humoniq

Implementation

We handle the setup and work with your team to connect the right systems, test real support scenarios and launch in stages. You choose where to begin and when to expand.

Five steps. Led by us. Minimal work for you.

01	02	03	04	05
Gather	**Configure**	**Prove**	**Expand**	**Grow**
We do the legwork.	We handle the setup.	We start small.	We handle the rollout.	We earn your business.
02	03	04	05	06

humoniq.ai/products/implementation

01 / GATHER

We do the legwork.

You join a few short calls.

We lead a few focused conversations with your team, then do the integration research, write up the findings and build your implementation plan.

Your part

We lead the calls

A few short calls.

Bring your knowledge of the airline.

✓ No documents to write.

Our work

humoniq



Integration research

- ✓ Your systems
- ✓ Interfaces & access
- ✓ Connection approach



Discovery write-up

- ✓ Support workflows
- ✓ Goals & priorities
- ✓ Questions & decisions



Implementation plan

- ✓ First use case
- ✓ Integration approach
- ✓ Next steps

We do the research and the write-up. You get the plan.

We prepare it.
You review it.

We map your workflows, investigate interfaces and access requirements, and write up the proposed scope, dependencies and next steps. Your team gets a clear plan to review.

02 / CONFIGURE

We handle the setup.

You stay in control.

We connect the agreed systems and set up your support. You approve access, policies and the go-ahead. We bring clear recommendations and take care of the work.

Your decisions

We bring the recommendations.

Access

Permissions you allow.

Policies

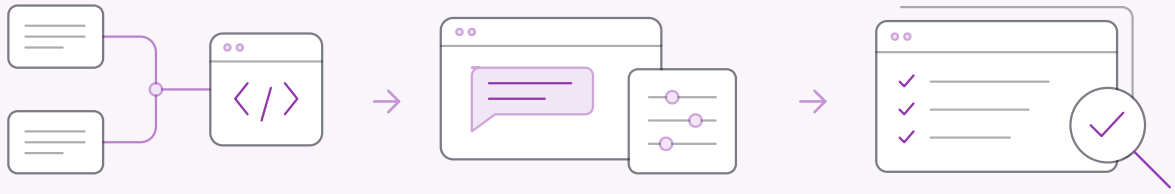
The rules you approve.

Go-live

When you give the go-ahead.

Our work

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We connect.

We bring your systems, tools and knowledge together.

We configure.

We set up the agreed channels, workflows and permissions.

We verify.

We test every connection and check the agreed controls.

We keep you informed. You keep your team focused.

We coordinate the technical work and involve your specialists only where their expertise or approval is needed. You see what's being configured without having to manage the project.

03 / PROVE

We start small.

You see it work.

We prove the value on a small, agreed share of inbound support or proactive outreach. Human hours saved, end-to-end resolution rate and CX determine what we recommend next.

An agreed share. A clear baseline.

Illustrative pilot share: 10%

Inbound requests or proactive outreach

Your selected traffic 100%

90%

Your current service continues.

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10%

live pilot

A focused share, handled by our team.

What we measure

Real results, against your baseline.

Human hours saved

Hours saved, accounting for handoffs, escalations and review.

End-to-end resolution rate

Requests resolved in your systems without a human handoff.

Customer experience

Resolution quality, passenger effort and avoidable repeat contact.

Results decide the next move.

We recommend. You decide.

Targets met, including CX	Promising, with gaps	Value or CX falls short
Expand the share.	Improve and rerun.	Pause and resolve.

We do the analysis. You see the evidence.

We track the pilot against an agreed baseline and review real conversations and completed actions. We bring the results and a recommendation; you approve the next step.

04 / EXPAND

We handle the rollout.

You set the pace.

We improve the work already live, prove the results, then recommend the next scope. You approve each expansion into more complex cases and more traffic.

Better results earn broader scope.

OUR WORK · WITHIN EVERY SCOPE

Automate
Resolve the agreed scope end to end.

Measure
Hours saved, CX and resolution rate.

Improve
Refine the service. Measure again.

Repeat within the live scope.

YOUR DECISION

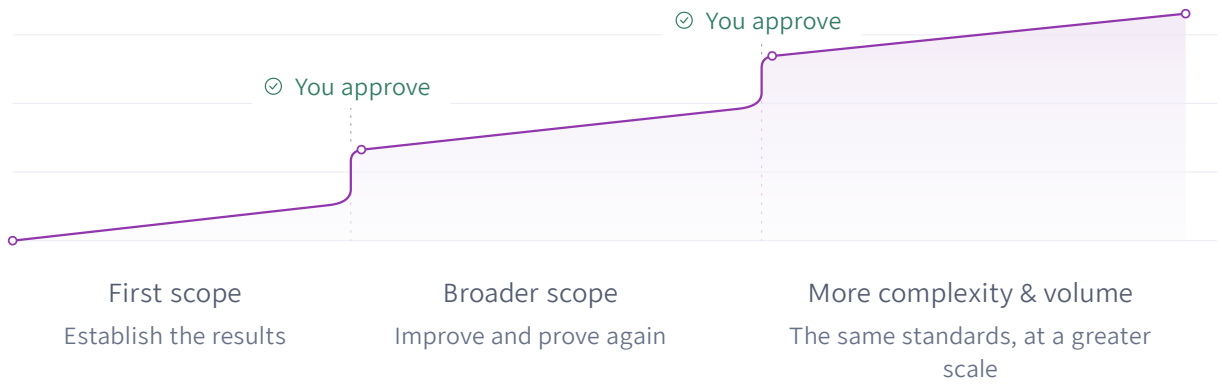
The next scope.

More complex cases. A larger share of traffic.

Only with your go-ahead.

More support, resolved end to end.

Illustrative progression



End-to-end automation.
Carry the whole request through to resolution in your systems.

World-leading CX.
The best available outcome, with less effort for the passenger.

We earn the next expansion. You approve it.

We bring the results and a clear recommendation. Your team approves the next scope; we handle the rollout and keep improving the service.

05 / GROW

We earn your business.

You stay by choice.

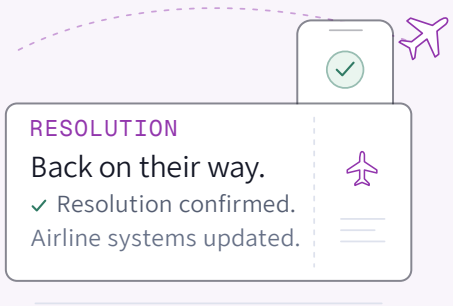
We're aviation geeks. Air travel is our only business. We're here to help your airline lead a revolution in support CX, so passengers choose you because they love how you look after them.

An industry we love. A reputation to change.

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Let's make your airline the leader in support CX.

Passengers should be talking about how quickly you solved their problem, how easy you made it and how well you looked after them. That's what world-leading CX means to us.



Did we actually make things better?

An honest look at the results.

End-to-end resolutions

Was the request fully resolved in your airline's systems?

Time to resolution

How long did it take to fully resolve the problem?

Passenger experience

Could we get a better result with less passenger effort?

Every reason to stay. Freedom to leave.

We want you to stay because your support keeps getting better and you love working with us. We'll keep bringing new ideas, questioning the results and putting in the work.

We love this industry. Let's change what people expect.

With the right airline teams, we can make air travel the first industry where great AI support is simply how things work. That's a future we're excited to build with you.