humoniq

HUMONIQ / PRICING

Priced for success.

Better-than-human results: faster answers, thoughtful decisions and less work for passengers.

humoniq.ai/pricing

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Read online at humoniq.ai/pricing

PRICING

One clear price.

THE HUMONIQ SERVICE

Fully automated customer support for airlines.

Better-than-human results: faster answers, thoughtful decisions and less work for passengers.

USD $ 1

per resolution

Talk to our team

ONE PRICE, EVERY PRODUCT

AeroChat AeroVoice AeroDynamic

WHAT HUMONIQ DOES

What we do

for your travelers.

Whatever a traveler needs falls somewhere between a quick answer and a plan made before they ask. Humoniq carries all of it in a single conversation, in your systems and within the rules you set.

Humoniq handles every conversational customer interaction.

REACTIVE → PROACTIVE



01

Answer

"Can you please tell me if LH123 is lie-flat?"

EXPLAINS

- Airports
- Aircraft
- Cabins
- Baggage
- Fare rules



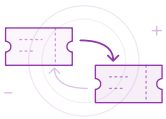
02

Search

"Can you please check if QF789 is delayed?"

READS

- Flight status
- Booking checks
- Seat availability
- Loyalty balance



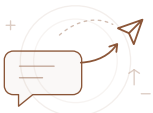
03

Act

"Can you please move me to the 2pm flight?"

WRITES

- Book
- Rebook
- Cancel
- Refund
- Upgrade
- Select seat
- Baggage



04

Preempt

"Due to an issue, you're now flying at 11am."

INITIATES

- Re-accommodation
- Collect visa
- Seek volunteers
- Offer upgrades

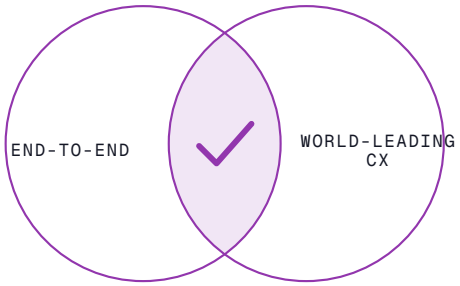
ONE PRICE, ONE CLEAR RULE

What counts as

a resolution?

One fee covers the whole conversation, from first message to resolved outcome, however many steps and systems it takes.

End-to-end resolutions with world-leading CX.



USD
$1

Resolved to our high standards.

Both conditions met, in one conversation.

USD
$0

Anything less.

A specialist takes over, and you pay nothing.

END-TO-END
The whole request completed in one conversation, with nothing left for the passenger to chase.

WORLD-LEADING CX
Fast, accurate and the best available outcome. The standard a great human agent would be proud of.

THE ECONOMICS OF A RESOLUTION

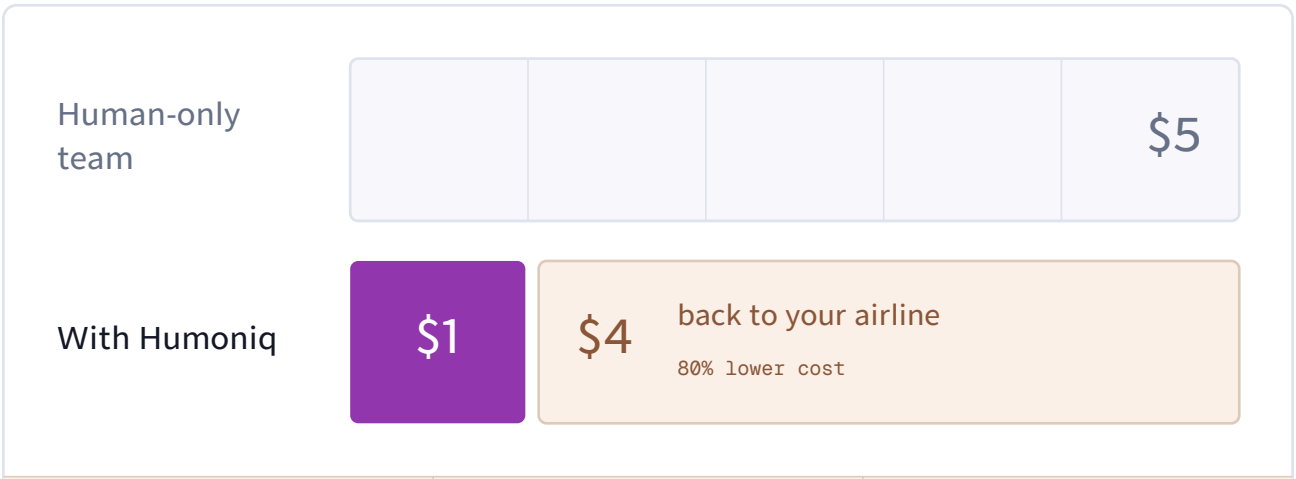
What an 80% saving

makes possible.

Spend less on each resolution. Put the difference into your people, local support and the expertise your passengers need.

Four of every five dollars stay with your airline.

USD PER RESOLUTION



01

Put experience to work.

Move experienced staff into roles where airline knowledge counts for more.

02

Bring support closer.

Hire locally, with the language skills and market knowledge your passengers need.

03

Invest in expertise.

Give specialists better tools and more time for the difficult cases that matter.

A CLOSER LOOK

The thinking

behind the numbers.

A fair comparison starts with your full cost per resolved request, including the operation behind each conversation.

What belongs in the full human cost?

For an in-house team, include the costs below. For a BPO, start with the provider's invoice and add costs your airline still carries. Count each cost once.

Pay & benefits

Wages, employer taxes, insurance, retirement and paid leave.

Recruitment & attrition

Hiring replacements, onboarding and bringing new agents up to speed.

Training & management

Initial and ongoing training, team leads, scheduling and quality assurance.

Offices & equipment

Workplaces, computers, headsets, connectivity and IT support.

Software & systems

Contact center platforms, support tools and relevant system access.

Capacity & coverage

Paid time outside customer work, shift coverage and capacity for peaks.

BPO charges

For outsourced teams, the provider's overhead, margin and any separate setup or training fees.

How is the 80% comparison calculated?

Human-only team	With Humoniq	Difference
$50,000 for 10,000 resolutions at USD $5	$10,000 for 10,000 resolutions at USD $1	80% less for the requests Humoniq resolves

Our comparison uses an illustrative USD $5 fully loaded human cost per resolved request against Humoniq's USD $1 price. It is not a measured industry average.

An agent-hour, a call and a resolution are different measures. Divide your full human support cost by requests resolved to make your own comparison. Your remaining human support costs still apply, and the example is not a guarantee of total support savings.

What does the research say about human support costs?

COST PER CONTACT

$7.20 per inbound call

Average reported by ContactBabel's 2026 US guide. Cross-industry, not airline-specific; a call is not necessarily a resolution.

ContactBabel, 2026

$6–$16 per agent-hour

Indicative Philippines and India rates published by CMS. A provider's guide, not an industry average; inclusions vary by contract.

CMS, September 2026

COST PER AGENT

$21.53/hour

US median customer service wage, May 2025. Wages alone, before benefits and operating costs.

BLS: customer service representatives

30% of compensation

Benefits' share of US private-industry compensation, June 2026. An economy-wide average, not an airline-specific uplift on wages.

BLS: employer compensation, June 2026

$5,475 per hire

Average nonexecutive cost per hire in SHRM's 2025 survey. Across industries, not a contact-center replacement estimate.

SHRM: 2025 benchmarking survey

Sources reviewed October 2026. Costs vary by location, channel, complexity and contract.

NEXT STEPS

A clear price.

A practical next step.

Tell us about your support volumes and the work involved. We’ll explore how per-resolution pricing could fit your airline and the outcomes you want to achieve.

Let’s talk about your airline

humoniq.ai/contact