



Abacus VirtuallyThere.

Empowering travellers on the move

Every customer wants a smooth travel experience, especially business travellers. For leisure travellers, they have to grapple with time in order to get the most out of their travels. Which is why travellers are embracing the latest communication technologies to enhance their travel experience. By providing them with a service that exceeds expectations, you can set your agency apart and increase profitability.

Abacus VirtuallyThere is the industry's first travel management service shaped by travellers for travellers – accessible on the desktop and mobile devices. By weaving Abacus VirtuallyThere into your overall customer service programme, you can deliver total customer care, increase your brand loyalty and improve productivity. Furthermore, Abacus VirtuallyThere adds value by staying accessible, delivering services like Flight Interruption Alerts, and providing relevant content to suit a customer's itinerary and interests.

One-stop Solution for Travel Agencies

Abacus VirtuallyThere offers you a wide range of services, which you can tap on to foster a closer agency-traveller relationship.

Agency brand management

Take control of your agency's brand integrity through consistent logo placements, customised email messages, brand message and even fonts across all communication touch points in 15 languages. You know your local culture and clientele best, so it makes perfect sense to define what and how you communicate to your customers.

Up-sell and cross-sell

Promote your latest offerings or special deals in confirmation emails. Let Abacus VirtuallyThere help you up-sell or cross-sell to travellers on ancillary trip services based on their interests and content purchased on each trip. If you do not close them the first time, close them the second time.

Operational productivity

Improve agency sales productivity and workflow efficiency by utilising the range of capabilities to email customers a proposed itinerary or confirmed reservation in 15 languages. With one simple code in the Abacus system, you can send itineraries and other valuable real-time travel information to your clients.

24/7 access

It is a service that is highly valued by busy professionals. You can view all travellers' past and future trips without having to recall a PNR record locator, making it easier to manage all of their travel details via the Abacus VirtuallyThere website (www.virtuallythere.com.sg). You will stay in your customers' mind anywhere they travel as they download trip plans to the calendar in their mobile devices. Further increase your customers' loyalty by helping your customers stay in-sync with the office, family and service providers through itinerary sharing and trip delay alerts while they are on the road.

Use Abacus VirtuallyThere to deliver real-time information and active messaging services to meet the needs of travellers.

Traveller Productivity and Comfort

Abacus VirtuallyThere makes travelling much simpler by offering travellers convenient access to a wide range of services.

Quality of life on the road

Abacus VirtuallyThere is supported by major airlines. Hence, business travellers have easy access to actively updated itineraries and mobile trip alert services such as instant notification of flight changes and delays, available via SMS, email or voice mail. This greatly improves time management and reduces stress on the road. Travellers can even book travel extras, ground transportation and travel protection from trusted suppliers.

Access on-the-go

Whether you are accessing Abacus VirtuallyThere on your desktop, laptop or mobile devices, you will still get the same valuable information and services. Abacus VirtuallyThere's intelligent platform optimises your viewing experience by adapting to your device type. Travellers can access graphical itineraries and vital information such as weather updates, online maps and driving directions and more, anytime, anywhere.

Enriching Features for Travellers

Designed with the traveller in mind, Abacus VirtuallyThere is there to offer assistance when you are unable to.

Travel document management

Through its e-Ticket function, travellers will be able to instantly view and print their e-Ticket receipts anytime, anywhere. By leveraging on its enhanced messaging functions, travellers can also receive a snapshot of their itinerary at the time of issue via email from their agents.

Trip sync to mobile devices

Travellers on-the-go can now synchronise their busy schedules with associates and partners using Abacus VirtuallyThere via laptops and mobile devices. Together with Infuzer, Abacus VirtuallyThere provides travellers with Add-to-Calendar services where they can synchronise all of the segments to their calendar at one time. This gives them instant visibility of schedules, and more time to relax on the journey.

Real-time trip information

Once customers set up a profile in Abacus VirtuallyThere, staying on top of flight interruptions, terminal changes, navigation and local interests will be a cinch. In addition to the active notification services, travellers can log in to retrieve current and past trips on the desktop and mobile.

You may also want to consider other relevant Abacus solutions like:

Abacus GetThere
Abacus PowerSuite
Abacus TravellIntelligence
Abacus WebConnect
Abacus WorkSpace

To find out more,
please contact your local
Abacus National Marketing Company

Bangladesh	Tel: 880 2 815 5502/5
Brunei Darussalam	Tel: 673 224 2404
Cambodia	Tel: 855 23 216 748/773
China	Tel: 86 10 8446 5300
East Timor	Tel: 62 361 766 606/186
Hong Kong	Tel: 852 2960 8888
India	Tel: 91 22 6650 4000
Indonesia	Tel: 62 21 2753 5399
Kazakhstan	Tel: 7 727 312 1717
Korea	Tel: 82 2 2127 8900
Kyrgyzstan	Tel: 7 727 312 1717
Laos	Tel: 66 2 684 1700
Macau	Tel: 852 2960 8888
Malaysia	Tel: 60 3 9145 2000
Myanmar	Tel: 959 7305 0394/5/6
Nepal	Tel: 977 1 443 0946
Pakistan	Tel: 92 21 111 707 786
Philippines	Tel: 63 2 848 3890/3
Singapore	Tel: 65 6324 2234
Sri Lanka	Tel: 94 115 575 054
Taiwan	Tel: 886 2 2751 6988
Tajikistan	Tel: 7 727 312 1717
Thailand	Tel: 66 2 684 1700
Vietnam	Tel: 84 4 3943 1975

User Experience Enhanced with HTML 5

Travellers can now experience a new level of clarity and efficiency while accessing information on smartphones and tablets through Abacus VirtuallyThere's user-friendly mobile interface. With Abacus VirtuallyThere designed to run in HTML 5 browsers, the uploading of content is only required from a central web-source thus providing content managers with greater convenience in administering the website.

In addition, the application of CSS Stylesheets enable web content to be presented accordingly in respective device screens with the user-interface offering optimised user experience. This results in a well-organised and efficient display of travel itinerary and information for your travellers via Abacus VirtuallyThere.

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