



## CHECK WAITLIST CONFIRMATION

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# Objective

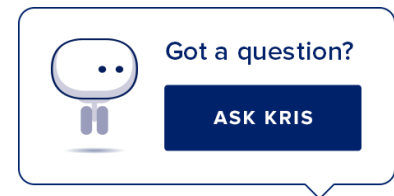


- A significant proportion of our customers contact our contact centres to enquire about the status of their waitlisted flights
- To enable our customers to self-service such queries 24/7 anytime at their convenience, we built a Check Waitlist Confirmation functionality for Kris

# How the feature works



- Check Waitlist Confirmation feature is enabled on Facebook Messenger via our SIA Facebook page<sup>1</sup> and on SAA pages where the chatbot is embedded on
- It is for the purpose of checking only on **waitlisted redemption bookings and redemption bookings that are confirmed**
- Customers can ask Kris about the status of their waitlisted redemption bookings *e.g Is my waitlisted flight confirmed or I want to find out the status of my waitlisted flight*
- Kris will prompt the customer for his/her PNR + last name used in the PNR, and advise the customer of the PNR's status
- For redemption bookings that are confirmed and ticketed, Kris will offer the customer two buttons (one to direct the pax to Manage Booking for **meal selection**; the second to subscribe for **flight notification alerts**)



<sup>1</sup>first-time users of Kris can visit our SIA Facebook Page and click on “Get Started” to chat with Kris

# Scenarios



- The following booking statuses can be handled by Kris. In some scenarios, the customers may be offered live agent<sup>2</sup> support for end-to-end seamless servicing

ARD Code	Kris's response	Send to live agent (Y/N)
HL	Your xxx - xxx sector for flight SQxx on 01JUN18 is waitlisted. Your xxx - xxx sector for flight SQxx on 02JUN18 is waitlisted.	N
HK	Your xx - xx sector for flight SQxx on 01JUN18 is confirmed. Your xx - xx sector for flight SQxx on 02JUN18 is confirmed. However, your booking has not been ticketed.	Y (not ticketed)
	Your xx - xx sector for flight SQxx on 01JUN18 is confirmed. Your xx - xx sector for flight SQxx on 02JUN18 is confirmed and has been ticketed.	N (ticketed)
KL	Your xx - xx sector for flight SQxx on 01JUN18 is available for confirmation. Your xx - xx sector for flight SQxx on 02JUN18 is available for confirmation.	Y
TL	Your xx - xx sector for flight SQxx on 01JUN18 is waitlisted. There has been a change in schedule to this sector. The new departure time for xx – xx is xx.	N
RR	Your xx - xx sector for flight SQxx on 01JUN18 is confirmed. Your xx - xx sector for flight SQxx on 02JUN18 is confirmed	N
KK	Your xx - xx sector for flight SQxx on 01JUN18 is confirmed. Your xx - xx sector for flight SQxx on 02JUN18 is confirmed.	Y
TK	Your xx - xx sector for flight SQxx on 01JUN18 is confirmed. There has been a change in schedule to this sector. The new departure time for xx – xx is xx.	Y
UN	Your xx - xx sector for flight SQxx on 01JUN18 has been cancelled.	N

<sup>2</sup>live agents are provided by our KrisFlyer Contact Centre in Singapore. Their operating hours are 9am – 9pm Singapore time, 7 days a week

# Two-sector PNR: first sector HL, second sector HK (unticketed)



M9TKO7

Please key in the last name in your booking.

rajesh

The HKG - SIN segment for flight SQ857 on 09-Feb-2019 is confirmed. However, your booking has not been ticketed.

The SIN - HKG segment for flight SQ890 on 10-Feb-2019 is waitlisted.

Live agent offered →

You're about to start chatting with our live agent. Your chat number is 000BGaDPHXA6001Y - please note it down for future reference.



Number of people in queue: 1

Our live agent will be with you shortly.

# One-sector PNR: HK (ticketed)



status of waitlisted flight

Please key in your booking reference number (e.g A1B2C3)?

M9S3XN

Please key in the last name in your booking.

chan

The SIN - PER segment for flight SQ215 on 09-Feb-2019 is confirmed and has been ticketed.

What would you like to do next?

[Meal Selection](#) [Flight Subscription](#)

Meal Selection

Options

[Manage Booking](#)

For HK ticketed bookings, Kris will offer Meal selection and Flight Subscription buttons

# Two-sector PNR: both sectors HK (ticketed)



is my waitlisted flight confirmed

Please key in your booking reference number (e.g A1B2C3)?

M9QA9L

Please key in the last name in your booking.

kaesavan

The SIN - MAA segment for flight SQ528 on 2019-02-10 20:20 is confirmed and has been ticketed.

The MAA - SIN segment for flight SQ529 on 2019-02-11 23:15 is confirmed and has been ticketed.

What would you like to do next? 😊 ...

Meal Selection Flight Subscription

For HK ticketed bookings, Kris will offer Meal selection and Flight Subscription buttons

Meal Selection

Options

Manage Booking



## Two-sector PNR: both sectors HK (unticketed)



status of waitlisted flights

Please key in your booking reference number (e.g A1B2C3)?

MFM93O

Please key in the last name in your booking.

varsha

The SIN - HKG segment for flight SQ890 on 15-Feb-2019 is confirmed. However, your booking has not been ticketed.



The HKG - SIN segment for flight SQ891 on 16-Feb-2019 is confirmed. However, your booking has not been ticketed.

Live agent offered →

You're about to start chatting with our live agent. Your chat number is 000BGaDPHXA6001Y - please note it down for future reference.

Number of people in queue: 1

## Two-sector PNR: first sector KL, second sector HK (unticketed)



status of waitlisted flights

Please key in your booking reference number (e.g. A1B2C3)?

MFM930

Please key in the last name in your booking.

varsha

The SIN - PER segment for flight SQ225 on 19-Feb-2019 is available for confirmation. 🗨️ ...

The PER - SIN segment for flight SQ216 on 20-Feb-2019 is confirmed. However, your booking has not been ticketed.

**Live agent offered** → You're about to start chatting with our live agent. Your chat number is 0008GaDPHXAA6001Y - please note it down for future reference.

Number of people in queue: 1

## Two-sector PNR: first sector TL, second sector HK (unticketed)



status of waitlisted flight

Please key in your booking reference number (e.g A1B2C3)?

MFQJV3

Please key in the last name in your booking.

gagan

The SIN - PER segment for flight SQ225 on 15-Feb-2019 is waitlisted. There has been a change in schedule to this sector. The new departure time for SIN - PER is 15-Feb-2019 00:02.

The PER - SIN segment for flight SQ216 on 14-Feb-2019 is confirmed. However, your booking has not been ticketed.

You're about to start chatting with our live agent. Your chat number is 000BGaDPHXA6006R - please note it down for future reference.



Live agent offered →

## Two-sector PNR: first sector HK (unticketed), second sector HK (ticketed)



status of waitlisted flights

Please key in your booking reference number (e.g A1B2C3)?

MFM9CE

Please key in the last name in your booking.

jahnavi

The SIN - MAA segment for flight SQ528 on 10-Feb-2019 is confirmed. However, your booking has not been ticketed.

The MAA - SIN segment for flight SQ529 on 11-Feb-2019 is confirmed.

You're about to start chatting with our live agent. Your chat number is 0008GaDPHXA6006T - please note it down for future reference.

Live agent offered →

# Two-sector PNR: first sector HK (unticketed), second sector KK (ticketed)



status of waitlisted flights

Please key in your booking reference number (e.g A1B2C3)?

MFNS82

Please key in the last name in your booking.

sai

The SIN - MAA segment for flight SQ528 on 10-Feb-2019 is confirmed and has been ticketed.

The MAA - SIN segment for flight SQ529 on 11-Feb-2019 is confirmed.

What would you like to do next? 😊 ...

[Meal Selection](#) [Flight Subscription](#)

For HK ticketed bookings, Kris will offer Meal selection and Flight Subscription buttons



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# FAQs

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## FAQs (1/2)



### ❑ What if the customer keys in the wrong last name associated to the PNR?

Kris will advise passenger that the booking could not be retrieved. The customer has to re-enter the PNR and last name again.

status of waitlisted flight

Please key in your booking reference number (e.g A1B2C3)?

M9QA9L

Please key in the last name in your booking.

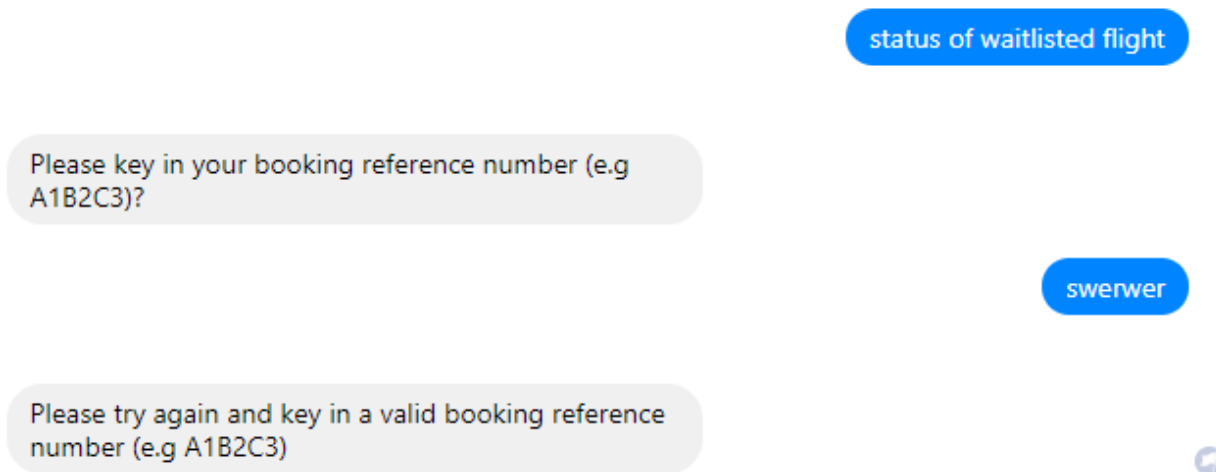
... 😊 ray

I was not able to retrieve your booking. Please key in a valid SQ/MI booking reference number and/or last name.

## FAQs (2/2)



- ❑ **What if the customer keys in the wrong PNR? (< 6 characters or > 6 characters)**  
Kris will advise passenger that the booking could not be retrieved. The customer has to re-enter the PNR and last name again.



- ❑ **What if a scenario calls for a live agent to be offered but it is outside live agent hours of 9am-9pm?**  
Kris will inform the customer that the live agent operating hours are closed.





# FLIGHT SUBSCRIPTION



1. Usage of flight subscription functionality on Kris

2. FAQ



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# Usage of Flight Subscription Functionality

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# Objective



- To extend the flight notification functionality across direct messaging channels for customers to keep themselves updated of flight changes. It is currently available on WhatsApp.
- With this release, passengers will be able to subscribe to SQ/MI operating flights via Kris on Facebook Messenger.
- If there are changes to the flight status of their SQ/MI operating flights, the customer will receive SNAP flight updates (triggered by SIAOCC) via Kris on Facebook Messenger.
- For more information, you can go to this link:  
<http://www.singaporeair.com/flightupdates>.

## Subscribing To A Flight – Complete information given (1/2)



### 1. Flight number and departure date

- This will subscribe to all sectors for the specified flight number.

subscribe to SQ308 departing on 8 july

You have successfully subscribed to your flight SQ308 departing on 8 Jul. We will notify you of any flight updates.

### 2. Flight number, departure date and departure city/airport

subscribe to SQ266 from BNE departing tomorrow

You have successfully subscribed to your flight SQ266 departing on 19 Jul from BNE. We will notify you of any flight updates.

## Subscribing To A Flight – Complete information given (2/2)



3. Flight number, departure date, departure and destination city/airport

subscribe to SQ225 departing from  
Singapore to Perth on 1 Aug

You have successfully subscribed to  
your flight SQ225 departing on 1  
Aug from SIN to PER. We will notify  
you of any flight updates.

## Subscribing To A Flight – **Incomplete** information given (1/2)



If any of the required information is missing, Kris will prompt to get the details.

### 1. Missing flight number

Subscribe to a flight today

Please indicate your SQ/MI operating flight number. For example: "SQ827".

### 2. Missing departure date

Subscribe me to sq12

Please indicate the departure date for SQ12. You may type "25 Dec".

## Subscribing To A Flight – **Incomplete** information given (2/2)



### 3. Missing departure city/airport

Subscribe me to SQ1 departing  
to singapore 19 august

Please indicate the departure  
airport for SQ1. For example:  
"SIN".





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# FAQs

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## FAQs (1/2)



- ❑ **Do I have to follow a certain format when asking Kris to subscribe to a flight?**  
Kris understands natural language so there is no pre-set format to follow. Users can ask to subscribe to a flight in various ways by using key words such as “subscribe to flight”, “flight subscription”, “notify me”, “alert me”, “flight alert” etc.
  
- ❑ **What if Kris does not understand my request?**  
Kris will prompt you for the minimum information required so that it can subscribe you for your flight. (see slides 6,7)
  
- ❑ **Can Kris help me subscribe me to non-SQ/MI or codeshare partner flights?**  
No, Kris can only subscribe to SQ/MI operating flights.

## FAQs (2/2)



### ❑ For multi-sector flights, can I subscribe to only one sector?

Yes. Just let Kris know which sector you would like to subscribe to. E.g “flight subscription SQ12 Singapore to Tokyo on 30 July”.

### ❑ What if I ask to subscribe for a date that the flight does not operate on, or input an incorrect flight number?

Kris will inform you that either the flight number does not exist or it does not operate on the date requested.

Subscribe me to SQ530 on 13 august

Sorry, I was unable to subscribe you to SQ530 departing on 13 Aug. Either this flight number does not exist, or the flight does not operate on the date specified.

### ❑ How do I unsubscribe?

In the next enhancement, you will be able to unsubscribe so that you do not receive any more notifications. Currently, this feature is not available on Kris.



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**Thank you**

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