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

Workflow

* Dashboard with number of pax at each class and check in & Boarded status
* Un boarded passengers – extends to time duration between checkin & Flight time .
  + Calculate Delay factors like – Gate distance from check in counter vs check in time / distance to cover . Connecting flight delays and distance to gate / baggage loading time
  + Identify Passengers ( Mileage Plus – Premier Silver /Premier Gold / Premier Platinum / Premier 1K@)
  + Highlight pax personality – always late / past complaints (tone ) / preferences /any insight from social media ( has to travel for personal emergency / attend meeting etc\_ and give alert to ground staff to wait or board the pax in next immediate flight

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.

Workflow: ( Check in counter & Gate)

1. Remarks data from Reservation details on additional services required
   1. Travelling with Pets
   2. Physically challenged
   3. Overweight
   4. Too many hand luggage’s
   5. Unaccompanied minor
   6. Travelling with child

Enable In flight services like additional seat / seat change / extra leg room/ Food / child support – toys / chocolates

Wheel chair / Language support / Ground Assistants / Gate transfers

1. Customer data from previous history around customer complaints + Tone analyzer to sense the passenger and provide support accordingly
2. FFP Customer details + personality insights based on customer interactions from various sources.
3. Social media data & alert on past complaints & experiences ( positive & negative sentiment ) and provide service.
4. Improvise positive sentiment customer , by providing auto upgrade / food and other services as it will become customer voice marketing
5. Visual recognition for priority pax to identify the distress & mood of passenger (Extended Solution)

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.

Workflow (Check in Counter)

1. Customer segmentation (identification) based on Mileage plus
2. Customer information based on social media data - life changing event – marriage / child birth / new job/ promotion / college admission )
3. First time travelers to united airlines
4. Dashboard with identified customers and remarks and NBA offered during
   1. check in ( Upgrade / meal service / complimentary services like cab / offers in hotels/ Club access)
   2. Gate boarding ( convenient seat change / wifi offers

|  |  |
| --- | --- |
| Class | Features |
| United Economy (Except N) | Upgrade to Business  Complimentary foods / Drinks / wifi  Extra leg room space |
| United Business | Upgrade to First  Transcontinental services  United Private screening  Wifi access  Additional leg room |
| United First | Meals Service  United private screening  Wifi and connect |