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Oman Air and Travelport Announce New Seat Assignment Booking Functionality to Benefit Travel Agents

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Travel agents booking Oman Air via Travelport's Galileo and Worldspan distribution systems will now be able to benefit from new functionality, which allows them to manage the seat selection process in a 'live' and interactive environment.

The Interactive Seat Assignment functionality – jointly unveiled by Travelport, the leading provider of critical transaction processing solutions and data for the global travel industry, and Oman Air, the flag carrier of the Sultanate of Oman – will provide agents with greater ease in booking Oman Air content and help improve customer service. In practice, Interactive Seat Assignment allows agents to request seat maps and assign, change or cancel specific seats in a real-time environment, whilst maintaining full control with the ability to accept or decline seat assignments.

Oman Air CEO, Wayne Pearce, said: "We aim to ensure that Oman Air offers both customers and travel agents the greatest possible convenience and I am sure that the opportunity to select and assign seats using Travelport's systems will be warmly welcomed. The system also offers the opportunity to reduce costs, enabling Oman Air to continue offering outstanding value throughout our network of more than 40 exciting destinations."

"Seat maps and advance seat assignments are becoming basic expectations amongst travel agents providing a high level of service to travellers", added Will Owen Hughes, Senior Director, Supplier Services, Middle East and Africa, Travelport. "Managing these services can consume valuable airline resources, if they are not automated. Travelport systems reduce and often eliminate these costs, enabling travel agents to improve their service to their passengers, as well as to the airline."

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