



SPRK: Lufthansa Group introduces Paula, the new LHG SPRK Chat Assistant

The Lufthansa Group proudly announces the launch of its LHG SPRK Chat Assistant, an innovative tool designed to enhance your booking experience. This AI-powered SPRK Chat Assistant is built to simplify the booking journey by providing 24/7 support, while our servicing helpline remains available for further assistance.

Key benefits of Paula, the new LHG SPRK Chat Assistant:

- 24/7 SPRK NDC self-servicing support
- Instant and fully AI-based answers to customer inquiries
- More intuitive assistance for a smoother booking experience
- Instructional guidance directly sourced from the SPRK manual

The launch of the new LHG SPRK Chat Assistant aligns with Lufthansa Group's broader mission of digital transformation and is now accessible on the SPRK Platform. The tool will continue to be enhanced with additional features and capabilities driven by customer feedback and emerging technologies.

Are you an active SPRK System user with a question about how it works? Ask Paula, the Lufthansa SPRK Chat Assistant - she's here to help you with instructional guidance based on the SPRK Manual.

LHG SPRK Chat Assistant: [Lufthansa SPRK Chat Assistant](#)

SPRK Manual: [SPRK User Guide EN V10.5 29.11.pdf](#)

SPRK Platform: [Lufthansa Group - 10.9.0.0ed96510](#)



Find below a screenshot of the SPRK tool illustrating where to find the chatbot link, and an example chatbot conversation.

Link to LHG SPRK Chat Assistant

Reference Guide | Recommended Links **SPRK Chatbot**

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Lufthansa SPRK Chat Assistant

Hi, I'm Paula – the Lufthansa Group SPRK Chat Assistant.
I am here to provide you instructional guidance on the SPRK Tool.

Here you can find information about the processing of your data in the chat.
Please do not disclose any personal data in the chat.

[Privacy Notice](#)

What can I help you with today?

[How can I rebook flights?](#)

To rebook flights, you need to follow a specific process. First, if rebooking is allowed and there are no charges involved, the system will automatically handle the revalidation of your ticket. However, if a ticket exchange is necessary, you will need to cancel your original flight segment and book the new one in a single transaction.

Start by booking the new flight segment(s) you desire. Once you've done that, activate the check box in the shopping cart section of the Itinerary panel. To highlight your original flight(s), use the Pin function. This will mark the segments in yellow. Next, click the <Book> button under the Shopping Cart-Air section to complete the booking. This action will automatically cancel the original flight segments while confirming the new ones.

If you need to exchange a round-trip ticket, you should pin the old flight segments you wish to exchange and mark the new flights in the shopping cart before clicking the <Book> button. In cases where only one leg of a round-trip ticket needs to be exchanged, you can add a new one-way flight to the shopping cart, pin the flight to be exchanged, and activate the check box for the segments you want to price.

Before proceeding with the manual exchange process, ensure that there is a fare stored for the new itinerary. If not, you will need to quote the new booking. After confirming the fare is stored, you can start the manual exchange by clicking the <Book> button in the Itinerary panel and following the prompts to complete the exchange process.

Overall, the key steps involve canceling the old segment, booking the new one, and ensuring all fare information is correctly stored.

Are you satisfied with the answer?

Write a reply