



# CheapoAir Enhances Customer Support

CheapOair, June 17, 2008

URL: <http://www.pr9.net/business/services/8445june.html>

*CheapoAir.com, a budget travel website, dedicated to selling cheap airline tickets, responds to customer complaints about service, lengthy hold times and 800-number customer support.*

PR9.NET June 17, 2008 - NEW YORK, N.Y. - CheapoAir.com, a budget travel website, dedicated to selling cheap airline tickets, responds to customer complaints about service, lengthy hold times and 800-number customer support.

(c) Send2PressCheapoAir is growing exponentially. They are committed to consistently upgrading their airline ticket search and search results technology to deliver the cheapest fares in one-click. This convergence of technology and quality products has made them one of the top budget travel sites online today.

The Call Center Head of CheapoAir.com, Ram Peddinti had this to say about customer support, "Customer complaints have dropped 43%. Our customers are very important to us. We take every inquiry seriously and welcome constructive criticism. We appreciate their patience and bearing with us as we experience these growing pains."

CheapoAir is implementing an 800-number by May, 07 and increasing their customer support team to reduce call times. They've also implemented a rigorous training program for existing and new support team members.

CheapoAir's Director of Operations, Steve Lanzalotto had this to say about the issues, "Having been in operations for close to 20-years, comparatively speaking, what CheapoAir is experiencing from a customer review perspective is mild. We aggressively respond to every issue and focus on single call resolution. The fact that complaints have dropped 43% and positive customer testimonials have increased by 37% is evidence of that."

By focusing on customer support, the CheapoAir customer support team can ensure smoother transactions for the majority of their customers, thereby continuing to reduce complaints. The customer support team receives comprehensive training courses for all products sold on the website and seminars focusing on troubleshooting solution training.

###

## About CheapOair

CheapoAir.com is a NYC based consumer travel site offering low airfares to its 1 Million plus customer base. CheapoAir.com leverages its technology to offer over 18 Million private and negotiated air fares to consumers. CheapoAir.com receives over 1.2 Million unique visitors per month.

**Website:** <http://www.cheapoair.com>  
**E-Mail:** [rchopra@cheapoair.com](mailto:rchopra@cheapoair.com)  
**Address:** 213 West 35th Street, Suite 1301  
New York, NY 10001 USA