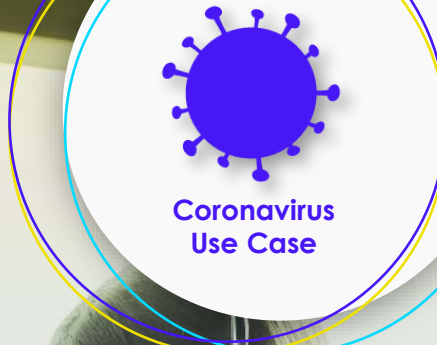




Cancellation Refund Processing

Ensuring rapid reimbursements in tough times with **Full-Cycle Automation**



01 Challenges

An enterprise in the hospitality sector wants to streamline the calculation and payment of refunds when customers cancel bookings for accommodation, events and other tourism-related services, a procedure which currently involves multiple touchpoints across several different departments.

02 COVID-19 Urgency!

The global spread of COVID-19 has led to a massive upswing in cancelled bookings, with the hospitality and tourism sector practically grinding to a halt across much of the world. The ability to process large-scale cancellations quickly, focusing on superior service to encourage future bookings, has become paramount.

03 Solution

Kryon's Full-Cycle Automation Suite works effortlessly behind the scenes 24/7 to check customer contracts for refund eligibility and approve refund requests. Upon approval, the customer is automatically notified by email or SMS and the refund payment is made seamlessly. Any exceptional scenarios are flagged for manual intervention and dealt with quickly.

04 Expected Results

- Up to **70% reduction** in the average handling time (AHT) for refunds
- Delays caused by human error **eliminated**
- Very high levels of **customer satisfaction**
- **Significantly reduce churn** by retaining and nurturing customer loyalty

