

Hello, I just booked a flight from Newark to Romania and says that the booking is in progress. The booking ID is xxxx. What does this mean? Can you let us know if the flights are booked? Tnaks

Thank you for contacting us, This is Jennifer Thomas.
How may I help you?

I just sent you above the message

Hello, I just booked a flight from Newark to Romania and says that the booking is in progress. The booking ID is xxxx. What does this mean? Can you let us know if the flights are booked? Thanks

It is under processing right now and it will take 24 to 48 working Hours to get approved from airline.

Wow... I never was thorough this kind of process. It takes too long for us
Please cancel it and confirm the cancelation.

This is the maximum time I have given you it can be confirmed within 1 hour as well.

I understand but I don't want to go through this kind of process. I have other where I can book instantly
Please cancel it

I do apologize but it is non-cancelable ticket.

How this??? I never had this kind of issues especially after getting in contact with you in a minute
I will call my credit card to block the transaction.

The thing is it is a discounted fare ticket which takes time to get approval from the airline.

Due to discounted fare lot of the passenger book this ticket and that's why it takes some time.

I understand but I cannot take the risk.
Even for discounted tickets

I understand, Alright please allow us 10 minutes. I am updating your concern to my ticketing department, and you will be getting a call back in a short while Alright.

OK
Please do your best

Alright, please be active with your phone you will get a call back soon.

OK

Is there anything else I can assist you with?

11:48

No, just waiting for your call in 10 minutes.

The screenshot shows a flight booking page from Cheapflights.com. The flight details are: EWR to BUH, Oct 13 (Friday) to Oct 28 (Saturday), Economy cabin, 2 travelers. The page displays a 'BEST TICKET FARE' banner and a 'Your Booking is In Progress' message with a booking ID. Below this, an 'ITINERARY DETAIL' section shows a United Airlines flight UA 9841 departing New York (EWR) at 05:40 PM on Saturday, Oct 14, and arriving in Vienna (VIE) at 07:50 AM on Sunday, Oct 15. The flight duration is 9h 45m. A note indicates the flight is operated by Austrian Airlines with a 55-minute layover in Vienna. A chat window is open on the right, showing a conversation where the user asks for a call back and the agent responds with a 10-minute wait time.

Flight Details:
Route: EWR ↔ BUH
Dates: Oct 13 (Friday) — Oct 28 (Saturday)
Cabin: Economy
Travelers: 2

Booking Status:
Your Booking is In Progress
Your booking Id is [REDACTED]

ITINERARY DETAIL

DEPART	UNITED	United Airlines	05:40 PM	Sat, Oct 14	New York (EWR)
		UA 9841	07:50 AM	Sun, Oct 15	Vienna (VIE)

Flight Duration Time: 9h 45m
OPERATED BY : AUSTRIAN AIRLINES * OPERATED BY : AUSTRIAN AIRLINES *
Layover Time: 01hr 55min layover in Vienna Int'l(VIE)

Chat Window:
User: Please do your best
Agent: Alright, please be active with your phone you will get a call back soon.
User: Please