

## NEWS RELEASE

### Travelport Collaboration with Agentivity and Navitas Delivers New Agent Productivity Solution on Travelport+

*Travelport worked with developer partners to deliver NavAgent for Smartpoint, which can save the average travel agent at least 1 hour per day on tasks such as workload prioritization, understanding traveler preferences and accessing multiple customer data points seamlessly within their workflow.*

**Langley, UK, November 2022:** In collaboration with [Navitas Solutions](#), a leading developer of agency desktop solutions, and [Agentivity](#), a travel agent data services and automation provider, [Travelport](#) today introduces [NavAgent](#) – an add-on to the Travelport Smartpoint desktop point of sale, delivering intelligent workload optimization and data driven personalization.

NavAgent is now available for Travelport+ users globally and is designed to significantly improve an agent's ability to prioritize and focus on the most urgent selling and servicing tasks, while delivering personalized retailing experiences.

NavAgent helps travel retailers to connect with their customers in a more meaningful way, by automatically updating the agent's Smartpoint display with a CRM view of the traveler as they engage. Customer details and preferences such as purchase history, favorite departure airports, airlines and other suppliers, as well as past and future bookings, are all presented in a way that allows the agent to quickly and easily refer to relevant information as they engage with their customer. Early trials confirm travel agents achieve higher quality engagement with their customers, while optimizing their time each day.

"Together with Navitas, we are absolutely thrilled with how Travelport supported us to get NavAgent out there into the market - it is just so refreshing to see this sort of attitude and vision. Kudos to the Travelport team for their continued efforts in helping travel agents operate as modern digital retailers," said **Edd McArdle, Head of Partnerships and Product at Agentivity**.

Travelport's collaborative approach with developer partners Agentivity and Navitas in delivering NavAgent to the agency community has been uniquely focused on the best interest of the customer. By tapping into each partner's market skills and expertise, the companies were able to accelerate delivery to market, while ensuring value for Travelport's agency customers through every phase of development.

"This collaboration emphasises the importance of Travelport's partnership program with innovative developers and technology companies," said **Jason Toothman, Chief Commercial Officer – Agency at Travelport**. "Our work to bring NavAgent to Travelport+ users around the globe is a great example of really delivering what the customer ultimately requires and doing so in record time."

NavAgent is immediately available for Travelport+ users globally. For more information, please visit <https://www.agentivity.com/navagent> or speak to your local Travelport account contact to arrange a demonstration.

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#### About Travelport

[Travelport](#) is a worldwide leader in travel retail. Our next-generation marketplace [Travelport+](#) connects buyers and sellers that share our passion for delivering exceptional travel experiences. Unconflicted and independent, we are reinventing a simpler future for travel's complex ecosystem. We are a truly global company, operating in over 180



countries. Our headquarters are in London, United Kingdom.

### **Travelport Media Contacts**

Katie Cline  
Senior Director, Global Head of External Communications  
[katie.cline@travelport.com](mailto:katie.cline@travelport.com)

Jennifer Blackburn  
Senior Communications Manager, Technology & Americas  
[jennifer.blackburn@travelport.com](mailto:jennifer.blackburn@travelport.com)

Shaun Soh  
Senior Communications Manager, APAC  
[shaun.soh@travelport.com](mailto:shaun.soh@travelport.com)