DEUNA x volaris

SUCCESS STORY

How going agentic took Volaris to record acceptance

Volaris moved its payment operation from manual work to agents and reached the highest acceptance rate in its history.

> When a payment fails, the trip can end before it begins. That's not just a lost transaction. It's a passenger who may never come back.

Rodrigo Maldonado, Head of Payments, Volaris

THE VOLARIS STORY IN THREE STAGES

01

STAGE ONE

Scaling payment operations

As **Volaris expanded across eight countries**, it chose DEUNA as its payment orchestrator to simplify provider integrations and cut engineering effort. Visibility became the next challenge: with every provider reporting in its own format, the team **spent days each month gathering, cleaning and consolidating data by hand**, so opportunities surfaced late and improvements had to wait.

02

STAGE TWO

Intelligence to make better decisions

Volaris brought in Athia as its agentic command center for payments, unifying every provider's data into one view built on its own definitions and goals. **Answers now arrive in real time, complex reports take minutes and alerts pinpoint why performance dropped.** With **two to three days back per team member**, the team spots opportunities sooner and acts on them faster.

> Seeing what's happening is one thing. Doing something about it is another.
>
> **Matías Rodríguez**
> VP Sales LatAm, DEUNA

03

STAGE THREE

Agents at the core of decisions

The turning point came when Volaris put that intelligence in charge of payment decisions. DEUNA's Acceptance Optimization Agent adapts each transaction's route, message settings and retries to live performance signals, giving every payment its best chance of approval. **Static rules became real-time decisions running around the clock**, always within Volaris' processor agreements and technical constraints.

Going agentic transformed Volaris' operation

+4pp	2–3 days	1 minute
Increase in acceptance through routing.	Saved per payments team member weekly.	To answer complex payments questions (vs days).

> Today this is just how we run payments. Not a project, not a test. Due to this change, we have achieved the highest acceptance rate in our history.

Rodrigo Maldonado, Head of Payments, Volaris

See what's holding your payments back.

Discover how Athia and AI agents can help you increase approvals, cut costs, and act faster.

Book a demo >