

Easy disruptions

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Why disruptions

hurt so much.

A cancellation turns one flight into hundreds of urgent, different requests at the same moment. Every passenger needs an answer, most need a new plan, and the airline has minutes, not hours, before the queue forms.

What one cancelled flight sets off.

Hundreds of requests at once

One cancelled aircraft is every seat on it asking for help in the same ten minutes, across chat, phone and the desk at the gate.

Every trip is different

Connections, families, deadlines, bags already checked and tickets on three fare types. The right answer is different for each passenger.

The clock is already running

Seats on the next flights go to whoever is rebooked first. Every minute in a queue is an option that disappears.

Disruptions are the hardest moment in air travel support, and the one passengers remember.

Why travelers

find out too late.

Operations knows about a cancellation long before the passenger does. The message that finally arrives is a link and a queue, so the first thing a traveler does is start waiting.

From operations to the passenger, the slow way.

01

Operations decides.

The flight is cancelled or delayed, and the airline already knows exactly which passengers are affected.

>

02

A notice goes out.

A text or an email with a link. It says what happened, not what to do, and it offers no new plan.

>

03

The queue forms.

Hundreds of passengers call, chat and line up at the desk in the same moment, each starting from zero.

The airline had the information first. The passenger still did the waiting.

[More on 24/7 availability](#)

03 / THE REBOOKING PROBLEM

Why rebooking

takes so long.

Finding the right new flight means checking seats, fares, connections, partner inventory and the passenger's own constraints, then confirming the change in the airline's systems. Done one at a time by a busy agent, it takes an hour a passenger.

Three jobs inside every rebooking.

Search

Find the options

Seats on the next flights, partner inventory, reroutes through other hubs, and what each one costs the airline.

Rules

Check what applies

Fare conditions, the disruption policy, compensation and duty-of-care entitlements, all for this passenger's ticket.

Action

Make the change

Rebook, reissue, move the bag, keep the seat, and confirm everything before the passenger leaves the conversation.

Search + rules + action = one rebooking. Multiply by every seat on the aircraft.

[More on elastic demand](#)

Why one-size answers

fail travelers.

The automatic rebooking suits the schedule, not the person. A connecting passenger, a family and a traveler with a meeting in the morning each need something different, and a broadcast cannot ask.

Who is on the cancelled flight.

01

The connecting passenger

Needs the onward flight protected, or a reroute that still arrives, not simply the next departure to the same airport.

02

The family

Needs to travel together, with seats and bags kept as one booking, even if that means a later flight.

03

The traveler on a deadline

Needs the earliest arrival on any carrier and will pay for it. A wait until tomorrow is a missed meeting.

A good rebooking is a conversation, not a broadcast.

[More on world-leading CX](#)

How Humoniq

solves this.

Two principles, end-to-end automation and world-leading CX. AI reaches affected travelers first, moves them to the best option and talks it through, and specialists handle the rest.

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 makes disruptions easy.

Moved before they ask.

A TRAVELER'S PATH THROUGH A CANCELLATION

Traditional air travel support

Hours of chasing

Cancellation notice › Join the queue

Explain the trip › Wait for options

Rebooked, maybe

The traveler does the chasing, and the outcome depends on who they reach and when.

Humoniq

Minutes, no queue

Moved proactively › Asked if it suits

Confirmed

The new plan arrives with the news. The traveler adjusts it in plain language, and the change is confirmed in the same conversation.

HOW WE GET THERE

Proactive, not reactive

Affected travelers are contacted with a new plan the moment the disruption is known, before any queue exists.

A conversation, not a broadcast

Each traveler can say what they actually need, and the plan changes to fit, in natural language.

Every option, every rule

Partner inventory, reroutes, fare rules and entitlements are checked in parallel, so the first offer is the best one.

A CALMER DISRUPTION

Move them first.
Then talk it through.

Tell us how your disruptions run today, from the first operational decision to the last rebooked passenger, and we'll show you what Humoniq would do with them.

Watch a disruption resolved

<https://humoniq.ai/showcase>