Team: #3stack

Proposal

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Features we would Build:

➔ **Chat Bot (Using Microsoft Azure Bot Service)**
Passengers can have various types of questions; some questions need to be answered by an actual human being, but a lot of the queries can be handled by a bot reducing staffing needs of the airport. Also, a bot can be available 24x7

➔ **Customs declaration and other important rules and documents**
At the end of each international flight the flight crew hands over the customs declaration form to the passengers. Wouldn't it be convenient if passengers could fill the for from the airport mobile application? It can speed-up the immigration process and make keeping digital records easier.

➔ **In app service requests for Special Assistance to passengers**
Passengers needing special assistance can request the airport staff using the mobile application, making it convenient for the passengers and airport staff at the same time.

➔ **Airline Contact resources**
Certain passenger queries require the airline staff and finding the contact resources for the respective airport on the web is not very convenient and therefore a contact resource in the airport application could save valuable time.

➔ **In App-store and Airport rewards**
Stores at the airport can choose to have their products added to the in-app store of the application allowing customers to buy the products within the application and then picking up the products from the store itself or getting it delivered somewhere within the airport.

➔ **Feedback / complaint section**
To continuously keep improving the passenger experience, passenger feedbacks are essential. Also, any passenger complaints could be registered using the mobile application making the procedure convenient for passenger and staff.

➔ **Lost and Found section**

With such large number passengers visiting the airport everyday there would also be the lost or missing items. Therefore, to make the process of reporting and claiming lost items easier we want to have a lost and found section in the application.

➔ **Boarding Pass generation and flight alerts**

There are always huge queues in front of check in desks at the airport. Despite having machines to allow passengers to self-check-in a lot of the passengers are not very comfortable using them. Having the option to generate an e-boarding pass within the application would make the check-in process convenient.

Features Good to have:

➔ **AR Maps**

Indoor AR maps could be great to guide passengers to the right gate or to guide hungry passengers to the food court of their choice.
Constraints: Indoor maps/Layout of the airport required

➔ **Ride Sharing**

Not everyone comes to airport by their own vehicles as many people come from different places. Through this app passengers can book pre-paid taxi. Passengers can book ride sharing pre-paid taxi service. This saves the passengers some money and time.
Constraints: acceptance & integration issues.

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Constraints: Need permission to access the API of the flight ticket data