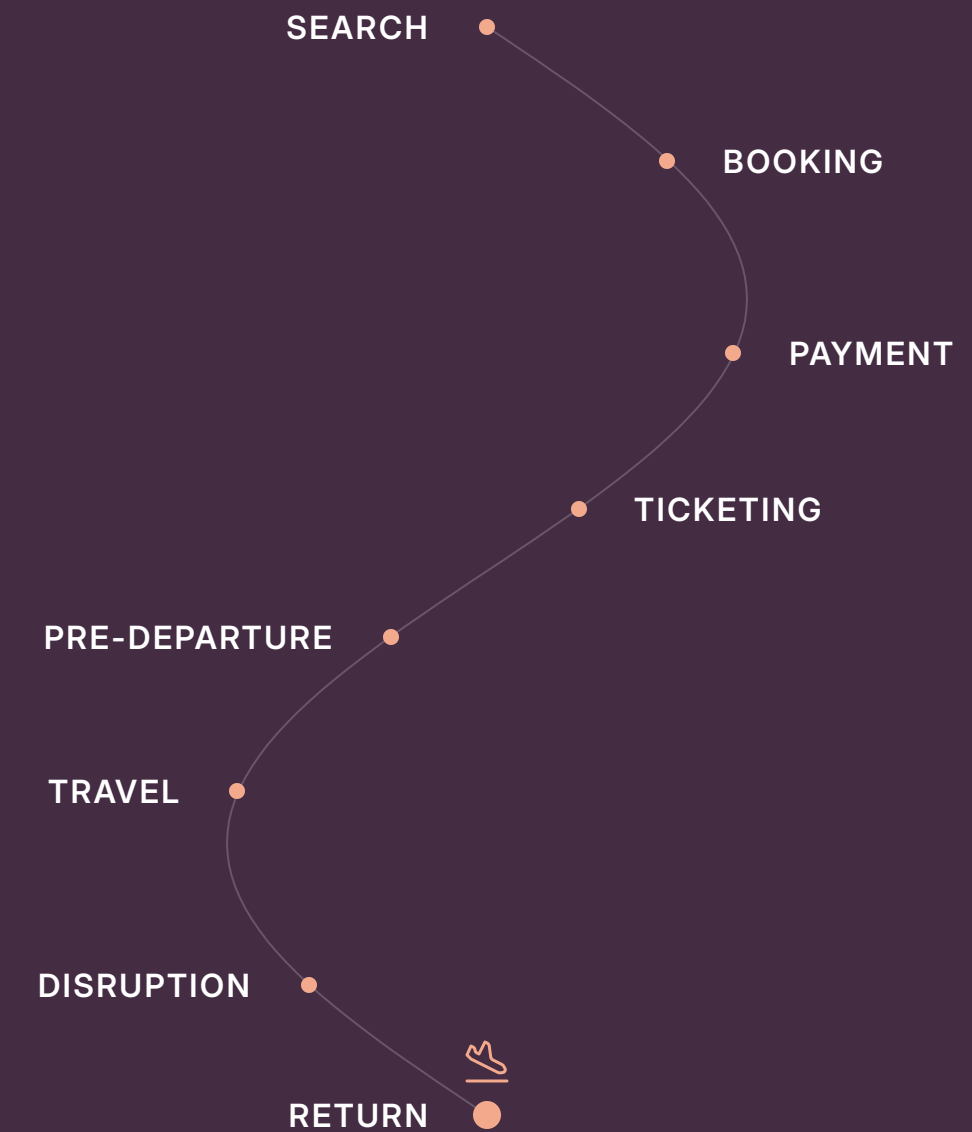


Telonic

Customer intelligence, built for travel.

Telonic builds specialised AI agents that understand how a travel business operates, and act on that understanding across every customer interaction.



SPECIALISE

Built around your bookings, fares, itineraries and suppliers.

CENTRALISE

Telephony, WhatsApp, SMS, email and web, one agent.

COMPLETE

Booking, CRM and mid-office records updated every time.

A journey crosses more systems than any traveller ever sees.



A trip runs from search to return across reservations, ticketing, suppliers, payments, operations and customer care. The outcomes that matter most are decided in conversations no single team owns and no single system records in full.

Revenue.

Demand converts or abandons at the first question on fare, baggage, visa or payment.

Margin.

Changes, refunds and disruption are where cost and leakage concentrate.

Reputation.

Disruption concentrates complaints, and decides whether a traveller books with you again.

Domain first. Conversation second.

General-purpose agents have made conversation inexpensive. They have not made it correct. In travel, a correct answer depends on the fare rules, the ticket status, each supplier's policy, the traveller's entitlements and their history, held in different systems and governed by different rules.

Telonic agents begin from the domain, not the dialogue.

We build specialised agents for travel, run them across every channel from one record of each traveller, and finish the work each conversation creates inside your own systems.

01

Specialise.

- Built for travel workflows
- Knows where each traveller is
- Your policies built in

02

Centralise.

- One traveller, every channel
- One history, every department
- See what conversations produce

03

Complete.

- Outcome recorded every time
- Systems updated as it happens
- Escalations arrive complete

5

channels: telephony, WhatsApp, SMS, email and web/app

4

forms of Arabic, plus English and many other languages

24/7

including public holidays

1

continuous record for each traveller and booking

4

ways to host: UAE, Saudi Arabia, on-premise or your own cloud

01 · SPECIALISE

A working model of the travel business.

Every deployment starts from a structured model of how travel operates, extended to your products, suppliers and policies.

1 Entities.

WHAT THE MODEL KNOWS

Bookings and PNRs, itineraries, fares and fare rules, tickets and EMDs, ancillaries, documents, refunds and credits.

2 States and dependencies.

WHAT MUST HAPPEN FIRST

A change is permitted only within the fare rules. An involuntary change opens different entitlements from a voluntary one.

3 Obligations.

WHO OWES WHAT, AND BY WHEN

What you and the traveller owe each other, from the ticketing deadline to rebooking and refund.

4 Behaviour.

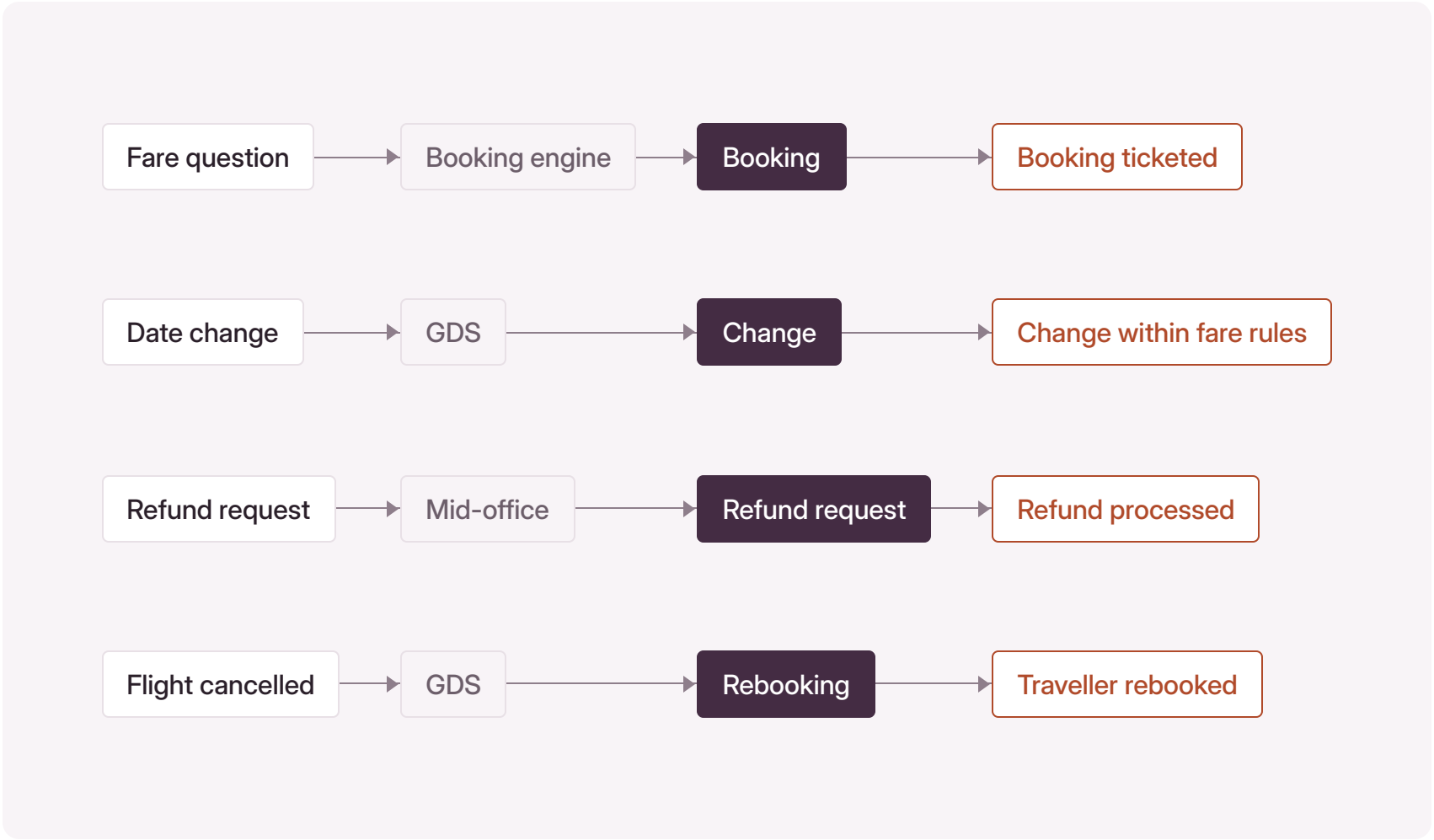
WHO IS ASKING, AND WHY

Families, corporate travellers, pilgrim groups and sub-agents ask the same question for different reasons.

The model deepens with every deployment. Your data stays in yours; what carries forward is the understanding of the domain.

Designed around outcomes, not exchanges.

Telonic comes from telos, a structure that behaves to serve a specific purpose, or oriented toward an ultimate end. Each interaction is mapped to the obligation it serves, and is complete only when that obligation has moved: a booking ticketed, a change made within the fare rules, a refund processed, a disrupted traveller rebooked. An agent that not only responds, but resolves.



Reasons across systems.

Assembles the answer from your GDS, booking engine, CRM, supplier systems and approved documents within the conversation itself.

Acts within its authority.

Completes the transaction in the system of record: the booking, the change, the refund request, the confirmation.

Measured on completion.

Performance is reported on obligations completed and time to completion, not on messages answered.

Every conversation has a method.

- 01

Hear what they mean.

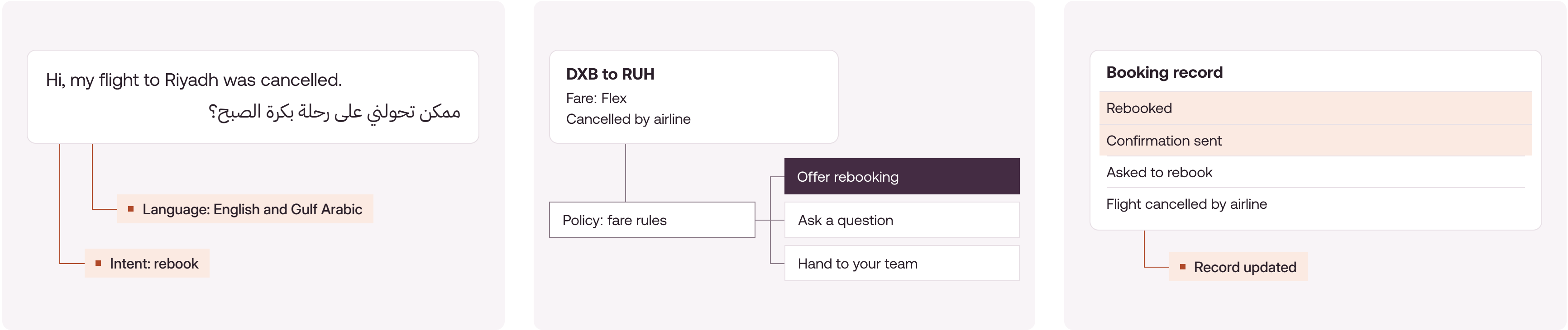
Travellers mix Arabic and English, and rarely open with the real request. The agent follows multiple languages and works out what they need.
- 02

Check your rules.

Before it answers, the agent looks up the booking, fare or itinerary in your systems and checks what your policy allows. It cannot offer anything else.
- 03

Finish the work.

The change is made, the record is updated and your team sees the outcome. Nothing waits for someone to remember.



Specialists, not generalists

Each agent is built for travel: its entities, its workflows, its rules. It takes the volume at any hour and gives your team everything it needs for the conversations that need a person.

Service agent.

Handles requests, baggage, special assistance and travel documents across every channel, and logs the work in your systems.

- **Special assistance added**

Booking BK-4821

Airline notified

Changes and bookings agent.

Rebooks within fare rules, changes dates and stays, and answers travellers at any hour.

- **Flight changed**

Within fare rules

Confirmation sent

Cases agent.

Takes refund claims, disruption cases and complaints at any hour. Decisions stay with your people.

- **Refund claim received**

Handed to customer care

Full history attached

Outreach agent.

Contacts travellers first for payment deadlines, document reminders, schedule changes and pre-departure confirmations, only within the hours you allow.

- **Schedule change**

Traveller notified

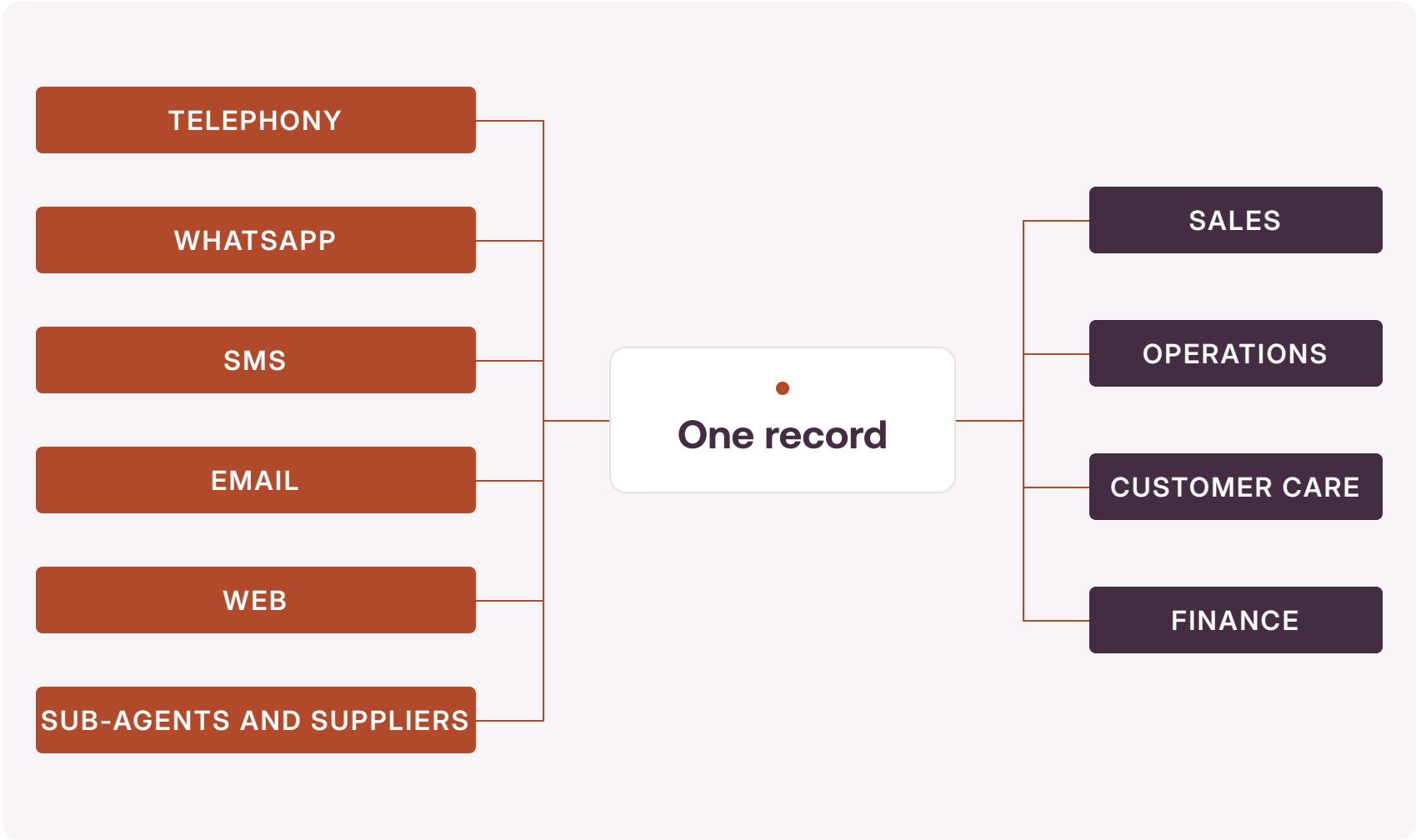
New time accepted

02 · CENTRALISE

One continuous record of every traveller, booking and commitment.

Telephony, WhatsApp, SMS, email, web, and sub-agent and supplier correspondence consolidate into a single longitudinal record for each traveller and each booking. Commitments made in any interaction are captured with a date and tracked until met, visible to every function that follows.

What sales quoted, operations can see. What customer care promised, finance can honour.



Every channel, in the languages your travellers use.

Telephony.	Your existing numbers and carrier, connected over SIP. Calls pass back to your team whenever needed.
WhatsApp.	Your own WhatsApp Business number. We handle Meta's verification.
SMS.	Two-way texts on the same conversation, for travellers who aren't on WhatsApp.
Email.	Your Exchange or Google Workspace mailbox. Each thread is handled as one issue until it's resolved.
Web and app.	A widget on your site or inside your booking app. Logged-in travellers are already known.

Hi, ممكن أغيّر موعد الرحلة to Friday?

Preference saved for next time

Modern Standard Arabic and Gulf, Egyptian and Levantine dialects, English, and many other languages, including Urdu, Russian, Chinese and Spanish. When a traveller switches language mid-sentence, the agent follows.

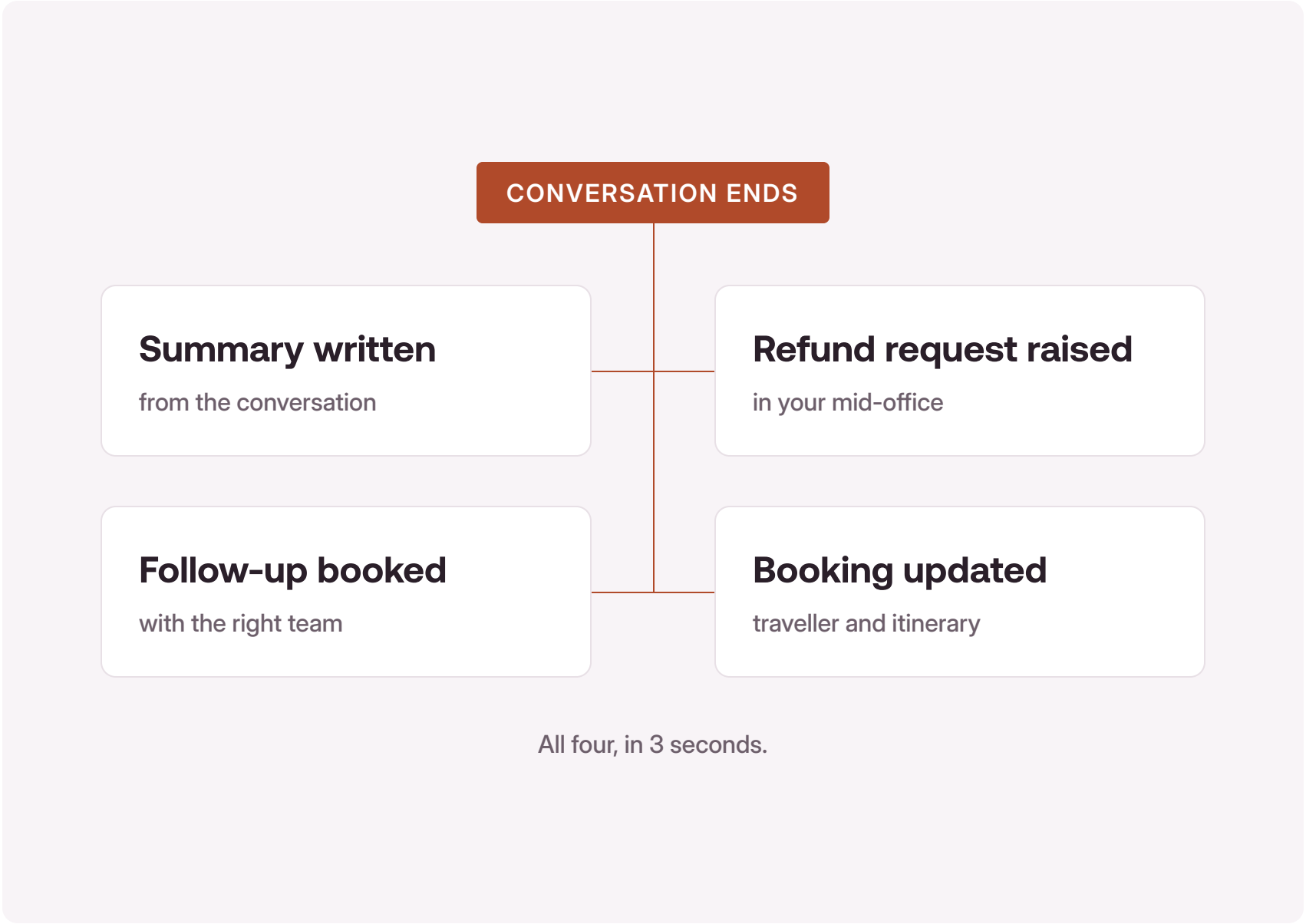
03 · COMPLETE

The work after the conversation, done every time.

1 The outcome is recorded on every conversation.
A summary, a classified outcome and the sentiment, captured automatically rather than when someone has a spare five minutes.

2 Your systems are updated while the queue is long.
Changes logged, refund requests raised, follow-ups scheduled, and booking, CRM and mid-office records written back to, inside the systems your team already works in.

3 Escalation arrives with everything attached.
When a person is needed, they get the whole conversation and a summary, so your traveller never starts again from the beginning.



Your systems at the base. The agent on top.

04 The agent.

Holds the conversation within limits your team sets and changes. Hands over with the full conversation. Every decision recorded with its reasoning.

03 Your travel model.

The bookings, fares, itineraries and suppliers you run on, with their rules.

02 One traveller record.

Every call, message and email joins one history per traveller and booking.

01 Your channels and systems.

Your phone lines, WhatsApp number, GDS, booking engine and CRM. Nothing is replaced.

Ready at any hour, and ready for the rush.

Every hour, every day.

Nights, weekends, Eid and public holidays run to the same standard as a Tuesday morning.

Replies without a pause.

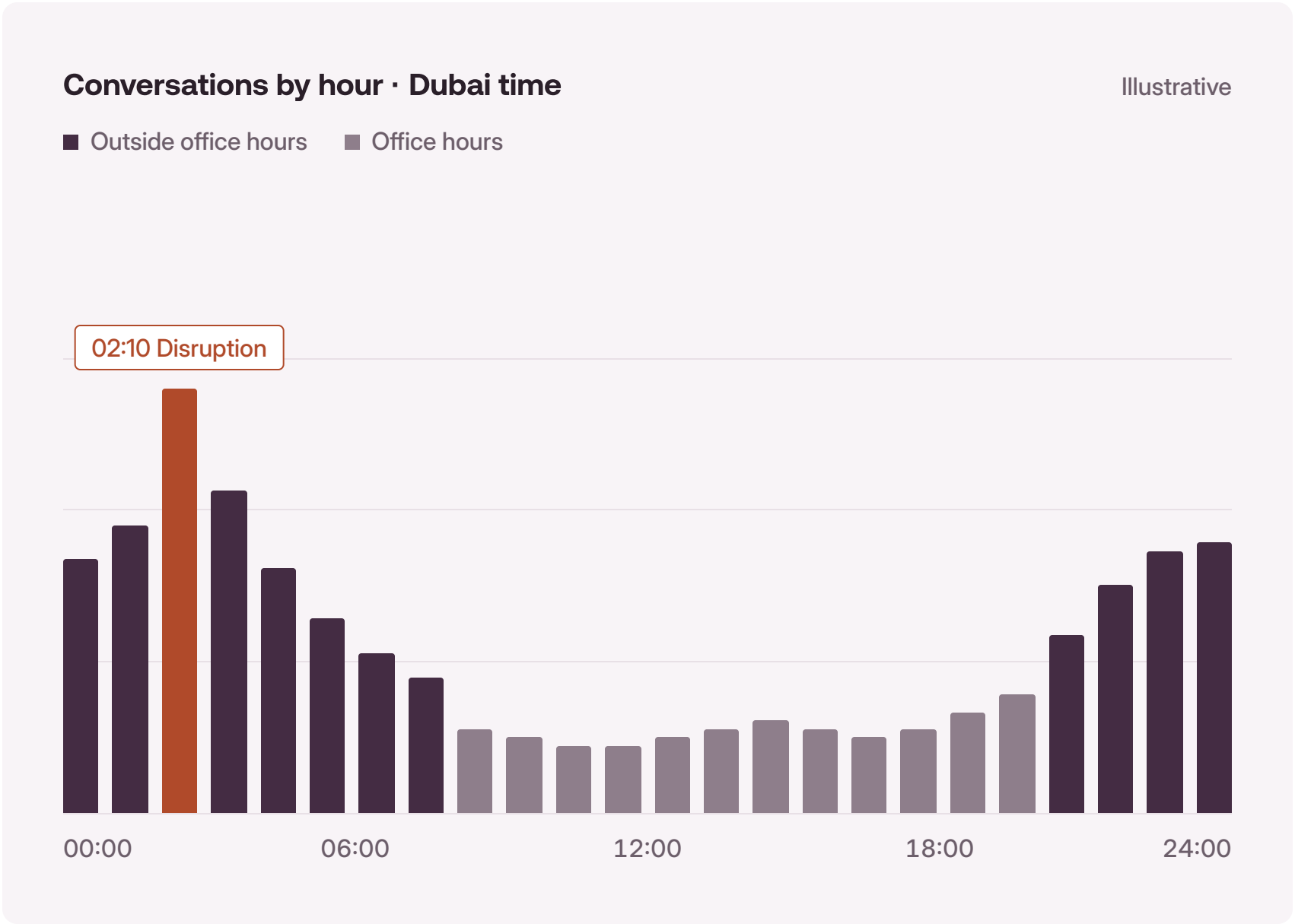
The agent starts forming its answer while the caller is still finishing, so nobody is left waiting in silence.

Capacity that follows demand.

Many conversations run at once. A disruption, a fare sale or a peak travel week does not create a queue.

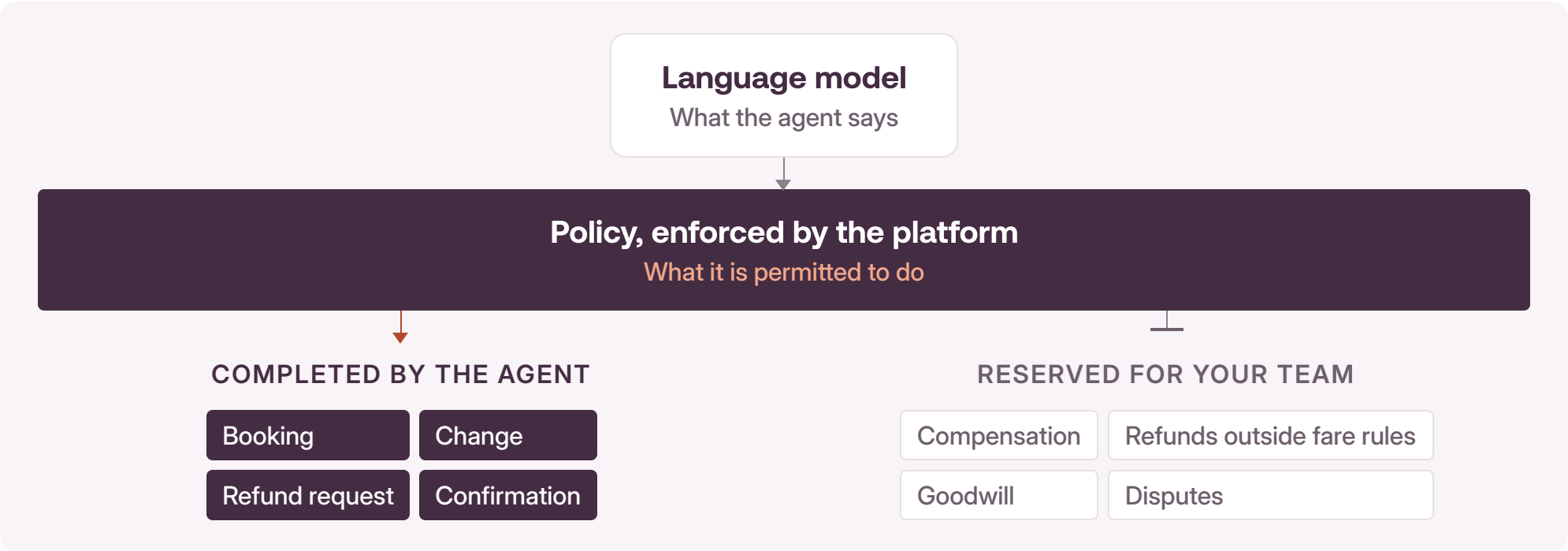
A person when it matters.

When the agent reaches its limit, it hands over to your team with everything said so far.



The conversation adapts. Your rules do not.

Telonic separates what an agent says from what it is permitted to do. Fares, fees, entitlements and approval limits are enforced by the platform, outside the language model. An action that has not been granted does not exist for the agent.



Defined authority.

You set what the agent completes, what it prepares for your team, and what remains reserved: compensation, refunds outside the fare rules, goodwill outside policy and anything approaching dispute.

Full traceability.

Every statement is linked to its source and every action is logged with its reasoning, retrievable in a refund dispute or a chargeback, for as long as you keep it.

Assurance before release.

Agents are evaluated against travel-specific scenarios before launch. Every change is tested apart from live, versioned and reversible.

Built for the teams that have to sign it off

Operations wants resolution. Compliance wants control. IT wants it inside the systems it already runs. The agent is built to satisfy all three before it goes live.

01 Clear lines it never crosses. Topics it won't discuss, answers that must be word for word, and decisions that stay with your people.	02 Every conversation reviewed. Every conversation is scored against your standards. All of them, not a sample.	03 People step in where it matters. You decide when a conversation goes to a person, and it arrives with the full history.
04 Looked up, never invented. Fares, fees, entitlements and dates come from your own systems.	05 Current when your rules change. When a fare rule, fee or policy changes, the agent works from the new version.	06 Set up by us, run with you. We map, connect and agree the measures before launch, then extend channel by channel.

Hosted where your organisation needs it

In the UAE, in Saudi Arabia, in your own cloud or on your own premises. All processing stays where you choose.

UAE region
Hosted and processed in the UAE.

Saudi Arabia region
Hosted and processed in Saudi Arabia.

Your own cloud
Runs inside your own cloud account.

On your premises
Set up in your own data centre, to your requirements.

Choose the region.

Deploy in the UAE or Saudi Arabia, and all processing, including speech and language models, stays in that region.

Or keep it in-house.

Run it in your own cloud account, or on your own premises, set up for your requirements.

Decide what is kept.

Nothing is stored without your permission, and you set how long anything is kept. Personal information is redacted before any data leaves your deployment, and calls are recorded only once consent is given.

The full detail for your technical team is at telonic.ai/docs.

One view of every conversation your travellers have

We build and connect the agents. Your team runs them day to day: adjusting the rules it owns, stepping into conversations, and seeing what every channel produced.

- 1

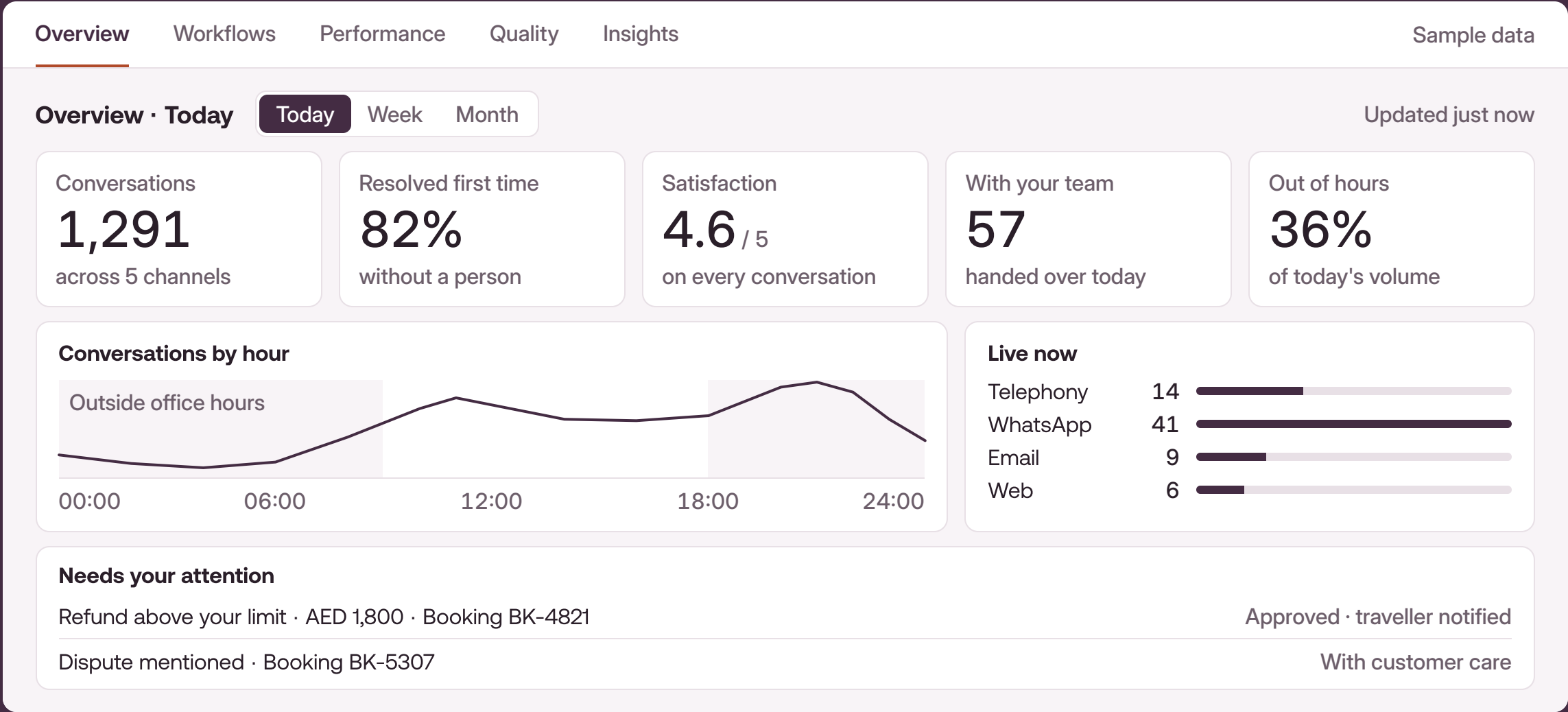
Your whole operation, at a glance.
- 2

Your processes, mapped before launch.
- 3

Measured on every conversation.
- 4

Quality you can check, line by line.
- 5

What your conversations are telling you.



The conversation layer as an operating signal.

Surveys capture the few who respond. Every interaction, classified by intent, outcome and sentiment, captures every traveller and surfaces what management reporting does not.

Sample data

Readiness by route

Dubai to London

Riyadh to Cairo

Jeddah to Istanbul

Dubai to Baku

Demand quality.

Intent and readiness by route, destination, product and channel, read from the conversation rather than a booking field.

Baggage questions up 140

Cause: allowance page out of date

Fix: update it and brief the team

Approve

Root cause.

Recurring questions traced to their origin: a document, a process, or a supplier.

DXB to RUH · 3 bookings at risk

Repeat contact · open commitments

BK-4821 · repeat contact

BK-5307 · open refund

BK-6110 · sentiment falling

Leading risk.

Complaint and refund risk identified across a disrupted departure or route, from repeat contact, sentiment and open commitments.

Complaints by partner, 30 days

Airline A 3%

Hotel B 11% ↑

Ground handler C 4%

Partner D 2%

Partner performance.

Airlines, hotels, ground handlers and destination partners assessed on complaints, delays and repeat contact.

Works inside the systems you already run.

Your agents connect to the distribution, booking, CRM, payment and telephony systems you already run.

DISTRIBUTION AND RESERVATIONS

amadeus

sabre

 TRAVELPORT

BOOKING ENGINES, SUPPLY AND CORPORATE TRAVEL

 juniper
TRAVEL TECHNOLOGY

hotelbeds
Part of HBX Group

WebBeds

 Booking.com

 Expedia

SAP Concur 

CRM

 Salesforce

 Microsoft Dynamics 365

ORACLE

 HubSpot

 Zoho

PAYMENTS

network>

 Checkout.com

Telr

 HyperPay

 PayTabs

 Stripe

 Apple Pay

G Pay

TELEPHONY AND CONTACT CENTRE

 elastic

 du

stc

 GENESYS

NiCE

 CISCO

 Five9

 Amazon Connect

MESSAGING AND EMAIL

 WhatsApp

 Gmail

 Microsoft Outlook

PRODUCTIVITY, DOCUMENTS AND SERVICE

 Microsoft Teams

 Slack

 Google Calendar

 Microsoft SharePoint

 Google Drive

 Power BI

 Zendesk

 Jira

CLOUD AND HOSTING

 Microsoft Azure

 aws

 Google Cloud

 core42
A G42 Company

HUMAIN

Many more systems are supported, and custom integrations can be built for yours.

If your system isn't here, the agent can usually still act on it through a standard interface. Logos are trademarks of their owners. Their use shows systems our agents can connect to and does not imply partnership or endorsement.

Deployed within your estate. Extended one workflow at a time.

The agent operates through your existing GDS, booking engine, CRM and telephony systems, within permissions your IT team grants.

- 01

Define.

One workflow with material volume and a clear owner, such as out-of-hours booking changes for one market or disruption handling for one route network.
- 02

Baseline.

Completion rate, time to completion, escalation rate and repeat contact, measured before go-live and agreed with you.
- 03

Extend.

Each further workflow builds on the same integration, record and model.

Live on your first workflow within weeks.

One monthly figure per channel. Everything included.

Pricing is set per channel group and sized to your volume, so the cost follows the conversations you actually handle.



Telephony
Calls

Everything included



Messaging
Conversations

Everything included



Web
Sessions

Everything included

A monthly figure for each channel group, sized to your volume: calls for telephony, conversations for messaging and sessions for web.

One monthly figure that includes the technology. Speech recognition, voice synthesis and language models are in it. There is no separate line for them.

Every capability is included, however much you use. You pay for volume, not features.

Every conversation, to the standard you'd choose.

Tell us your volumes, channels and out-of-hours load, and we'll show the agent working on a scenario from your business.

Telonic

✉ hello@telonic.ai

🌐 telonic.ai

📍 The Offices 3, One Central, DWTC, Sheikh Zayed Rd,
Dubai, UAE
