Travel and hospitality agents on Katonic

35 agents across nine areas

A travel company's work runs through its reservation, property, operations and finance systems, its partners' systems, and the policies and contracts around them. Every agent reaches them in one of four ways, all through the same tool gateway and the same approval rules:

	HOW EACH AGENT CONNECTS
01	**A file the user uploads** in the conversation: a guest's letter, a group enquiry, a supplier contract, a banquet order.
02	**A knowledge source.** Fare rules, conditions of carriage, cancellation policies, brand standards, operating procedures and partner contracts are indexed in the Knowledge Engine, with each reader's permissions kept.
03	**An imported API.** The company gives Katonic the description of an API it already runs, and the operations it chooses become tools. This is the route to systems of record: reservations, guest profiles, room status, flights, work orders.
04	**An MCP server from the catalogue,** deployed inside the company's own cluster. This is the route to the data warehouse, reporting databases and web search.

System names are left out on purpose. The company supplies the address and the sign-in. Nothing here is a tested integration with a named product.

THE NINE AREAS

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AREA 01

Guest and passenger service

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Guest Enquiry Response Agent	Drafts the reply to a guest's or a passenger's question from the booking, the policies and the property or route information, with the source cited	The enquiry as a ticket; the booking through an imported API; policies as a knowledge source	A service agent sends every reply
Policy Q&A Agent	Answers a colleague's question from fare rules, conditions of carriage, cancellation and baggage policies, cites the clause, and says when they are silent	Policies and conditions as a knowledge source	It informs. Any exception goes to a supervisor
Complaint Response Agent	Sets out what happened from the booking and contact history, checks the complaint against the complaints procedure, and drafts the response	The complaint as an uploaded file; history through an imported API; the procedure as a knowledge source	A complaints handler approves every response and any goodwill
Special Assistance Request Check Agent	Checks a special assistance or accessibility request for what is missing and lists what the service and the station need to prepare	The request through an imported API or as an uploaded file; the procedure as a knowledge source	The assistance desk confirms the arrangements with the guest

AREA 02

Reservations and bookings

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Booking Change Preparation Agent	Sets out the options for a change or a cancellation under the fare or rate rules, with the charge each carries and the rule behind it	The booking through an imported API; fare and rate rules as a knowledge source	A reservations agent agrees the option with the customer and makes the change. The agent changes no booking
Group Booking Check Agent	Checks a group booking or a rooming list for missing names, dates that do not match and terms that differ from the contract	The list as an uploaded file; the group contract as a knowledge source	The groups desk corrects and confirms
Booking Discrepancy Agent	Lists the bookings where the reservation, the channel record and the payment disagree, with the difference	Bookings and channel records through an imported API or a reporting database	The reservations team resolves each one
Refund Eligibility Check Agent	Checks a refund request against the fare or rate rules and the law that applies, says which condition it meets or fails, and prepares the case	The request and the booking through an imported API; rules as a knowledge source	The refunds team decides and pays. The agent issues no refund

AREA 03

Disruption and compensation

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Disruption Notice Drafting Agent	Drafts the notice to guests or passengers affected by a delay, a cancellation or a closure, from the records and the approved wording, including the rights the notice must state	Affected bookings through an imported API; approved wording as a knowledge source	The customer team sends every notice
Compensation Claim Check Agent	Checks a compensation claim against the passenger rights rules and the operational record, says which condition it meets or fails, and drafts the decision note	The claim as an uploaded file; the flight or service record through an imported API; the rules as a knowledge source	The claims handler accepts, rejects or pays every claim
Rebooking Options Agent	Lists the rebooking options for a disrupted itinerary under the company's rebooking policy, with seats or rooms available	Schedules and availability through an imported API; the policy as a knowledge source	An agent offers the options and rebooks. The agent rebooks no one
Disruption Review Agent	Sets out what happened in a disruption: timeline, numbers affected, notices sent, claims received, against the company's plan	A reporting database, read only	The operations lead draws the conclusions

AREA 04

Sales, groups and events

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Group and Event Proposal Agent	Drafts a proposal for a group, a conference or a wedding from the enquiry, the rate guidance and the venue's capacities	The enquiry as an uploaded file; rate guidance and capacities as a knowledge source	The sales manager sets the price, approves and sends the proposal
Corporate Rate Request Response Agent	Drafts the answer to a corporate client's rate request from the questionnaire and the company's past answers	The request as an uploaded file; past answers as a knowledge source	The account manager approves the rates and submits
Event Order Check Agent	Checks a banquet or event order against the contract and the enquiry, and lists each difference	The order and the contract as uploaded files	The events manager corrects and issues the order
Partner Contract Summary Agent	Summarises a contract with a travel agency, a wholesaler or a supplier: rates, allotments, release dates, commission and termination, each with the clause	The contract as an uploaded file	The contract owner checks the summary against the contract

AREA 05

Revenue and distribution

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Rate Parity Report Agent	Lists where the company's published rates differ across its own site and the channels it sells through, with the dates and room or fare types	Published rates through an imported API or web search	The revenue manager decides the action. The agent changes no rate
Pickup and Pace Report Agent	Prepares the pickup and pace report for a period against forecast and last year, and lists the dates that depart most	A reporting database, read only	The revenue manager draws the conclusions and sets the rates
Channel Content Check Agent	Checks the description, photos list, amenities and policies shown on each sales channel against the company's own record, and lists what is wrong or out of date	Channel content through an imported API; the master record as a knowledge source	The distribution team corrects the content

AREA 06

Hotel and property operations

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Procedures Q&A Agent	Answers a team member's question from the brand standards and operating procedures, cites the step, and says when they are silent	Brand standards and procedures as a knowledge source	It informs. Anything they do not cover goes to the duty manager
Shift Handover Agent	Drafts the handover note for the next shift from the log: arrivals, open requests, complaints, maintenance, what to do first	The log as an uploaded file or through an imported API	The outgoing duty manager checks and signs the note
Maintenance Request Triage Agent	Classifies a maintenance request, adds the room and asset details, and drafts the work order	Requests and assets through an imported API	The engineering desk assigns and raises the work
Brand Audit Preparation Agent	Sets a property's records against the brand standard's checklist and lists the items with no evidence	Property records as a knowledge source; the checklist as an uploaded file	The general manager decides what to fix before the audit

AREA 07

Airport and ground operations

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Operations Log Summary Agent	Drafts the summary of an operations control or terminal log for handover: events, delays, open items, what to do first	The log as an uploaded file or from a reporting database	The outgoing duty manager checks and signs it
Turnaround Delay Report Agent	Groups a period's turnaround delays by cause, station and handler, with the recorded delay codes	A reporting database, read only	The station manager draws the conclusions
Baggage Claim Check Agent	Checks a delayed or damaged baggage claim against the conditions of carriage and the baggage record, and drafts the decision note	The claim as an uploaded file; the record through an imported API; conditions as a knowledge source	The baggage desk accepts, rejects or pays every claim
Ground Handling Compliance Check Agent	Checks a handler's or contractor's licences, training records and insurance against the company's requirements and lists what is missing or expired	Documents as uploaded files; requirements as a knowledge source	The contracts team decides whether the handler works

AREA 08

Loyalty, marketing and reviews

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Guest Feedback Analysis Agent	Groups reviews and survey comments into themes by property or route and by period, counts them, and quotes the comments behind each	Feedback through an imported API or a reporting database	Operations staff check the themes and decide what to change
Review Reply Drafting Agent	Drafts a reply to a public review in the brand's voice, from the review and the stay or flight record	The review and the record through an imported API; brand voice guidance as a knowledge source	A manager edits and posts every reply
Loyalty Query Response Agent	Drafts the answer to a member's question about points, tier or missing credit from the account and the programme terms	The account through an imported API; programme terms as a knowledge source	The loyalty desk sends the answer and makes any adjustment
Campaign Brief Agent	Drafts the brief for an offer or a campaign from the commercial plan and past campaigns, with the terms the offer must carry	A reporting database; past briefs as a knowledge source	The marketing lead approves the brief and every published price

AREA 09

Finance and people

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Commission Statement Check Agent	Checks a travel agency's or a channel's commission statement against the bookings and the contract rate, and lists each difference	The statement as an uploaded file; bookings through an imported API; the contract as a knowledge source	Accounts payable approves or disputes the statement
Invoice Matching Agent	Matches a supplier invoice to the order and the goods receipt, and lists every difference	The invoice as an uploaded file; the order and receipt through an imported API	Accounts payable approves every payment
Night Audit Exception Agent	Lists the exceptions in a night audit: postings with no folio, rate differences, open balances, with the record behind each	Audit data from a reporting database, read only	The night auditor or the finance manager resolves each one
Training Content Agent	Drafts a short training note or quiz from a procedure, in the company's format	The procedure as a knowledge source	The training lead approves the content. The agent assesses no one

	WHAT EVERY AGENT HAS IN COMMON
01	**It runs on the company's own infrastructure or private cloud,** with a model the company serves. Guest, passenger and booking data stay there.
02	**Every tool call passes the company's policy.** A policy can allow a tool, record its use, hold it for a person's approval, or block it, for the whole company or for one property or station.
03	**A tool that changes something waits for approval** unless the company has decided otherwise for that tool. That is how no booking, refund, reply or rate changes unapproved.
04	**No agent speaks for the company unseen.** What reaches a guest, a passenger or a partner has been read and sent by a person.
05	**The agent acts as the person using it.** Where the company's API checks the caller, Katonic passes the signed-in user's identity, and the agent cannot claim another.
06	**Every call is recorded,** with who asked, which tool, and what was decided, and an agent, a tool or a whole server can be switched off at once.

WHERE TO START

Pick work where reading is slow, the decision stays with a person, and no guest or passenger waits on the agent.

THREE PLACES THAT FIT

Policy Q&A

Colleagues ask what the fare rules, the conditions and the policies say and get the answer with the clause cited. No booking is touched, so it can run on day one.

Compensation Claim Check

The agent checks each claim against the rules and the operational record. The claims handler decides.

Commission Statement Check

The agent lists each difference between a statement and the bookings. Accounts payable approves or disputes.

One property, one station, invented data first. Then beside the manual process, measured against it.

Each one prepares the work. A named person decides.

About Katonic AI

Katonic AI builds the platform that organisations use to build, run and govern AI agents on their own infrastructure: in their own data centre, in a private or sovereign cloud, or with no connection to the internet at all. The platform is in production with governments, banks, telecom operators and utilities. Katonic is certified to ISO 27001.

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