

trava

No-code post-booking automation

GDS-agnostic solutions for OTAs, TMCs
and other travel agencies across the world



Sabre

TRAVELPORT

amadeus

NDC

Empowering your travel business

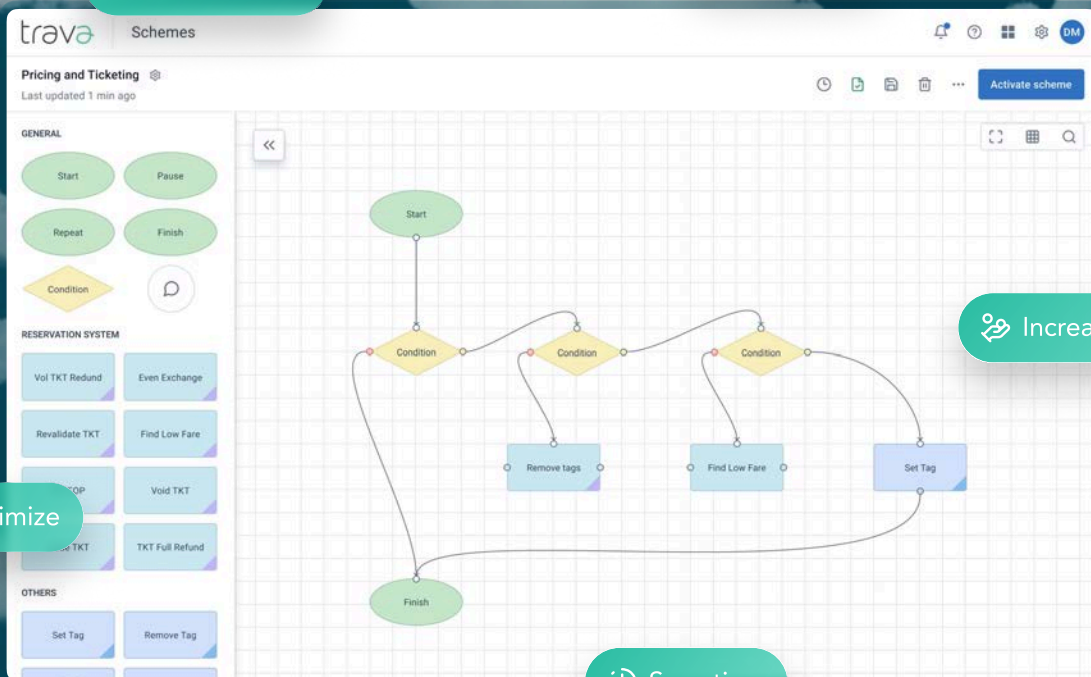
Manual post-booking processes are slow and inefficient. They drain your financial and staff resources. Instead of helping you grow, they hold you back while preventing you from scaling and delivering the very best experience to your travelers.

The good news? There's a smarter way to streamline operations, accelerate workflows, and free up your teams to focus on what truly matters.

Trava delivers **no-code automation** that empowers your travel business to serve customers better and maximize profits

Build Process

Automate



Optimize

Increase profit

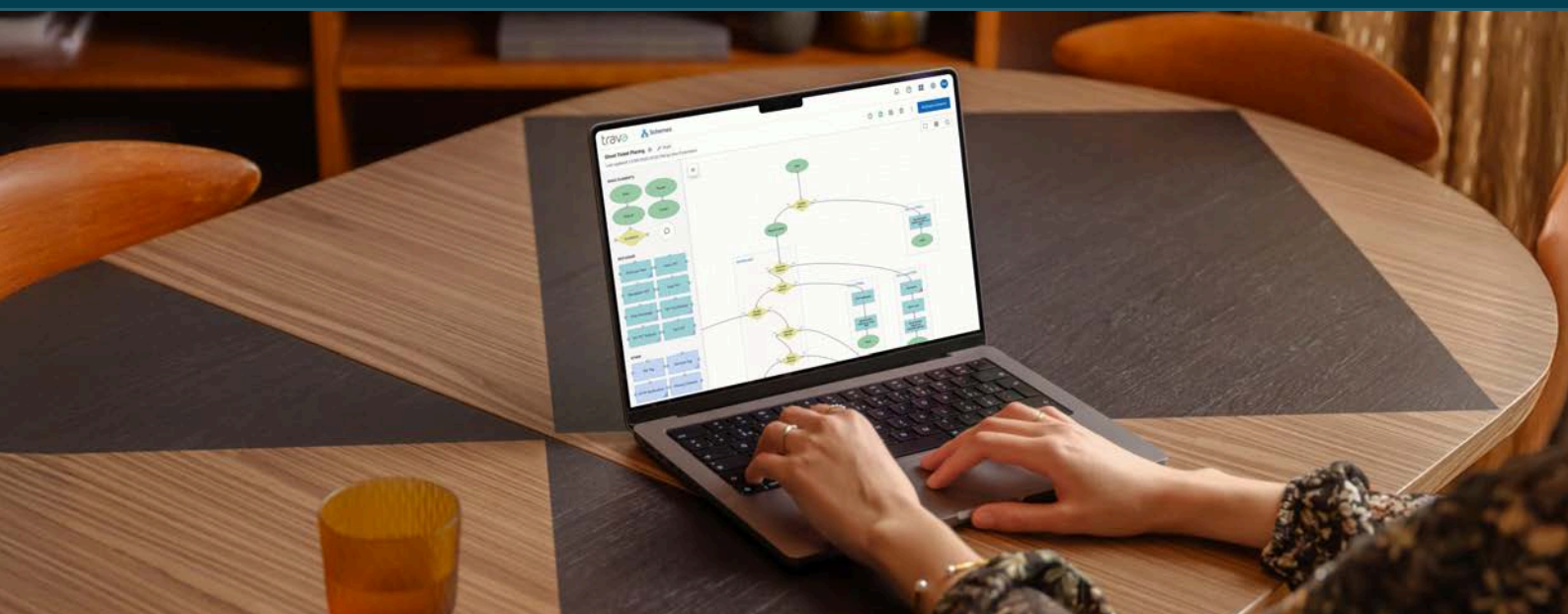
Save time

With decades of expertise in travel technology

We've become the partner of choice for OTAs, TMCs and other travel agencies worldwide.

Trava propels digital transformation of your travel business with flexible, scalable, and easy-to-implement automation solutions that streamline nearly any post-booking process across all booking environments.

Our user-friendly functionalities make it all possible. With intuitive drag-and-drop workflows, you can design automated processes in just a few clicks – no coding or IT specialists required.



Solutions

Trava offers a comprehensive suite of solutions in the intuitive user interface so you can develop a truly 24/7, touchless service and connect better with your travellers.



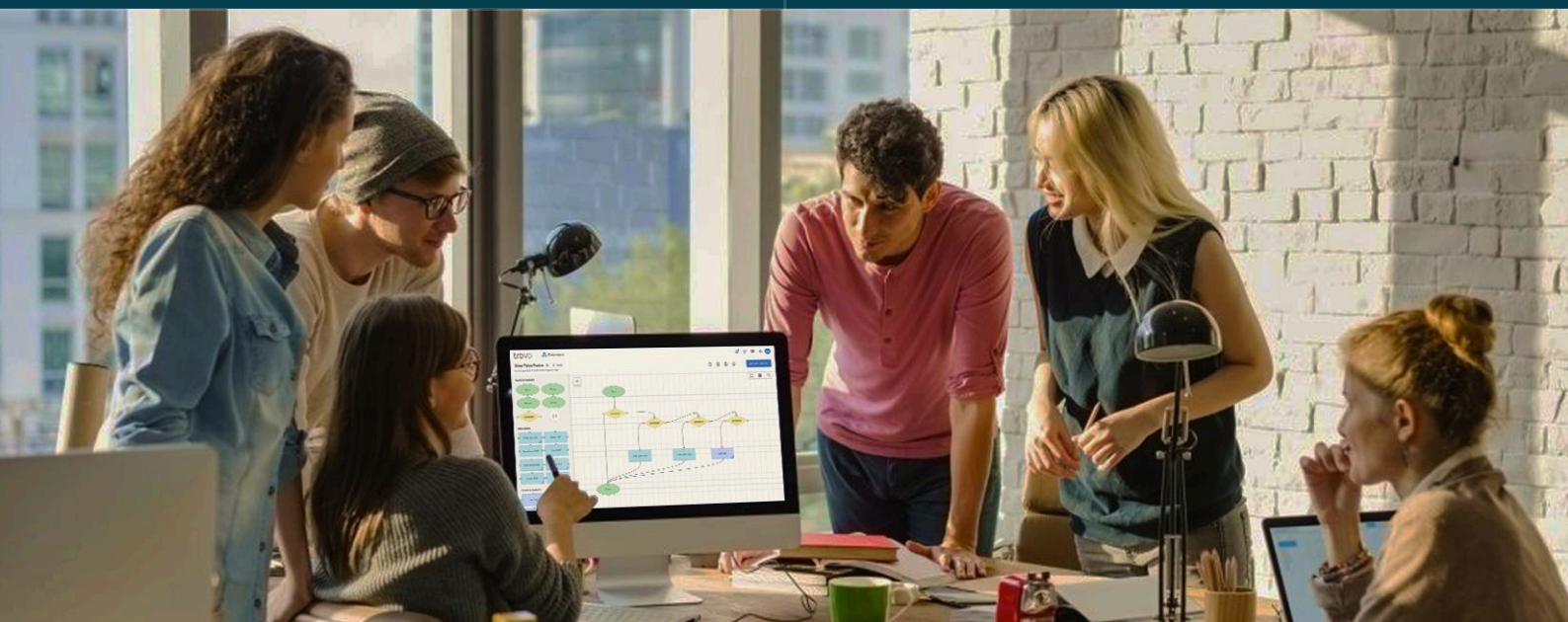
Automation functionalities

Control your business output with process automation and management dashboards, reducing manual work by over 70%.



Profit functionalities

Turn process into profit with modules built to boost your bottom line.



Automation functionalities

Queue Management

Eliminate repetitive tasks and avoid mismanaged queues that drain resources and eat into your profit margins.

Flight Disruption

Resolve disruption issues quickly and efficiently, reducing operational costs and increasing customer satisfaction.

Ticketing

Simplify ticketing, minimize errors, and free your team from repetitive tasks.

Client Notifications

Deliver timely, touchless communications to your customers when they matter most.

Quality Control

Improve your Quality Control with 24/7 monitoring, instant notifications and adjustments of reservations that do not meet set requirements or travel policy.

Virtual Payments

Make supplier payments fast, secure, and effortless.


Profit functionalities

Fare Optimizer

Maximize airfare savings with automated fare monitoring – earn an average of €5-7 extra on per booking.

Unused Tickets

Automatically recover value from unused tickets – boost revenue and customer loyalty.



// Trava technology gives you the autonomy to be a creator independently, to solve your own problems, and the possibilities are endless.

Krystyna Dahms,
Director of Ticketing, Product & Automation at Hopper





Queue Manager

Managing daily queues can be a challenging task, and without efficient handling, it can drain valuable resources.

Queue Manager streamlines the automation of repetitive and time-sensitive tasks related to monitoring and processing queue messages. Its comprehensive analysis of PNR properties and SSR/OSI messages ensures that the right actions are taken every time.

Whether it's updating service status, notifying agencies, or handling schedule changes, Queue Manager helps keep your queues organized, your clients informed, and your staff productive.

Key advantages

- Large variety of conditions and actions
- Self-configurable business rules
- Schedule change management
- HTML-based customer notifications with PNR variables
- Automated processing of customer responses
- Improved operational efficiency

See how it works



Trava Queue Manager



✈️ DEPARTURES			
DESTINATION	FLIGHT	GATE	REMARKS
Berlin	LH789	A	Canceled
Toronto	TB1303	B	Delay
Madrid	SN276	A	Canceled
Paris	YU3783	D	Delay
Sydney	P0147	C	Canceled

Flight Disruption

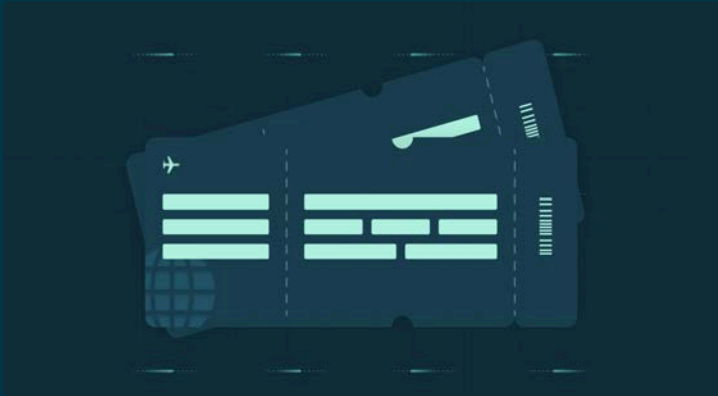
Flight disruptions caused by weather, technical issues, or third parties can delay travelers and drive up costs.

Trava's Flight Disruption module minimizes the impact through automated workflows, real-time alerts, and self-service options.

When a disruption is detected via a carrier queue, predefined rules assess the situation. Customers are instantly notified and can accept or decline the proposed changes. Trava then updates the reservation – by revalidating, reissuing, or refunding the ticket as needed.

Key advantages

- Predefined rules to identify the severity of schedule changes and the differences between coupons and segments
- Comprehensive historical reservation data for enhanced analysis
- Detailed customer notifications with options to accept/decline suggested changes
- Automated actioning of reservations based on customer response
- Integrates with back-office systems for internal communication



Ticketing

Ticketing is a vital step in the reservation journey – one where human error can be costly. That's why accuracy and efficiency are non-negotiable.

Our Ticketing module handles even the most complex scenarios with ease. It supports conditional ticketing, tracks deadlines, and enables cross-country, multi-currency, and multi-office issuance. It also allows flexible selection of commission, payment method, and issuing carrier – ensuring a smooth, adaptable process from start to finish.

The module intelligently detects and resolves ticketing errors, so tickets are issued at the right time, every time.

Key advantages

- Continuous tracking of ticketing deadline
- Conditional ticketing of specific PNRs
- Smart cross-country/currency/office ticketing
- Flexible use of commission, form of payment, issuing carrier
- Handling of ticketing errors
- Manages missing DOCS/ APIS
- Elimination of ADMs



Client Interaction

Travelers expect timely, accurate updates about their trips.

Our Client Notification module automatically sends personalized messages before, during, and after travel, covering everything from schedule changes to health alerts.

Use HTML formatting, multi-language support, and action links to improve communication, reduce response times, and let clients make quick decisions – like handling disruptions or adding services.

Key advantages

- Advanced conditions for selecting messaging criteria
- HTML standard for message output
- PNR variables for personalised notifications
- Pre/during/post-trip notifications
- Multi-lingual mode
- Action links for automated processing of customer selections
- HTTP post notifications for further automation
- Send as e-mail or SMS
- Use of predefined templates



Quality Control

Quality Control module continuously monitors your reservations, validating them against your predefined requirements. Since live reservations can change at any time, Trava ensures you're instantly notified when something no longer meets your standards or violates a travel policy – before it becomes a problem.

You can configure even the most complex controls using a wide range of parameters. Notifications are sent via email, GDS queue, or HTTP message directly to your CRM. Plus, discrepancies can be automatically resolved through a powerful set of predefined actions.

Key advantages

- Continuous monitoring and actioning of reservations
- Identification of parameters inconsistent with set requirements
- Assurance of consistency of reservation content
- Instant notifications by e-mail, GDS-queue or HTTP-message



Virtual Payments

Trava's Virtual Payments module lets you generate unique card numbers for each supplier transaction – adding security, flexibility, and control to your payment process.

Our integrated partners support multiple payment options in hundreds of currencies, along with a range of added benefits.

Simply choose your preferred supplier and start using Virtual Payments instantly – we've already handled the integration.

Key advantages

- Simplifies supplier reconciliation
- Enhances cash-flow
- Generates additional earnings
- Reduces your IATA-guarantee
- Supports different currency/validity/threshold
- Integrates with your mid/back-office system



Fare Optimizer

Airfare volatility presents a chance to optimize fares and save up to 8% per booking – averaging €75.

Trava's Fare Optimizer monitors airline inventory for selected itineraries and applies lower fares automatically or sends them for review.

It maximizes savings by extending search periods before ticketing and continues tracking after ticketing if savings exceed refund penalties – up to departure.

Cross-market optimization also leverages fare differences across markets for better pricing through point-of-sale inventory control.

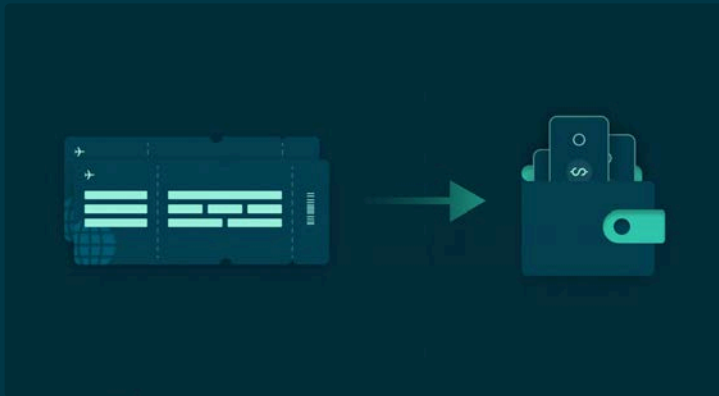
Key advantages

- Pre/post-ticketing optimisation
- Optimisation across multiple points-of-sale
- Ticketing time-limit tracking
- Validation of baggage and penalty rules
- Self-configurable PNR selection and business rules
- Comprehensive reporting for internal analysis

See how it works



Trava Fare Optimizer



Unused Tickets

Ever wondered what happens to those partially or fully unused tickets? Most are forgotten, which benefits airlines – but with Trava, you can turn them into a revenue stream for your business and your customers.

Our Unused Tickets module automatically monitors all issued tickets and acts on those with potential savings. Even if the fare is non-refundable, you can still recover some taxes, adding up to significant additional revenue over time.

Key advantages

- Fully automated ticket collection, identification and actioning
- Flexible management of tax rules
- Comprehensive data overview
- Generation of additional earnings and customer loyalty

See how it works



Trava **Unused Ticket**

Next steps

[Download print version](#) 

Book a demo

Schedule a personalized demo with an expert

[Book a demo](#) >

Visit a website

Dive deeper into our solutions, case studies, and resources.

[Visit a website](#) >

Send an email

Have questions or need more information?

[Send us an email](#) >

Useful links

Scan QR code for handy links



Contact us

trava.coinfo@trava.co[linkedIn](#)[+46 8 5222 6999](tel:+46852226999)

The logo for 'trava' is centered on the page. The word 'trava' is written in a lowercase, sans-serif font. The letters 'trav' are white, and the final 'a' is a teal color with a small horizontal stroke extending from its right side.

Turning process into profit