



INVITATION

FUEL THE FUTURE

WORLD TICKET CUSTOMER CONFERENCE COPENHAGEN JUNE 5-6 2018
DEVELOPMENT PARTNER HACKATHON COPENHAGEN JUNE 7 2018

worldticket
solutions

“ Any time a customer comes into contact with any aspect of an airline, no matter at what touch point during the customer journey, it is an opportunity to increase satisfaction and loyalty



MY NAME IS LASSE AND I AM WORLDTICKET

THE PASSENGER MOMENT OF TRUTH - IMPROVE THE CUSTOMER JOURNEY

June 5-6 2018 will mark as one of the most spectacular and exciting moments in the history of WorldTicket when my colleagues and I take the stage in one of the most magnificent buildings of central Copenhagen and make one of the most significant product launches ever.

Introducing the 5th generation of Sell-More-Seats is in itself always a historic moment for a company like WorldTicket. The significant changes in technology and a new and modern user interface will alone feel as a major upgrade to our airline customers, but our new offerings originating from our focus on the complete

passenger journey and our new NDC capabilities will at an unprecedented level fuel the distribution opportunities today and in the future.

Our recent years' focus on the complete passenger experience has only been further enhanced since our last customer conference.

Our Passenger Retail solution has been upgraded on functionality level since our initial launch, but this year we will demonstrate functionality and service packages for an even more complete and customer-centric solution built to generate more customer loyalty through positive touch points between the airline and the passenger.



BECOME NDC CAPABLE WITH WORLDTICKET

Being compliant with the industry standards has always been one of the most significant trademarks of WorldTicket. The New Distribution Capabilities currently shaping our future are no exception, and being able to introduce our NDC aggregation layer at this year's conference is not only a milestone in the company but also to demonstrate to our airline customers that WorldTicket is ready for the future.

In our NDC sessions in this year's program we will discuss how the mid-sized and regional airlines can apply NDC business logic on their distribution channels according to their business models.



PROGRAM

June 5

- 17.00 - 19.00 Optional 1-to-1 sessions
- 19.00 - 19.30 Welcome to W1CC2018 - Meet the team
- 19.30 - 20.00 WorldTicket World Premieres 2018
- 20.00 - 22.00 Dinner & Entertainment
Award Show 2018
- 23.00 - Nightcap & see you tomorrow

JUNE 6

- 09.00 - 09.30 The Next Generation
- 09.30 - 11.00 Campfires
 - From Flash to HTML5
 - W1 GSA
 - W1 OTA
 - GDS / W2
 - What's new in 5.0
 - Applying NDC
 - WorldTicket eLearning
 - Become a SMS expert
- 11.00 - 11.30 Customer Journey
- 11.30 - 12.00 Customer Journey - live demonstrations
- 12.00 - 13.00 Lunch
- 13.00 - 13.30 New Distribution Capabilities
- 13.30 - 14.30 Campfires
- 14.30 - 15.00 Afternoon break
- 15.00 - 15.30 New & Improved
- 15.30 - 16.00 W1CC2018 Quiz
- 16.00 - 17.00 See you next time - goodbye reception

WHEN & WHERE?

June 5-6 2018 @ The National Museum of Copenhagen (www.natmus.dk/en)

HOW DO I REGISTER?

Send an email to our conference team on conference@worldticket.com. Customers who reserve a timeslot for an optional 1-to-1 session and a seat for the Development Partner Hackathon on June 7 are recommended to do so upon registering for the conference due to limited availability for these specific items.



DEVELOPMENT PARTNER HACKATHON

COPENHAGEN JUNE 7 2018

Our Development Partner Hackathon is an offering to all our airline customers using our Sell-More-Seats PSS solution and is our way of giving our customers real influence on product development.

Again this year, our airline customers attending on June 5-6, are invited to participate in this product workshop the day after the main conference.

WHEN & WHERE?

WorldTicket Headquarters in the center of Copenhagen

HOW DO I REGISTER?

Register for the Development Partner Hackathon when you register for the customer conference on conference@worldticket.com. Please indicate which track you would like to register for.

PROGRAM

- 09.00 - 09.30 Welcome
- 09.30 - 10.00 Opening session
- 10.00 - 12.00 Development Partner tracks 1 & 2

TRACK 1 HACKATHON

Product development track where we discuss future product development and improvements

- Product roadmap prioritization
- Improvements
- Next level for Sell-More-Seats 5.0
- Mobile hacks with HTML5
- Sell-More-Seats 5.0 snap services

TRACK 2 SELL-MORE-SEATS CERTIFICATION

Need a brush up on your Sell-More-Seats skills? Or maybe you are a new user of Sell-More-Seats?

- Training in key modules
- Hacks for easier daily work processes
- Sell-More-Seats training videos and eLearning platform
- Online test & handout of certificate

- 12.00 - 13.00 Lunch
- 13.00 - 14.30 Development Partner tracks continued
- 14.30 - 15.00 Coffee break
- 15.00 - 15.45 Passenger Journey Session
- 15.45 - 16.30 Wrap up & goodbye reception