

When flights stop, *support must keep moving.*

A disruption changes more than the departure board. It sends passengers looking for help at the same moment, while their options are disappearing. Your airline's hardest day should not become the day its support is least able to help.

The problem / Volume Surges.

humoniq.ai/problems/volume-surges

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A closer look.

Volume Surges

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Read online at humoniq.ai/problems/volume-surges

The queue grows instantly.

The team cannot.

Disruption is part of air travel. Staffing enough people for every possible peak is not a workable answer. By the time extra agents are available, passengers may have missed the alternatives that would have helped them most.

Requests arrive together.

A cancellation or airport closure creates many urgent conversations at once. A staffing plan built around average demand meets a problem that is anything but average.

Waiting changes the problem.

Seats fill, connections become impossible and a simple change can become an overnight stay. Delay is not just inconvenient. It can reduce the options available to resolve the request.

Uncertainty creates more contact.

A passenger who cannot get a useful answer may call, open a chat and try again later. The same unresolved problem adds work across several queues.

An instant reply

isn't a resolution.

Scaling a greeting is easy. Scaling useful support means understanding each passenger's situation, checking live options and completing the work. A shared disruption does not mean every traveler needs the same answer.

The same disruption. A different support response.

A queue that absorbs the demand

Support that works on the demand

The flight is cancelled.
Passengers compete for a limited number of agents while the backlog builds.

AI can begin conversations in parallel, explain the situation and establish what each passenger needs.

Travel plans differ. A general notice sends everyone toward the same form or phone number.

Consider connections, traveling companions and preferences before choosing the appropriate next steps.

Plans need changing. The passenger waits again for a team with the tools or authority to act.

Check current availability and execute permitted changes, with explicit approval for decisions outside the agreed rules.

Design for more resolved requests, not just more answered messages.

Prepare the decisions.

Not just the rota.

AI offers a fundamentally better way to absorb demand spikes. Making that useful still takes preparation: reliable integrations, clear disruption policies and a deliberate plan for the cases that need human judgement.

Keep context connected.

Use the booking, disruption status and conversation together. Passengers should not have to reconstruct their situation each time they ask what happens next.

Make the rules actionable.

Define permitted changes, waivers and approval thresholds before the pressure arrives. Recheck live inventory before committing changes, because availability is shared and can change quickly.

Test the difficult day.

Evaluate simultaneous requests, changing availability and unavailable systems. Scaling conversations must be matched by integration capacity, clear fallbacks and human escalation that carries the context.

The question we ask

Can your support resolve problems at the speed a disruption creates them?

[Why air travel is so well suited to AI](#)

[Explore support beyond office hours](#)

A BETTER WAY FORWARD

Be ready for the surge.

Not just the forecast.

Explore a more adaptable response to disrupted travel, shaped around passenger needs, your airline's policies and the systems required to act.

Explore AeroDynamic

<https://humoniq.ai/solutions/aerodynamic>