



How Copa Airlines informs crew members of flight changes

About Copa Airlines: Copa Airlines, a subsidiary of Copa Holdings, is a leading passenger and cargo airline in Latin America. Operating continuously for more than 70 years, it has established the Hub of the Americas in Panama City as the continent's leading hub. Copa has one of the industry's youngest and most modern fleets, serving countries across North, Central, and South America and the Caribbean. The airline consistently delivers on-time performance above 90%, among the best in the industry worldwide.



THE CHALLENGE



Travel impacts wrought by the global pandemic left Panama-based Copa Airlines experiencing a 4900% increase in flight disruptions.

The large increase in irregular operations (IROPS) created an immediate need for Copa Airlines to be able to alert crew members to changing flight schedules.

To ensure Copa Airlines maintained streamlined travel operations, notifications being sent to crew had to be clear and timely.

As a global carrier, Copa Airlines was also challenged with making notification calls to crew in multiple languages, across multiple locations, and in different time zones.

OUR SOLUTION

AWS introduced Copa Airlines to NLX - a Conversational AI and Travel and Hospitality Competency partner - to help automate and streamline Copa's IROPS challenges.

Within two weeks, NLX helped solve these problems by standing up a dynamic conversational AI solution that allowed Copa Airlines to automatically reach out to impacted crew members and notify them of a change to their travel schedule.

Powered by Amazon Connect and Voice Compass by NLX, Copa Airlines was able to send batches of interactive voice notifications, personalized in the recipient's preferred language.

All crew members were prompted for verbal confirmation of notification receipt for communications and operational efficiency.

Notifications and digital customer engagement for crew actions were tracked using built-in analytics to help inform Copa Airlines on the response rates, performance, and effectiveness of the automated voice notifications.

About AWS: Amazon Web Services (AWS) is the world's most comprehensive and broadly adopted cloud platform, offering over 200 fully-featured services from data centers globally. Millions of customers—including the fastest-growing startups, largest enterprises, and leading government agencies—are using AWS to lower costs, become more agile, and innovate faster.

In partnership with:





CUSTOMER EXPERIENCE

If a crew member's flight is disrupted, Copa Airlines calls the employees phone number on file. Once the employee picks up, a Voice Assistant greets the crew member by name, informs them that their flight has changed, moved, been delayed, or cancelled and asks them to verbally verify they received the message.



Once the crew member is informed and verifies they received the message, the Voice Assistant offers the employee the opportunity to reschedule their flight using their cell phone. The Voice Assistant then texts the customer a link to the Copa Airlines website to verify any additional information regarding their schedule.

THE WIN

Copa Airlines implemented NLX's solution in two weeks! NLX's technology solution met each of the airline's requirements and dazzled them with its easy-to-use "drag and drop" platform that integrates with almost everything, easily.

"This was all done just with a simple few clicks on the platform, no coding. We were very very surprised by how easy it was to set up." – Irene Pascal, IT Manager for Commercial Solutions at Copa Airlines.

Voice Compass by NLX is now handling all calls for Copa Airlines crew IROPS, allowing the the Crew Member Team to dig into analytics and trigger automated follow-up calls for employees that didn't answer the first time..



Automated



Measurable



Integrates

For more, watch the full [NLX x Copa Airlines Webinar!](#)

About NLX: NLX® strives to be the leading customer self-service automation solution. Its Conversational AI SaaS products help brands transform their customer interactions into automated, personalized self-service experiences. When implemented, NLX empowers a brand's customers to resolve their own inquiries at their own pace -- with no wait time or frustration. As an AWS Advanced Technology Partner, NLX is also backed by Aquila Capital Partners, Sage Venture Partners, Flying Fish Partners, and JetBlue Technology Ventures. [Contact Us.](#)