



## EXPERT PASSENGER ENGAGEMENT FOR THE AIR TRAVEL INDUSTRY

At a time when it's more challenging than ever before to convince airlines to add new routes and invest in your airport, it's imperative to provide a safe, efficient experience for passengers. Savvy travelers post and tweet at your customer service operations for speedy resolutions to their queries. Without constant eyes on glass, you're left with unanswered questions and frustrated customers. That's why airports are turning to ModSquad to provide outsourced 24/7 engagement and support. Having a team of remote agents (known as "Mods") covering an airport's support channels and social networks frees up the airport's team to cover additional essential tasks.

### *First-class Managed Services*

More than just traveler support and engagement, ModSquad provides top-tier outsourced passenger engagement and brand protection.

**Passenger Experience:** We can meet your customers where they choose to communicate with you. Whether it be by email, chat, phone, social media, or in-app, our Mods are there to provide support 24/7/365, including weekends and holidays. For airports running throughout the night, the ability to offer ongoing, uninterrupted customer interaction is critical.

**Social Channel Monitoring:** ModSquad's eyes-on-glass coverage alerts your airport of any problematic digital content and offers rapid response to on-the-go travelers. Our team of global agents offers constant support, even when your team is unavailable.

### *Superior Traveler Experience*

## DFW

As experts in social media monitoring for the stringent airport industry, ModSquad has the back of airport staffers and passengers alike. ModSquad's social support delivered a 252% year-over-year increase in social engagements for Dallas Fort Worth International Airport and helped them land in the top five U.S. airports for customer engagement.

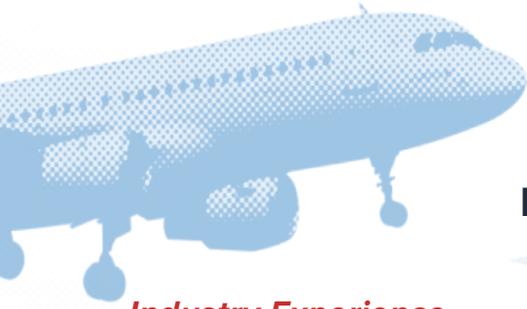
[Read more.](#)

## PHX

ModSquad also leads the way in establishing and maintaining a support infrastructure that alleviates some of the burden for airport staff. At Phoenix Sky Harbor International Airport, ModSquad helped establish a Zendesk support system that assists more than 100,000 daily customers and reduced email help requests by nearly 90%. [Read more.](#)

*Set your course for first-class passenger engagement.  
Seamlessly augment your team with specialized service from ModSquad.*

**SOCIAL MEDIA | MODERATION | COMMUNITY MANAGEMENT | CUSTOMER SUPPORT**



## THE PREMIER CHOICE FOR THE AIR TRAVEL INDUSTRY

### Industry Experience

Working with the world's top companies, we've seen it all. Our Mods' breadth of knowledge spans the latest channels, cutting-edge technology, the most efficient workflows, even critical laws and regulations. We'll seamlessly integrate with your current organization, adopting your processes and tools.

### Quality Support

The best itineraries are customized to your goals. Your outsourced operation should be, too. The knowledge and experience of our Mods are turbo-charged by their passion for air travel. We know, because our Mods are already your passengers. Their spirit makes for high-quality engagement.

### Flexible Coverage

Our global Mods are located in 70+ countries, speak 50+ languages, and provide 24/7/365 omnichannel customer management. But we don't charge a premium for that advantage. Instead, pay only for the hours they work, and seamlessly flex up and down as needed (daily, weekly, and monthly).

### Ongoing Savings

ModSquad provides affordable, on-demand hourly rates that result in decreased annual costs. We work closely with clients to consistently drive down expenses, offering targeted and custom options, including long- and short-term contracts, to ensure the most cost-effective solutions are in place.



ModSquad is a global provider of managed digital engagement services, offering expert-level moderation, social, community, and customer support. Our experienced professionals engage your customers and communities on a personal level across online, mobile, ecommerce, in-game, application, and social media channels. We've strategized, designed, and delivered digital initiatives for clients in more than 70 countries, with the capacity to respond in 50+ languages and dialects.

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