



Online Ticketing

BERG.BAHN.CAMP 2021 –
MOUNTAIN.EXCELLENCE

AXESS

Unsere Reise

- 1 **Urlaubsplanung**
- 2 **Customer Experience**
- 3 **Das perfekte Bergerlebnis**
- 4 **Apres Ski**
- 5 **Wie geht's weiter**

1

Axess Customer Experience Urlaubsplanung



2

Axess Customer Experience

Customer Experience

B2C Shop with customer accounts



EN

Hi, Alice



FAMILY PACKAGE

Enjoy your ski day with your family and save money at the same time. Check out our offers and find the perfect fit for your family.

PACKAGES

SKI

FAMILY PACKAGE

RENTAL

Die Reisedetails

Axess Fullfilment Solutions

Connect.CRM



Ticketing



Parking



Rental



Skischool



F&B



Locker

Axess TICKETING

Online Ticketing Process

Shopping cart

SINGLE RIDE !

ADULT



You can use the ticket from the moment of payment.

☒ Print at home

EUR 6,00

Choose image



First Name

Enter your first name

Last Name

Enter your last name

Date of Birth(mm/aa/yyyy)

mm/aa/yyyy



2 DAYS

ADULT



You can use the ticket from the moment of payment.

☒ Voucher ☐ Load ticket

EUR 71,00

☒ Chip (+ EUR 2,00)



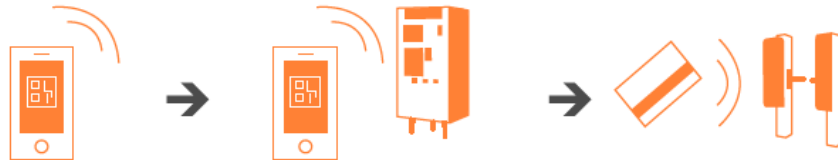
Ticket with WTP number



Charge up a ticket with WTP number in the webshop

Go directly to the lift with the ticket.

Ticket without WTP number



Buy voucher/code in the webshop.

Go to the TVM with the voucher/code or to the Axess PICKUP BOX

Go directly to the lift with the ticket.

Print @ Home tickets



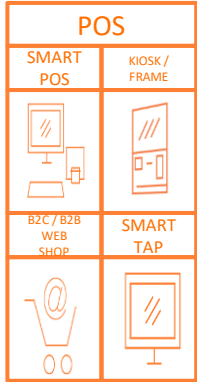
Print out ticket beforehand at home or store on smartphone.

Guest scans ticket at gate is already admitted to the skiing area.

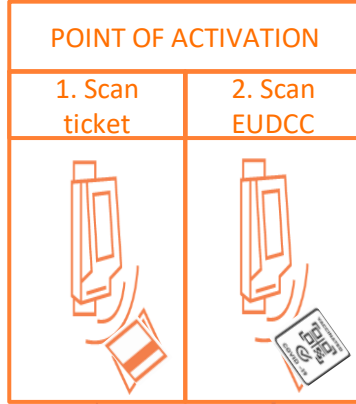
Axess HEALTH CHECK

Online Ticketing Process

1. BUY



2. ACTIVATE



3. USE



Axess PARKING



Axess RESORT RENTAL

Rent equipment online

➤ Rent single articles or rental packages online

AXESS HOME TICKETS RENTAL LESSONS

EN   HI, ALICE 

Filters

- ☐ Tickets
- ☐ Packages
- ☒ Rental

Categories

- ☒ Packages
- ☐ General
- ☐ Ski
- ☐ Snowboard

From
09/13/2021

To
09/13/2021

Packages



BASIC SKI SET - ADULT



PREMIUM SKI SET - ADULT



SNOWBOARD PACKAGE - ADULT



BASIC SKI SET - ADULT

Ski 4 Stars
Adult

1 

Ski Boots
Adult

1 

Ski Helmet
Adult

0 

Add to Cart

Total: EUR 22,00

Axess RESORT RENTAL



Axess RESORT LESSONS



Axess RESORT LOCKER

Full locker management
with your access system

101

102



Axess RESORT F&B



2

Axess Customer Experience

Der perfekte Skiurlaub

AXESS

RESORT SOLUTIONS 4.0

Car Axess

Axess RESORT.SKISCHOOL

Axess WEBSHOP



4

Axess Customer Experience Après Ski

Customize and individualize your products and service offerings along the journey

Data about the customer is a preliminary requirement.

Cold Acquisition

- > Search Engine
- > Online Display
- > Print
- > Television
- > Etc.

Blind Offerings

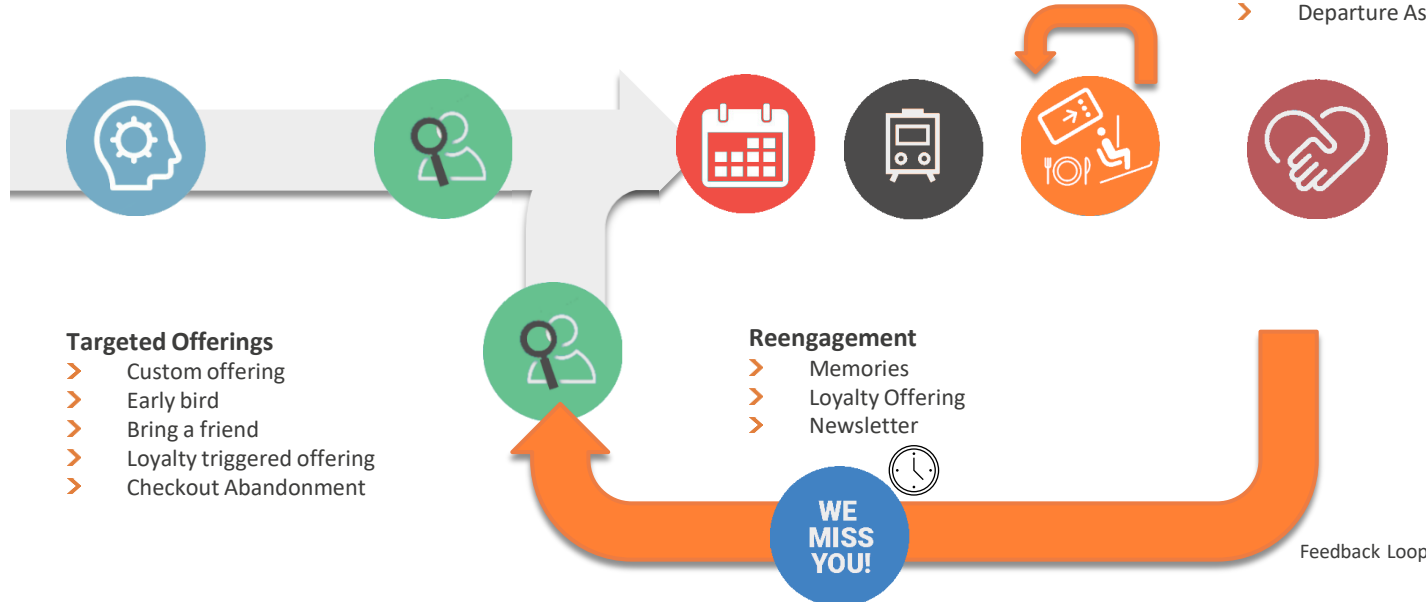
- > Best guess
- > One-fits-all promotions
- > Time-based approach

Up- and Cross Selling

- > Best guess
- > Complete bookings
- > Add Equipment
- > Add Lessons
- > Arrival Assistance

Up-Selling and Service Phasing out, Preparing

- > What else
- > Knowing
- > Friend Finder
- > Easy expansion
- > Calender itinerery
- > What else
- > Extension
- > Survey
- > Loyalty
- > Feedback
- > Departure Assistance



Feedback Loop





We customize solutions.

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