Title:

AI-Driven Real-Time Disruption Management & Passenger Recovery Assistant for Etihad Airways

Problem Overview:

Etihad Airways currently receives real-time passenger manifests from **Amadeus** and flight schedule data from **iNeo**, but managing operational disruptions (delays, cancellations, missed connections, irregular operations) still requires significant manual decision-making. During disruptions, managers must rapidly evaluate multiple factors—passenger itineraries, available seats on upcoming flights, hotel capacity, meal vouchers, compensation rules, and communication timelines.

This process is time-consuming, reactive, and prone to inconsistencies, especially when disruptions affect hundreds of guests simultaneously.

Proposed Solution:

Develop an **AI-powered decision-support system** that proactively analyzes real-time flight and guest data to recommend the most efficient recovery options. When a flight is disrupted, the system will instantly propose:

- Best possible **re-accommodation** options (same day/next day flights, partner airlines).
- Automated **rebooking** suggestions based on fare class, priority levels, and operational rules.
- Required **Food & Beverage vouchers** based on local regulations and delay duration.
- **Hotel accommodation** needs for stranded guests.
- Estimated **compensation** amounts based on EU/UK/International policies.
- **Real-time communication templates** for passengers (email/SMS/app notifications).
- Operational impact predictions and recommended actions for managers.

The goal is to create a proactive, intelligent assistant that improves guest satisfaction, reduces manual workload, and ensures consistent and efficient recovery decisions during disruptions.

Additional Suggestions to Strengthen the Idea

You can add one or more of these features to make the idea stand out:

✓ Predictive Disruption Alerts

Use historical and live data (weather, ATC restrictions, inbound aircraft delays) to predict disruptions before they occur.

✓ Passenger Impact Prioritization

Automatically identify:

- VIP / Platinum / Gold / special passengers
- Families with infants
- Passengers with short connections
- Passengers with medical or special assistance needs (WCHR/WCHS/WCHC)

This allows the manager to proactively protect critical guests.

✓ Operational Cost Optimization

AI can compare costs of hotels, F&B, rebooking on partners, and compensation to provide the **cheapest and most customer-friendly recovery plan**.

✓ Integration with Contact Center / App

Send real-time notifications directly to passengers with approved recovery options.

✓ Dashboard with Scenario Simulation

Managers can ask:

“What happens if I delay this flight by 2 hours?”
“How many passengers will misconnect?”
“How many hotel rooms will be needed?”