

# Faster Responses, Happier Passengers: The Role of Real-Time Reporting in Managing Airport CX

## Overview

At airports, customer experience ranks just behind safety as a top priority. The bustling and ever-changing environment of airports presents unique challenges that require dedicated efforts to maintain a high standard of service.

Addressing customer experience issues promptly ensures a more enjoyable journey and strengthens overall public perception of the airport.

## Solution

ELERTS' incident reporting system equips airports with the tools needed to address customer experience challenges efficiently. Through real-time reporting, the system provides your communication center with early warnings about emerging concerns.

## Real-World Applications

By leveraging ELERTS' innovative reporting system, airports can quickly address issues, reduce customer complaints, and create a more pleasant experience for all.



The women's bathroom (next to the men's that flooded yesterday) is starting to flood out of the floor drain.



I just tripped and fell on these rotten floor tiles. In middle of terminal B.



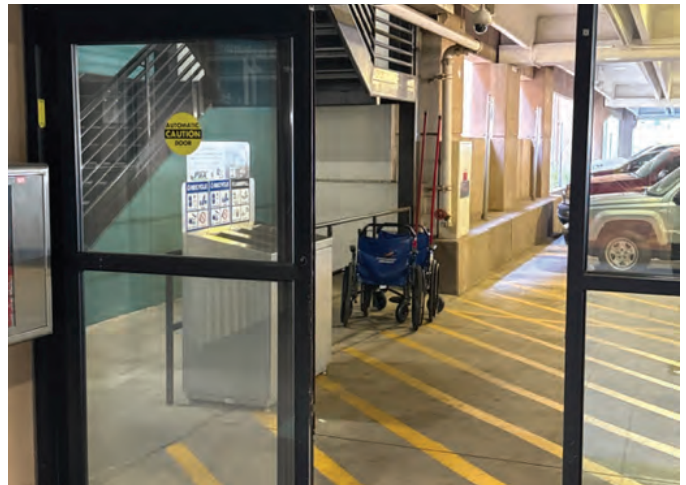
Gate E12 seating area. Broken off prong in outlet. Passenger was shocked.



North Economy garage lower on the end of the row D-2, there are two tire stops with rebar sticking up against the wall by the down ramp parking spaces.



Broken soap dispenser, men's restroom, Terminal 2, by gate 32. Thank you.



Garage B Elevator Lobby. L1 Door 3 inoperative.



I want to suggest the airport considers more comfortable nursing chairs.

The nursing room is under-par to other airport nursing lounges, a simple plastic chair that was chained to the wall. I request a more modern option with several on the market: a large armchair (with arms) or couch in a fabric that is wipeable.

This amenity is essential for the airport. Thank you so much for considering!



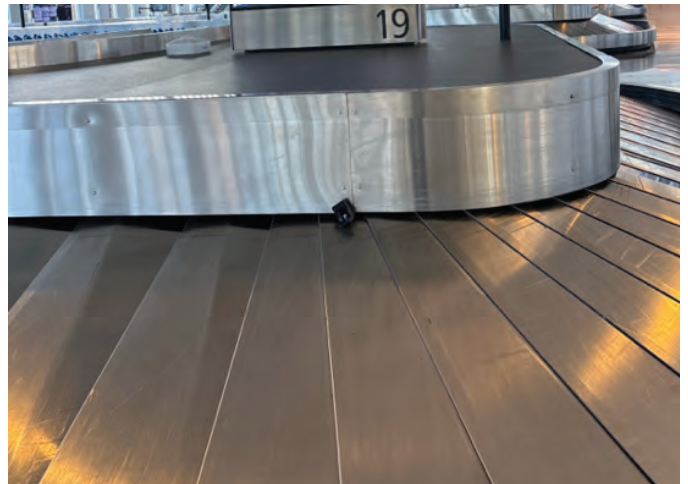
Terminal E first escalator by currency exchange needs clean up coffee spill..



Broken trash can lid on B19.



The woman's restroom by United level six the door lock broken.



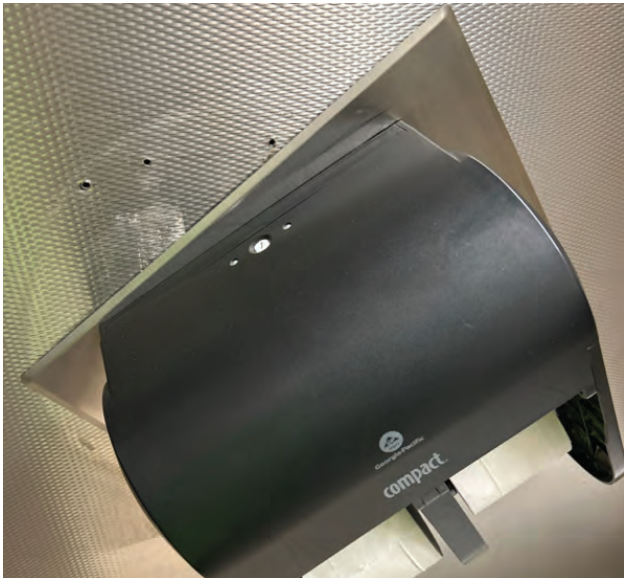
Plastic wheel piece stuck on carousel 19 and making a noise at Delta baggage claim.



West end parking garage lobby – one of the flight boards is out.



Escalator outside train C concourse south side is broken below McDonald's.



S4 concourse Men's restroom toilet tissue dispenser is broken 1st stall.



Door bar on northwest corner of parking garage level 7 elevator lobby is broken.



Seat missing arm rest located outside of T2 level 3 checkpoint B. Information desk agent on the east end has the armrest to reattach.



Trash by garbage can next to door 11 baggage claim. Thank you!!

## Conclusion

Maintaining airport facilities and operations is essential for ensuring customer satisfaction and loyalty. ELERTS is here to support your efforts in creating a positive airport experience.

**Contact us today** for a demo of our incident reporting system and discover how it can help you proactively manage customer concerns and enhance overall satisfaction.