a range of topics, including, lockdown rules, entry requirements and quarantine measures for travellers. Country-level information can be displayed at the click of a button, allowing agents to advise their customers easily and instantly.

Kyle Moore, Global Head of Customer Strategy and Marketing, Travelport, says, “The travel ecosystem today is probably the most complex it has ever been, with government, airline, and hotel policies in every country constantly changing. We’re making sure our partners no longer need to constantly leave their workflow to search for accurate and up-to-date information greatly

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improving their efficiency in servicing their traveler customers.”

Calling this a welcome move resulting in both an informed traveller and enabler, Sandeep Dwivedi, Chief Operating Officer at InterGlobe Technology Quotient, says, “With the looming uncertainty across the globe, having a substantial amount of certainty through readily accessible up-to-date information including on government and airline policies shall unequivocally prove beneficial for our network of agents and serve as a ready aid for gaining momentum in operations and transactions.”

The information, provided by global travel safety intelligence provider Safeture, is also updated on a daily basis. Magnus Hultman, CEO, Safeture, says, “Our collaboration will provide millions of travellers with the information they need to make informed decisions. With travel showing signs of a long-awaited recovery, creating this sense of security will be key to the reopening of economies and societies.”

Working with the Travelport Covid-19 Smartpoint Plugin will allow travel consultants to advise customers with up-to-date destination information straight from the Smartpoint desktop.

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