

No passenger left behind!

- **Generate loyalty and add members to your FF program**
- **Create interest and excitement on your journeys**
- **Drive deeper understanding of your passengers**



In an increasingly competitive landscape, airlines are challenged with the need to provide enhanced customer service that engenders loyalty while watching costs closely. Customer satisfaction is important but not easy to measure in a meaningful and actionable way.

Know'N'act changes all that. With an easy to use, cloud based platform, know'N'act lets you gather real-time, location-based feedback that you can respond to immediately. Imagine being able to:

- Know exactly when issues occur – by flight, crew, time, location and passenger
- Incent your inflight teams based directly on customer feedback
- Engage passengers on their devices – at the gate, on the flight, at kiosks
- Drive excitement and create lasting relationships – onboard quickly to your FF program

There are several other possibilities that we can make real for your airline. Visit www.knownact.com for a FREE trial or contact us at info@knownact.com.

Know

Real-time, location based customer insights

Act

The power to address feedback in real-time and strengthen relationships

