

The Most Successful Airport Chatbots Examples



With rise of Conversational AI chatbots, airports are no longer forced to choose between high-quality customer service or low costs — they can have both.

We'll take a closer look at the top 5 examples of **Conversational AI chatbots for airports**, and the key use cases that each solution covers.



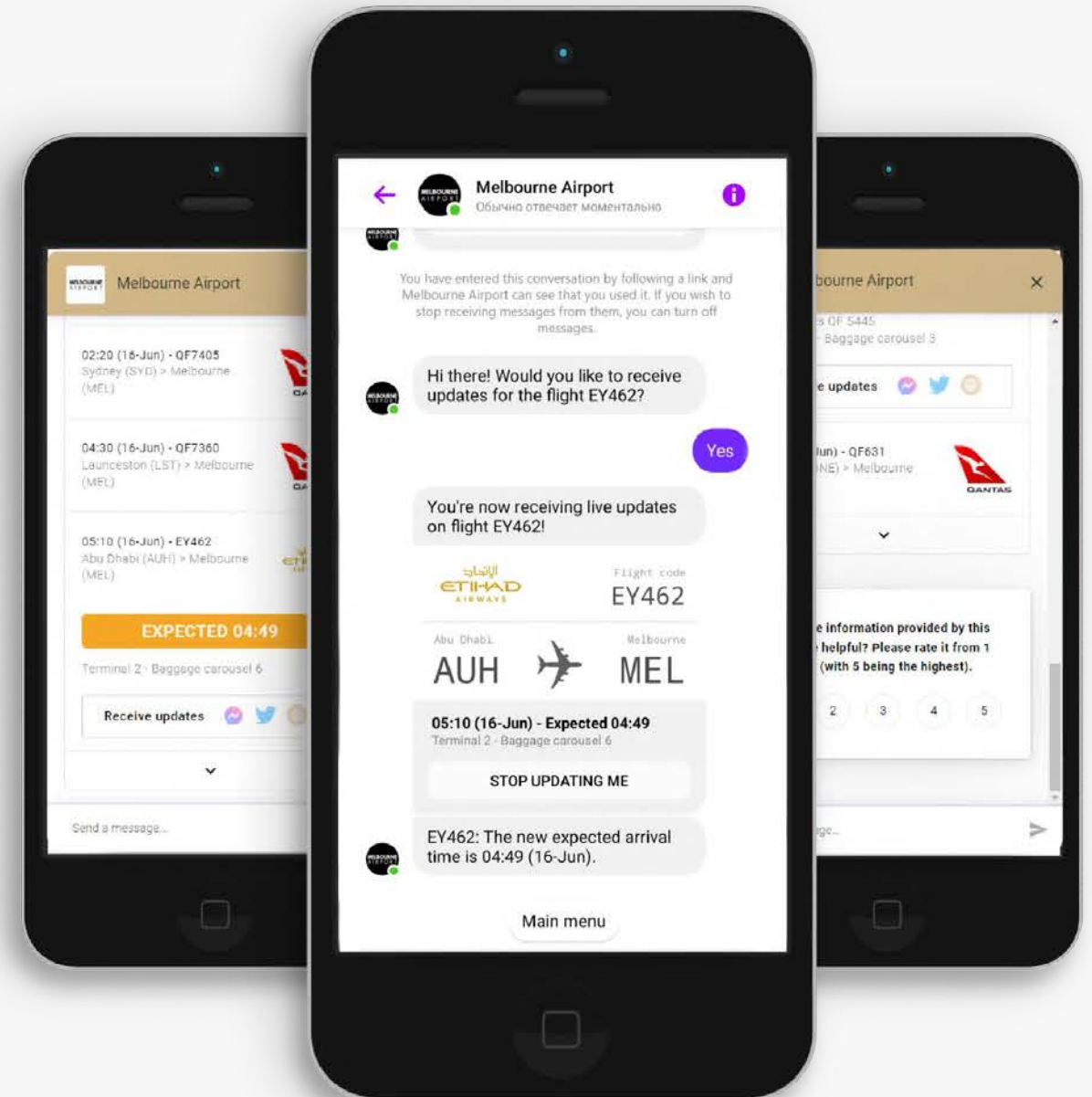


Airport Chatbot Example #1: Melbourne Airport

Melbourne Airport is famous for its innovative approach to customer services such as hybrid desks and the installation of self-service check-in kiosks, digital signage, and chatbot implementation for their call center automation. Melbourne Airport provides a really good airport **AI chatbot** example as it covers most customers' use cases and provides digital assistance to users on both their website and Facebook Messenger.

Use cases:

- Real-time flight updates
- FAQ page automation
- Food & beverage and shops search





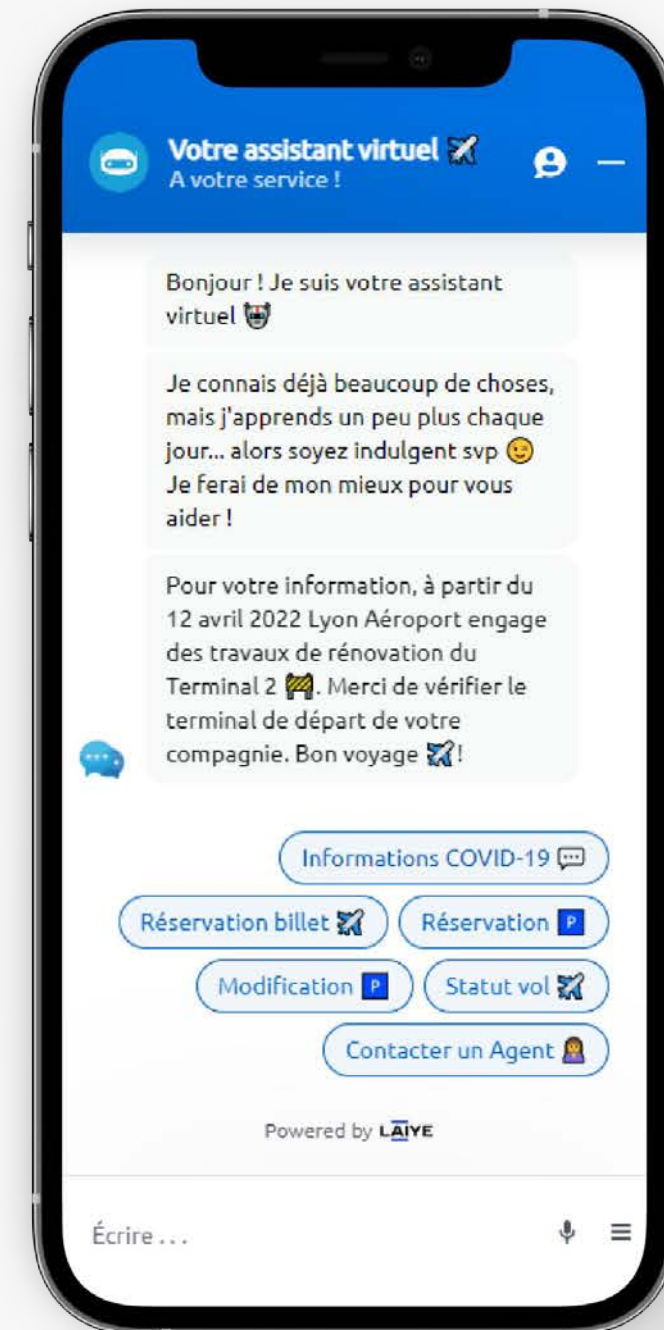
Airport Chatbot Example #2:

Aéroports de Lyon

As one of the main regional airports in Lyon, they provide a range of services for passengers such as parking, shopping, restaurants, and hotels, and much of their customer base asked questions about these topics to their AI-powered chatbot.

Use cases:

- Flight information automation
- Shop and Restaurant finder
- Parking information
- Baggage problem solving
- Navigation option via airport chatbot
- FAQ page automation



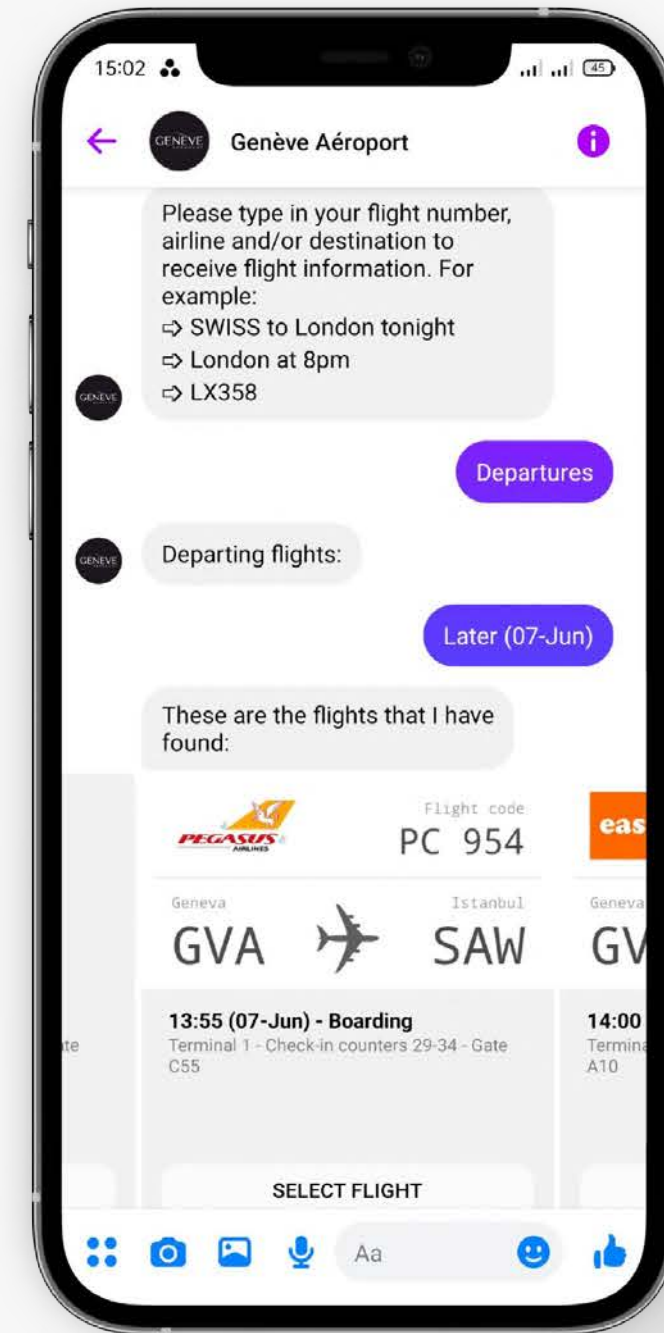


Airport Chatbot Example #3: Geneva Airport

To assist passengers in finding related information and bridge the gap between customers, airlines, facilities, and the airport itself, the Geneva Airport launched their AI chatbot on the Facebook Messenger platform.

Use cases:

- FAQ page automation
- Real-time flight updates
- Baggage problem solving
- Travel documentation information



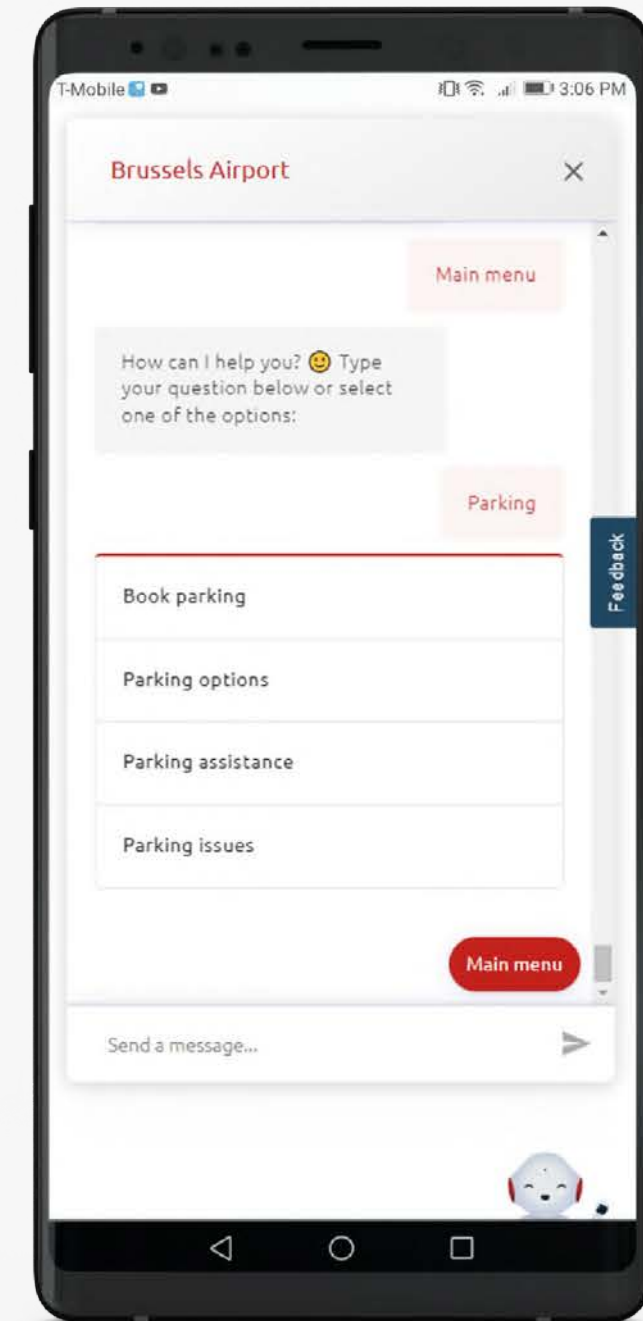


Airport Chatbot Example #4: Brussels Airport Assistant "BRUce"

In 2018, Brussels Airport launched its chatbot on Facebook Messenger for testing and collecting feedback about the bot. Now, after a series of tests, improvements, and launches, BRUce - the Brussels Airport Virtual Assistant - is available via WhatsApp, Facebook Messenger, and the airport website

Use cases:

- FAQ page automation
- Shops, parking and train information
- COVID-19 restrictions and tests information
- Ordering a lounge pass and booking parking



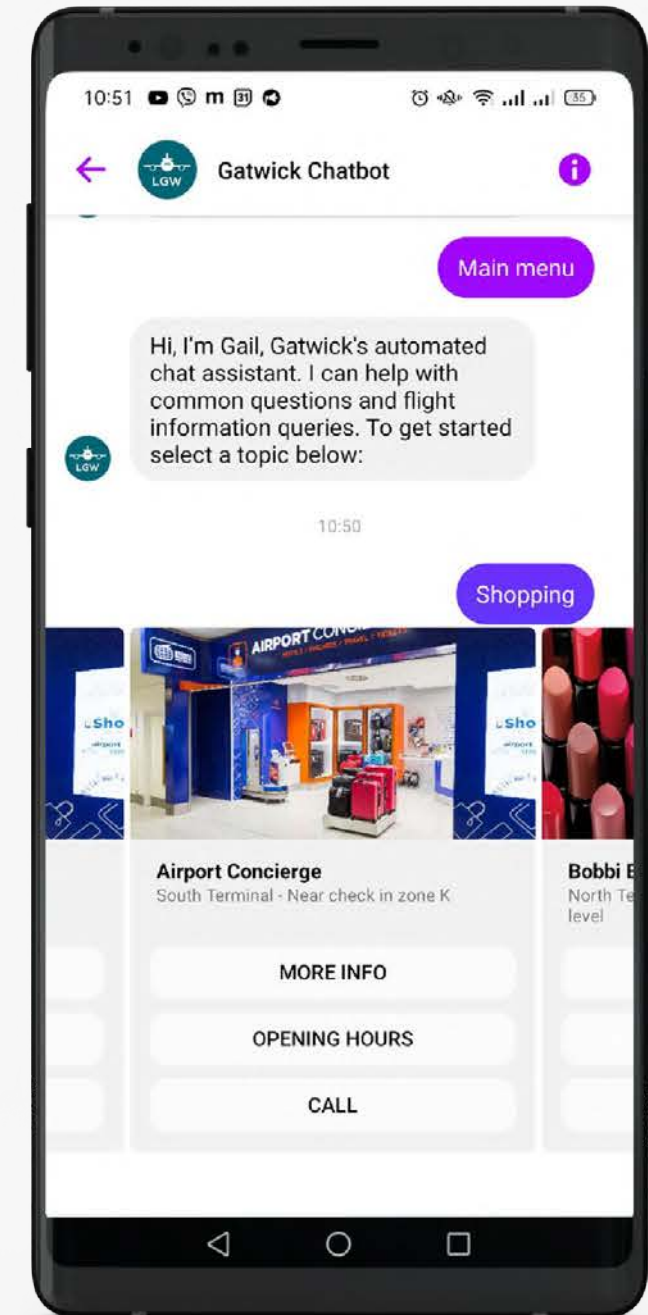


Airport Chatbot Example #5: Gatwick's Airport Assistant "Gail"

Gail, Gatwick's automated chat assistant, was launched in 2019 based on Facebook Messenger. Gatwick Airport, a major international airport in England, wanted to improve customer experience and the quality of conversations with clients. Over just a year, Gail managed to understand and answer about 80% of users' questions.

Use cases:

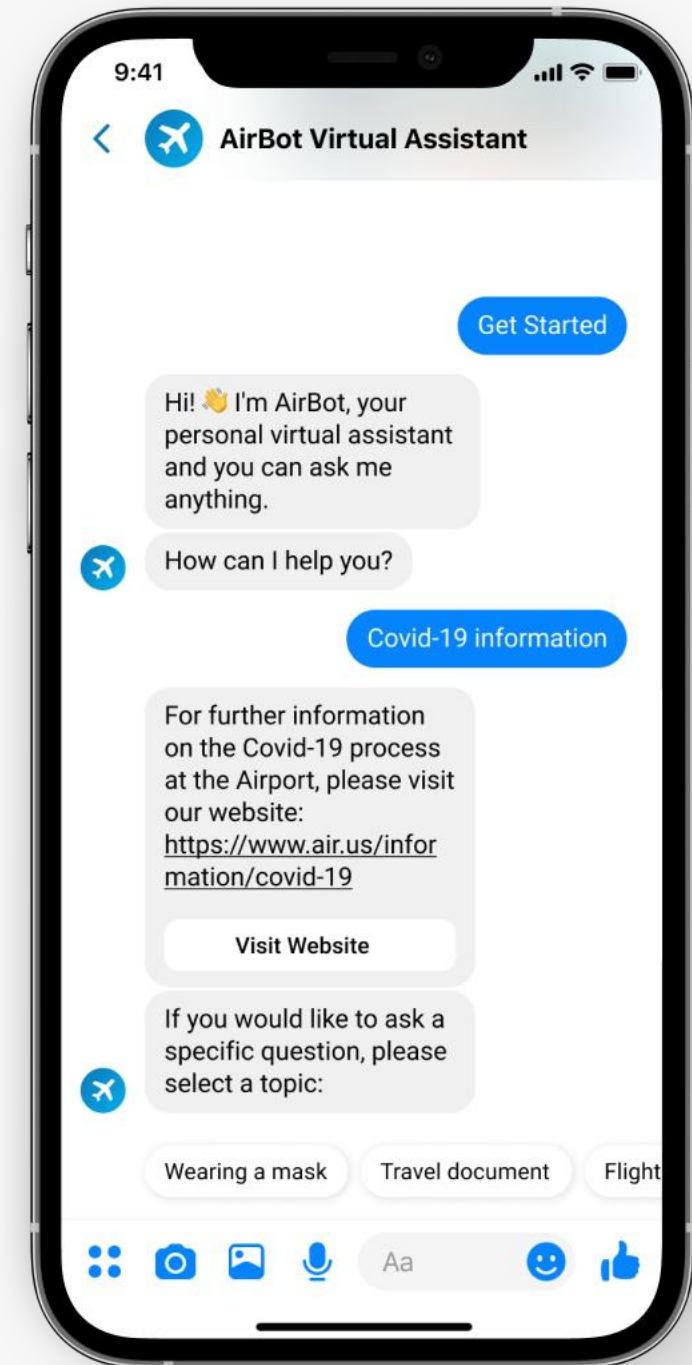
- Real-time flight updates
- FAQ page automation
- COVID-19 restrictions and tests information
- Navigation option through shops and cafes





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