



# WELCOMING NEW HEIGHTS

*It means feeling informed at all times.*

We want to make your daily work faster and easier. That's why we created the **LATAM Virtual Assistant** – designed to solve your most common requests instantly.

*Before starting, complete the short pre-form with your issuing IATA so we can identify your agency and assist you faster.*

***To get the best results, follow this structure:***

**[PNR or Booking Code] + [Specific action] + [Passenger details] + [Context of the issue]**

Avoid single words or incomplete phrases. Use clear, complete sentences following the structure above.



### Cases resolved instantly by the Assistant:

- **Ticket status:** "QFTLEP I'd like to check the status of ticket 045-12345678 for passenger RANA for tomorrow's flight."
- **Involuntary changes:** "FWXQVB Please show protection options for the passenger whose ANF-SCL flight was delayed and missed the connection."

- **Name correction:** "AFUBFX I need to correct one letter in the passenger's last name. It shows Gonzales but should be Gonzalez."
- **Fare rules:** "FHFZXO Please confirm if this fare allows refunds and what penalty applies for the passenger who cannot travel."



### Cases transferred to Support:

- **Special services:** "XFGRFD I need to request and pay for an unaccompanied minor service for a 9-year-old traveling alone."
- **Ancillary payments:** "LAA123 I'd like to pay for a front-row seat and one additional bag for booking XFGRFD."

It's normal to have questions when using a new tool. We want you to feel confident using it.

- **Smart detection:** If your case requires manual handling, the Assistant will automatically offer a transfer to a Support agent.
- **Seamless transfer:** If needed, the Assistant will guide you to continue with a specialist – without interruptions.
- **No need to repeat information:** The Support agent receives the full conversation context, so you won't have to explain everything again.

Using the Assistant saves you time and helps us ensure that when you truly need **specialized support**, our team is ready to assist you without delays.

Access LATAM Trade and start your first consultation with the Virtual Assistant in the chat.

[Access here](#)



Let`s stay in touch!  
**LATAM Airlines Team**

**Do you have any questions?**  
At [latamtrade.com](https://latamtrade.com) you will find our support chat and all the information about policies, alerts, and the latest news.

[latamtrade.com](https://latamtrade.com)