Since the onset of Covid-19 , aviation industry has been battered with cancellation of flights as requested by customers. The subsequent effect is that our customer service team has been bombarded with thousands of calls from customers daily. One way we could assist the customer service team is to create an AI chatbot on our airline homepage to assist costumers requests to decrease the workload of our customer service team.

Otherwise, we could also use Clustering method to categorise the reason behind why Pilots/Cabin Crews takes certain day off from their duty to further minimise the impact of a ‘no show’ of a particular Cabin Crews/Pilots before a flight is taking off.

Finally, we could also use Optimisation to optimise Pilots/Crews timetable across the network to satisfy each of the 300 aviation rules set by European Aviation Authority to avoid any penalties.