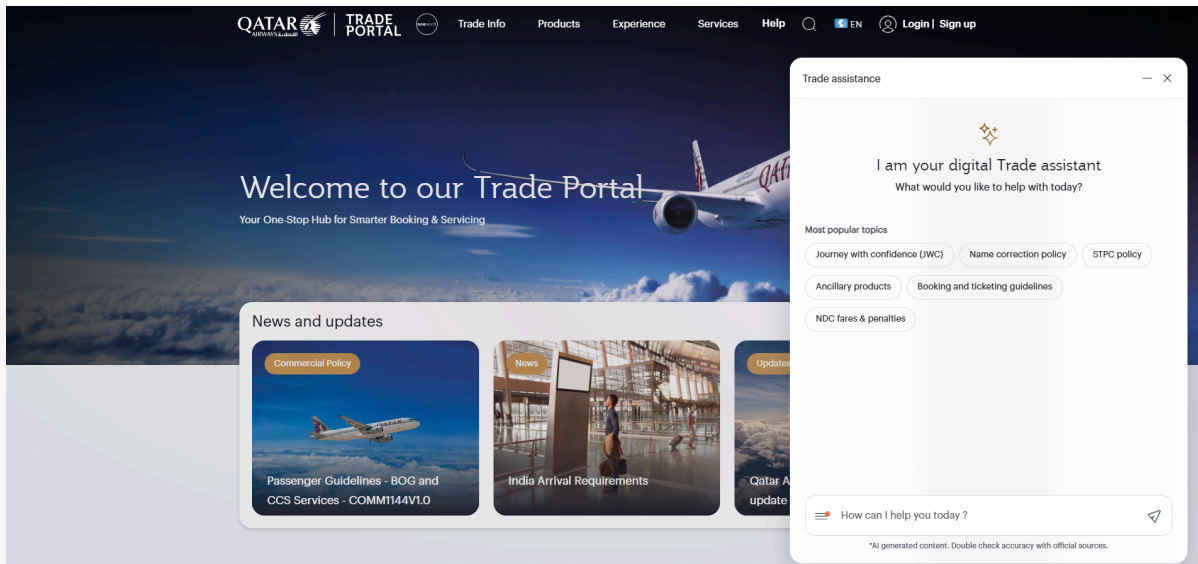




Meet the new AI Assistant - now live on the Trade Portal

Dear Valued Partners,

We are excited to share an enhanced Qatar Airways Trade Portal experience. Need a quick answer about a booking policy, ancillary service, NDC Oryx Connect, or STPC? Our Qatar Airways Trade Portal **AI Chatbot** is here to help.

Launched on 30 June 2026, the **AI Chatbot** is now live globally. Designed to be your always-on digital assistant, the chatbot provides instant support for Trade Portal policies, procedures, booking workflows, agreements, and much more—all from a single interface.

Reasons you'll Love it

Instant Answers

No more waiting in live chat queues or contacting Trade Support for routine questions. Get immediate answers to your queries about Qatar Airways policies, procedures, guidelines, and booking processes—24/7 and at your convenience.

Smarter Support Experience

The AI Chatbot handles common questions in real time, helping reduce routine enquiries directed to Trade Support and Live Chat. This allows our support

specialists to focus on more complex cases, resulting in faster response times when expert assistance is needed.

Available in English

The chatbot is currently available in English, making it easy for agents to access information and guidance through a simple, conversational interface.

Ask the Chatbot About

- Journey with Confidence (JWC)
- Booking & Ticketing Guidelines
- Ancillary Services
- NDC Oryx Connect STPC (Stopover for the Purpose of Connection)
- Qatar Airways trade policies, procedures, and guidelines

For example, you can ask:

- What is the difference between ticket validity and fare validity?
- How do I purchase ancillary services for a booking?
- How do I request access to NDC Oryx Connect?
- Can STPC be offered on all fare types?
- What are the rebooking options under Journey with Confidence?

How to Access It

Visit your local Qatar Airways Trade Portal homepage. Click the "Need Help?" icon in the bottom-right corner. Start chatting and explore the new self-service experience.

Ask our AI Chatbot



World's Best Airline
World's Best Business Class
World's Best Business Class Lounge
Best Airline in the Middle East

