Enhancing In-Flight Passenger Experience

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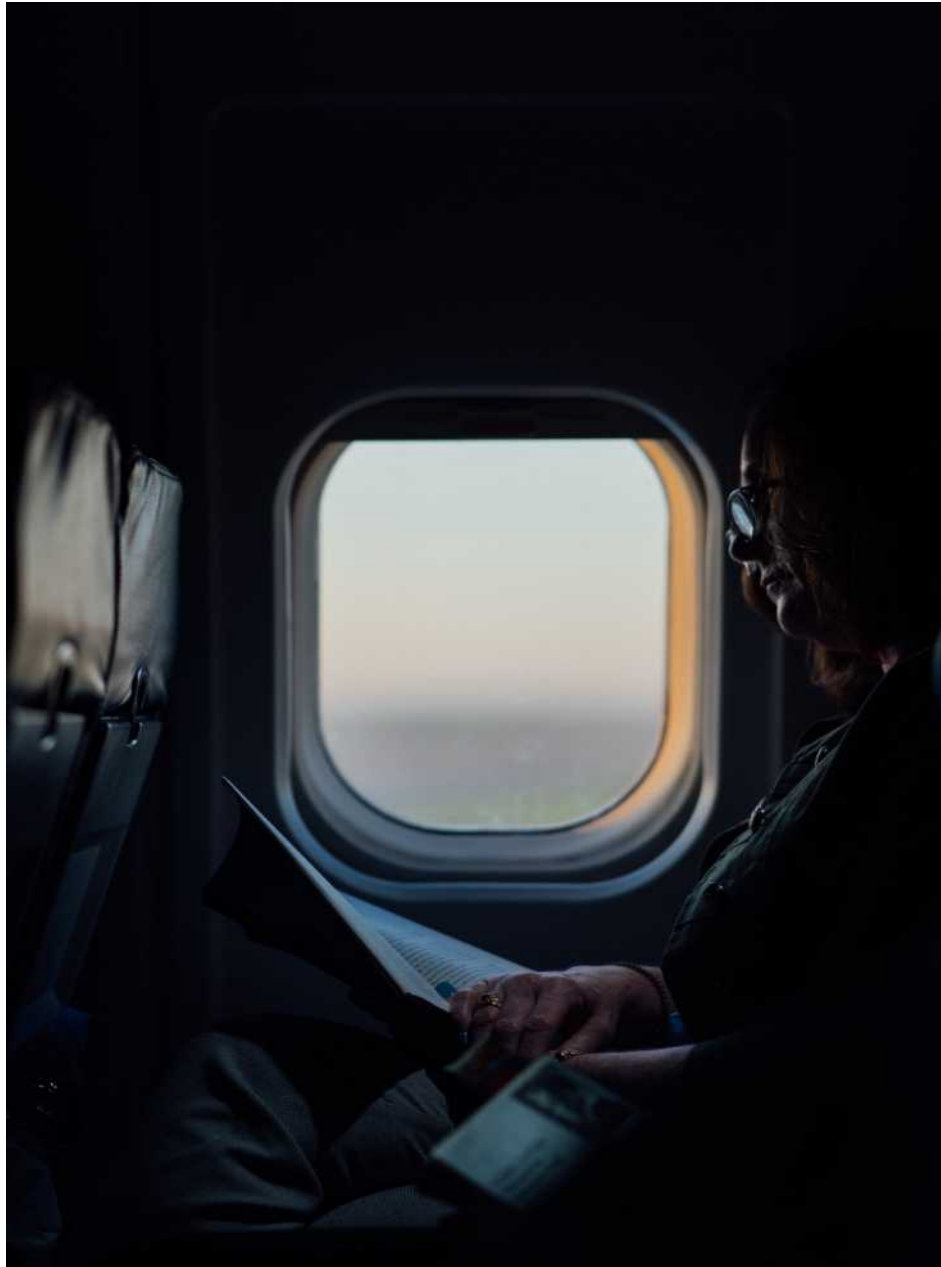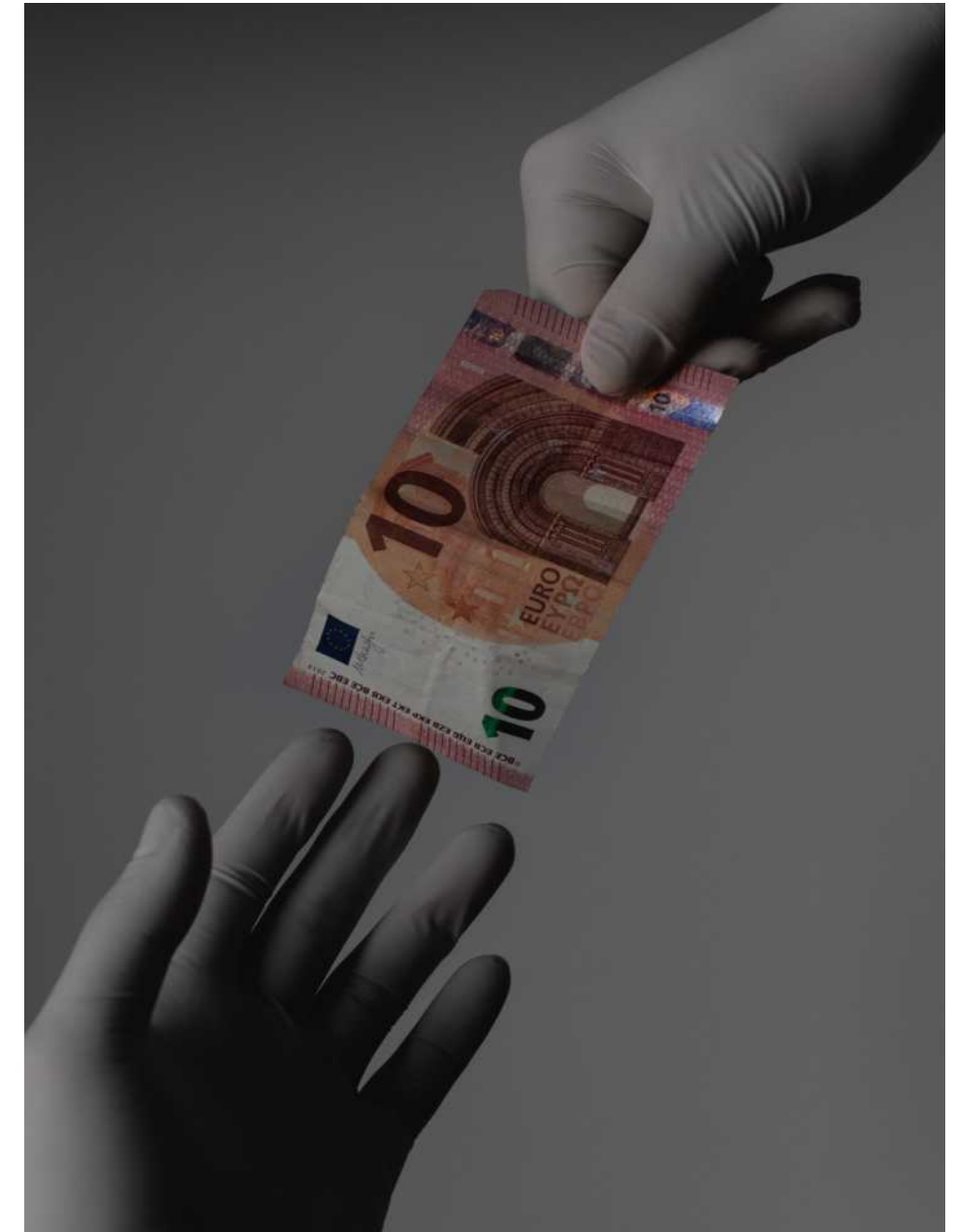
Why Customer Experience?

Why Customer Experience?

Customers will be more loyal

Reduces cost in the long run

Meal Booking System

Why?

01 Passengers seated at the back have lesser choice

02 Passengers have to wait longer to get served meals

Demonstration

https://valencialie11.shinyapps.io/abcairline/

Advantages & Challenges

Feasibility ✅

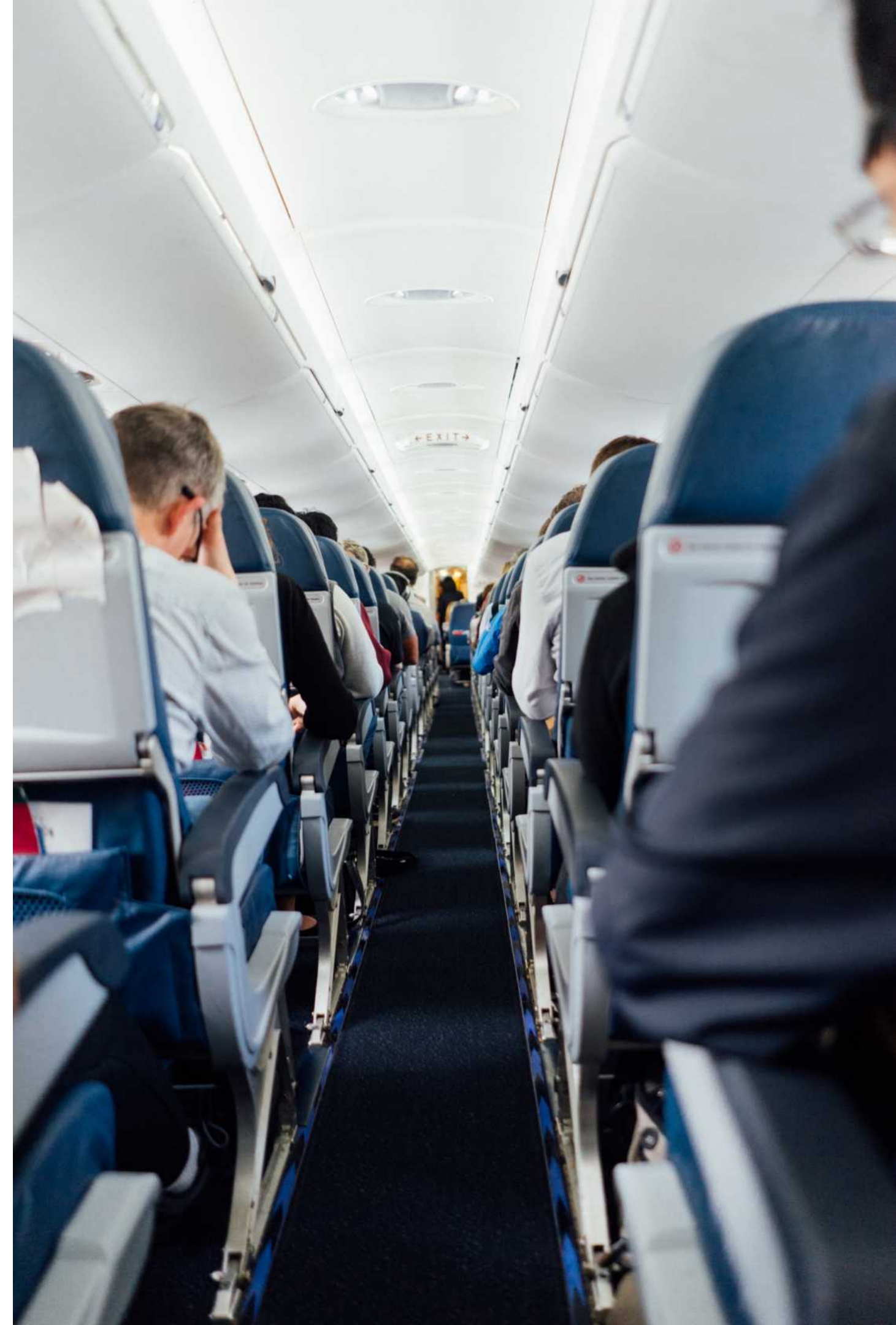Only require Internet Connection/WiFi that most planes are equipped with

Financing ❌

Require high funding for creation and maintenance of dashboard, database and app

SkyBot

Virtual and Personal Flight Attendant

Why?

01 Insufficient flight attendants

02 Inefficiency in attending to requests

Demonstration

https://valencialie11.shinyapps.io/abcairline/

Advantages & Challenges

Ease of Use ✓

SkyBot is implemented inside dashboard and app is used for both purposes

Financing ✕

Require high funding to train SkyBot to answer a multitude of questions accurately

Thank you!