**Infoline LLC implements Multimedia contact centre solution for Salam Air**

Infoline LLC has successfully implemented and commissioned multimedia contact centre solution for SALAM AIR, Oman's very first Low Cost Carrier with aim to open the skies for everyone. Salam air’s offering include benefits of a Low Cost Carrier with the soul of Oman, whilst never compromising on quality and simplicity. Airline will fly between Muscat and Salalah and gradually expand to international destinations.

Towards meeting its goal of customer service and ensuring passengers seamless experience in booking tickets online, Salam Air decided to set up a multimedia enabled contact centre. Salam Air through a tendering process and rigorous selection identified Infoline LLC, Sultanate of Oman’s largest 3rd party outsourcing contact centre Company to implement and set up airline contact centre. Salam Air Contact centre will act as primary point of contact for all reservations, cancellations, rescheduling of fares, complaints etc. in English and Arabic.

This contact centre will service passengers using multiple channels including voice, email, web chat and social media. Initially contact centre will work in multiple shifts and with expansion plans of Salam Air will operate 24x7, 365 days a year.

Infoline LLC implemented full multimedia blended “Omni call centre solution” capable of servicing passengers across voice, email, chat, fax and social media channels. As the Sultanate marches towards achieving digital society vision of His Majesty Sultan Qaboos, contact centre solution implemented by Infoline will meet multi-channel customer service needs of Salam Air.

Infoline is the largest outsourcing IT services Contact Centre Company in Sultanate of Oman, generating jobs for citizens since its inception in 2003 and servicing more than 50,000 transactions daily on behalf of its clients.