

CX that scales through every surge

Empower your teams to deliver intelligent, consistent support through every disruption and peak season with a platform that automates and adapts based on the full customer context.

The state of travel CX

Guest expectations are at an all-time high



86% of travelers are willing to pay more for a better customer experience.



Operations are fragmented



91% of agencies operate with four or more booking systems.



AI boosts personalization and efficiency



Travel executives report 33% better personalization, 26% lower costs, and 30% faster decision-making from AI.



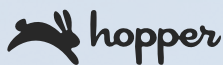
“With Kustomer’s AI, we’ve automated the majority of routine traveler inquiries. Even during peak seasons, our team deflects nearly 80% of volume while keeping CSAT above 90%.”



Cruisebound

Turning complex travel CX into a competitive advantage

With travelers expecting instant answers, the smartest brands are building always-on support that scales through any season or disruption. Here's how Hopper did it.



Scaling global travel support with unified CX and AI

Hopper, a leading travel platform known for predictive pricing and personalized booking, relies on fast, reliable support to uphold its brand promise. But as global demand surged, siloed systems and limited automation led to slow responses and rising costs.

The Fix: Hopper unified all channels and booking data with Kustomer’s Customer Timeline, giving agents a real-time view of traveler history. AI-assisted workflows and skills-based routing streamlined support, reduced repetition, and improved efficiency.

50%

Faster first-response times

10%

Boost in CSAT

Scalable

Consistent, scalable support, even during booking surges

Solving travel CX challenges that leaders know all too well

Challenge	Kustomer Solution
Spikes during peak seasons or disruptions	Automate the Surges. Handle 2–3× seasonal volume without expanding headcount. AI Agents deflect repetitive requests, route urgent ones instantly, and resolve issues before they escalate.
Disconnected traveler and partner systems	Unified Timeline for Every Traveler. Agents get full visibility across bookings, channels, and partners in one AI-enhanced workspace—no more tab-switching or guesswork during critical moments.
High turnover or seasonal staffing gaps	Train fast, stay consistent. AI for Reps shortens ramp time and standardizes every interaction.
Fragmented channels and manual workflows	Proactive CX, Not Reactive Chaos. Preempt issues with AI-driven alerts for delays, cancellations, or policy changes. Predict spikes, automate outreach, and resolve before the guest even asks.

How top travel and hospitality brands scale with AI



 Cruisebound

Deflects up to 80% of support volume while maintaining 90%+ CSAT, using AI to handle common travel questions.



 hopper

Achieved 50% faster response times and 10% CSAT lift after consolidating support on Kustomer.



 HopSkipDrive

Supports multiple audiences (parents, drivers, schools) in a single system, improving visibility and agent efficiency.