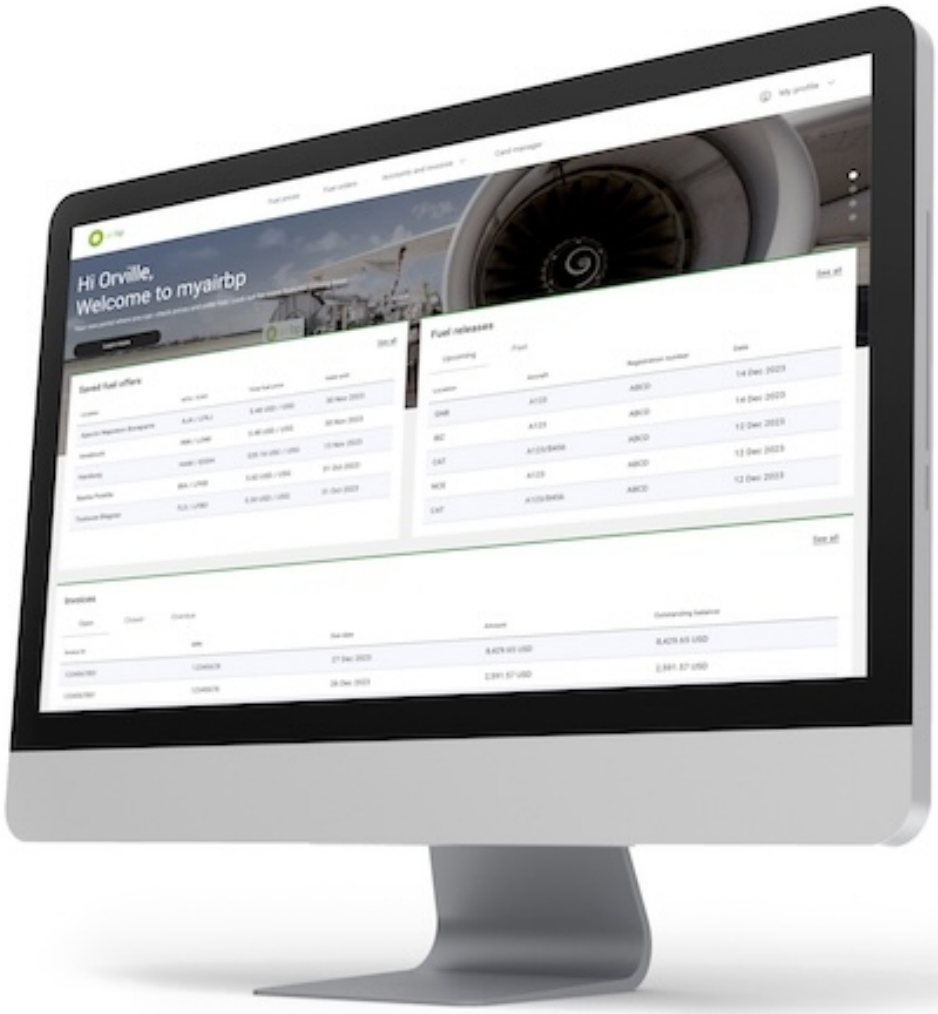
AIR BP UNVEILS NEW CUSTOMER SUPPORT FEATURES INTRODUCING ENHANCED SELF-SERVICE HELP CENTRE ON MYAIRBP

News / Manufacturer



Air bp announces the launch of an upgraded self-service Help Centre on myairbp, its online account management platform. The new features are designed with cutting-edge technology to make support easier to access for customers and enhance the overall user experience.

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Based on customer feedback, the most frequent helpdesk enquiries received and platform usage data, Air bp has launched a repository of comprehensive ‘how to’ articles and videos. This covers a wide range of topics, from fuel availability to invoice disputes, providing customers with detailed information at their fingertips. Customers can find information at myairbp | Customers | Air bp and can open an account via account manager, a credit representative or via the Contact us form.

With the advanced AI tool, Air bp also offers specific answers and actions to common queries, such as ‘how can I change my address’ or ‘how do I update my address details’? This virtual assistant is designed to provide quick and accurate responses and save customers’ time.
For customers who require direct assistance, our streamlined contact forms ensure that queries are directed to the appropriate team for swift resolution and ensure that any customers are able to access any information they need.



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