GoNow Day-of-Departure Services:
Improving the Traveler Experience

Simplicity. Speed. Accuracy.

Striking the balance between efficiently moving travelers through their day-of-departure journey and delivering great customer service can be challenging. You need a comprehensive, scalable solution that supports efficient, cost-effective operations, drives new revenue opportunities and delights your customers.

GoNow – Navitaire's advanced day-of-departure suite – gives you an integrated, multi-channel platform for airports, as well as convenient and easy-to-use applications for passengers, agents and ground handlers.

GoNow Makes it Easy to Go. Now.

- Out-of-the-box platform to leverage day-of-departure ancillary sales
- Closely integrated with New Skies® reservations suite
- Modern interfaces for agents, kiosks and eGates
- Turnkey self-service channels without application programming interface (API) development
- Improved efficiency and customer service
- Greater convenience, control and accuracy

Technology enriches the traveler experience

46%
Prefer airport check-in
(29% agent, 17% kiosk)

29%
Use bag tag kiosks

28%
Want quicker boarding processes & more automated airport systems to ease passenger flow

20%
Use e-gate boarding

4/%
Feel like long wait lines and congestion at the airport have the greatest negative on their travel experience

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GoNow helps you

- Consistently and accurately enforce policies and fees
- Promote ancillary sales
- Improve efficiency at airports
- Enhance passenger experience
- Implement unique business rules

New ways to delight travelers

- eGates for more streamlined boarding
- Message Facilitation for Automated Document Check to automatically verify every traveler has the correct documentation before boarding
- Self-tagging for luggage – at home or at the airport
- Biometric boarding for secure passenger validation

Welcome to the Age of Self-Service

Today's travelers prefer automated ticketing and check-in to human interaction almost 4:1*. GoNow helps you leverage new trends and technology to improve your customers' experience and drive greater efficiencies.

GoNow Agent

GoNow Agent takes the guesswork out of the check-in and boarding process. It automatically calculates fees and determines government security requirements, reinforcing processes across all agents. The color-coded display makes it easy to distinguish specific transactions, and the intuitive interface means agents are up and running quickly with minimal training time.

Navitaire Kiosk

Jump start your kiosk strategy with our sample kiosk app, powered through GoNow. Navitaire Kiosk accelerates the creation of digital applications and helps create a unified travel experience across all channels. Our browser-based B2C kiosk app has over 60 common functionality components and a connector package with our most popular products, like New Skies, Travel Commerce and Navitaire Loyalty.

*Retrieved 8 March 2024 from https://www.statista.com/statistics/493957/check-in-method-airline-passengers/.

Learn More

To learn more about how GoNow can help you streamline processes and improve efficiencies, visit www.navitaire.com/gonow-day-departure.

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