

24/7 availability

IN THIS PAPER

01	Why travel never clocks off.	02
02	Why received isn't resolved.	03
03	Why nights need the same standard.	04
04	The Solution	05

Why travel

never clocks off.

A passenger can book in one time zone, depart in another and need help while your home office is closed. When support follows office hours, the passenger inherits the delay. Accepting messages overnight is not the same as helping resolve them.

What closing hours cost a traveller.

Urgency ignores opening hours.

A missed connection or an approaching departure cannot wait for the next shift. While a request sits in a queue, available options can disappear and a manageable problem can become much harder to solve.

Shift changes can break the thread.

A new agent takes over without the reasoning behind an earlier decision. The passenger explains the situation again, repeats details and waits while progress already made is reconstructed.

Coverage multiplies the operation.

Human coverage across time zones means more schedules, locations and handoffs. Airlines pay to keep people available during quiet hours while still struggling when urgent requests arrive together.

Why received

isn't resolved.

AI can bring the same airline knowledge and attention to the conversation at any hour. The opportunity is to understand the situation, do the work that is available and preserve progress when a human decision or another service is needed.

Availability means being able to help.

Support tied to shifts	Support that carries the context
A passenger needs help overnight. An acknowledgement confirms the message arrived. Useful work waits until the relevant team opens.	Establish the actual problem, check the booking and available options, and act within the airline's policies, permissions and connected systems.
The conversation crosses a shift. The next agent rebuilds the context, sometimes asking the passenger to explain it again.	Retain the request, choices and actions already taken. If a specialist joins, pass on the reasoning as well as the conversation.
A decision needs a specialist. The entire request waits in a general queue, even when some of the work could be completed.	Complete the work within scope, identify the exact decision required and route it with its urgency and context intact.

Being available matters when it helps the passenger make progress.

Why nights

need the same standard.

Round-the-clock support depends on what sits behind the conversation. The same knowledge, useful verification and decision standards should apply at every hour, with a clear plan for work that cannot be completed immediately.

Three checks for the hours between shifts.

Test the hours between shifts.

Evaluate requests across origin and destination time zones, ticketing deadlines and system maintenance windows. Understand which actions remain available and which dependencies need a fallback.

Keep judgement consistent.

Use the same policies, permissions and checks at night as during the day. Ask questions when they improve the decision, and make informed judgement calls rather than imposing unnecessary steps on the passenger.

Make escalation useful.

Carry the context forward and make the next action clear. Tell passengers what has been done, what remains and when to expect the next step. A handoff should preserve progress, not send them back to the beginning.

The question we ask

Can a passenger make real progress now, or only leave a message?

[Why air travel support suits AI](#)

[Multi-language support](#)

How Humoniq

solves this.

Two principles, end-to-end automation and world-leading CX. AI resolves most requests at any hour, specialists handle the rest, and a 2 a.m. request gets the same service as noon.

The Humoniq standard.

PRINCIPLE 01

End-to-end automation.

AI carries each request from first message to confirmed resolution, inside the airline's rules and systems. Specialists step in only where judgement is needed.

PRINCIPLE 02

World-leading CX.

Not undetectable. Measurably better than human on everything a passenger notices: speed, accuracy, depth and a shorter path to the outcome.

WHAT THIS MEANS IN PRACTICE

01	Instant response	An answer in seconds, at 3 a.m. or mid-disruption.
02	No queues	Every passenger is served at once. Only escalations ever wait.
03	Parallel work	Searches, checks and bookings run side by side, not one after another.
04	Deep integrations	Real actions in the airline's own systems, within its rules.
05	Faster resolutions	The most direct path to the best outcome, with fewer repeat contacts.

How this delivers 24/7 availability.

Every hour is a working hour.

HOURS IN WHICH REQUESTS ARE RESOLVED, NOT JUST RECEIVED

Traditional air travel support

Office hours



Outside the shift, messages are accepted and wait. Overnight cover costs money for the few requests that arrive.

Humoniq

24 of 24



A 2 a.m. cancellation is rebooked at 2 a.m., with the same knowledge and permissions as at noon.

HOW WE GET THERE

Progress, not just acceptance

Requests are worked the moment they arrive, in every time zone, not queued for the morning.

Nothing idle in the quiet

No overnight roster to fund for a handful of requests, and nothing charged while it is quiet.

Specialists for the rare case

Informed escalation when a human decision is genuinely needed, with the context already prepared.

A BETTER WAY FORWARD

Every time zone.

One standard of support.

Discuss the requests your passengers need help with outside your staffed hours. Map the systems, decisions and specialist support needed to keep those requests moving, with clear expectations at every step.

Explore AeroChat

<https://humoniq.ai/products/aerochat>