Not checked-in list:

* This dashboard components list the Customers whose flights are nearing the departure time but not yet checked-in.
* The AI system can fetch information relating to the past travels, any history of cancellations / flight misses due to late check-in.
* Fetch any information from social networking sites about the upcoming travel.
* This will assist the CSR to take appropriate actions to re-assign the Customer to another flight / arrange for auto check-in

Special assistance list:

* This dashboard component lists the customers who need special assistance, like say wheelchair requests, un-accompanied minors, pet travel.
* Based on the type of the ssr, the AI system can fetch information relating to past travel with the airline, any issues in the past travel. This information can help the CSR to ensure that problem does not repeat with the Customer again.

Merchandizing list:

* The aim of this component is to make targeting merchandizing sales like, premier travel, to the Customers who are most likely to use it.
* It will have the list of Customers who are most likely to purchase the product either based on their previous travel purchases or based on their current situation. Lets say for e.g. the Customer is reaching late to the airport, and has to make it to the flight without fail, then based on the security lines at airport, the system can give possibility of the customer buying the product. When the particular reaches the agent, the system can suggest the agent for upgrade options to be presented.
* Or say any customer had a life changing event, like say got married recently and taking the flight along with their spouse for first time (possibility of pulling the information from social networks updates) then offer any complementary merchandizing, or say someone is travelling because of relocation to new location for new job etc. possible complementary options for better Customer Experience.