

# 5 DIGITAL STEPS TAKE TRAVELERS TO NEW HEIGHTS

1

## PLANNING & BOOKING

Start your journey even before arriving at the airport, with a suite of solutions that work alongside the airport and airlines' contact center and reservation systems. Maximize automation and AI with chatbots to complement the real human experience.

2

## ARRIVAL AT THE AIRPORT

Navigate the airport efficiently with personalized information that is communicated to travelers, including queue information and walk-time to gates. Use multimedia to request human assistance for passengers with reduced mobility.

3

## CHECK-IN

Customized bots provide real-time interaction and let travelers know which documents to have ready and when, in the language of their choice. With bots, communications are automatic, fast and secure, with a personal touch.

## POST-TRAVEL

Help travelers find their baggage, connect with friends and family, find a ride to their hotel or home, or just locate a great place to eat. And stay connected, pop-up a survey to improve services.

5

4

## DWELL TIME

Improve the traveler experience while they wait for their flights. Provide passengers with Wi-Fi, flight updates, relevant information/news, or retail offers. Use real-time analytics and crowd-sourced information to personalize services.