

## Booking tools and technologies: one size does not fit all

What exactly do today's corporate travel managers and bookers need from OBTs and other booking technologies – and are they meeting expectations? ACTE, in collaboration with American Express Global Business Travel, asked corporate travel buyers about their issues, concerns and objectives around online booking.

## Top 5 reasons for traveller non-compliance Online booking tools are the clear channel leaders for business travellers booking trips Think they can get a better Company online booking tool price and save money Currently in use today 18% It is not a good user experience 35% 10% No plans to add/does not apply Want to add in future **16%** Prefer to call a travel counsellor 10% Prefer tools they can use for personal travel 16% **8%** Lack confidence in the options provided by OBT **Travel managers are generally satisfied with OBTs** 24% 14% 62% Overall satisfaction But Frequent traveller 20% 55% satisfaction Moderate traveller 25% 51% satisfaction of travel managers are concerned that travellers are concerned frequent travellers are are booking out-of-policy not well-served Low satisfaction Neither satisfied or unsatisfied High satisfaction Get the whole picture download the Booking Tools and Technologies: One size does not fit all whitepaper from www. acte.org to see the results of our global study.





## **About the research**

ACTE surveyed 202 travel managers around the globe between February and March 2019 through an online poll. Business travellers are categorised as follows, based on number of trips taken annually: Frequent (25+), Moderate (16-25), Occasional (6-15), Infrequent (1-5).

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