



SUCCESS STORY



The International Air Transport Association (IATA) is a trade association of the world's airlines. Consisting of 290 airlines, primarily major carriers, representing 117 countries, the IATA's member airlines account for carrying approximately 82% of total available seat miles air traffic.

Self Service partner fulfillment portal for the International Air Transport Association

Project overview

Creation of a self-service customer fulfillment portal with improved user experience which decreases the likelihood of errors and increases data quality using Salesforce Community Cloud.

Creating and maintaining complex data structure with a multitude of rules that insures data quality and integrity and ergonomic user interface that guides customers through all the steps of data entry and customer case creation.

The solution we integrated is capable of scheduling annual re-validations of user-entered data. It also saves time by fully automating data entry by users and not requiring employee input beyond confirmations and sanity checks. The system rigidly controls data integrity and quality and allows data integrations with Mulesoft.

Features

- Self registration
- Full Self Service
- Scheduled Automated Re-Validation of the Partner
- Secure Document sharing
- Centralised Communication with Partners

Salesforce Solutions



Service Cloud



Community Cloud

Integrations

