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Top Chatbot Use Cases for Airports





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.

Airport chatbots cover the most popular use cases and can be developed for the airport's website as well as other channels for user engagement, such as Facebook Messenger, WhatsApp, and Google Business Messages.





Customer Support

2.5B hours saved on customer service by using chatbot*

With the Airport chatbot, you can handle the majority of customer requests, providing excellent customer service; reducing lines at info counters, by answering simple questions with chat. As a result, get more happy passengers and lower support costs.

- FAQs
- Security Wait Times
- Flights Arrivals & Departures
- Shuttle and baggage information

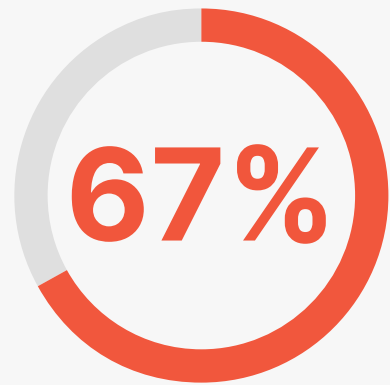


Source: [Khoros](#)

[Aéroports de Lyon](#)



In-Airport Sales

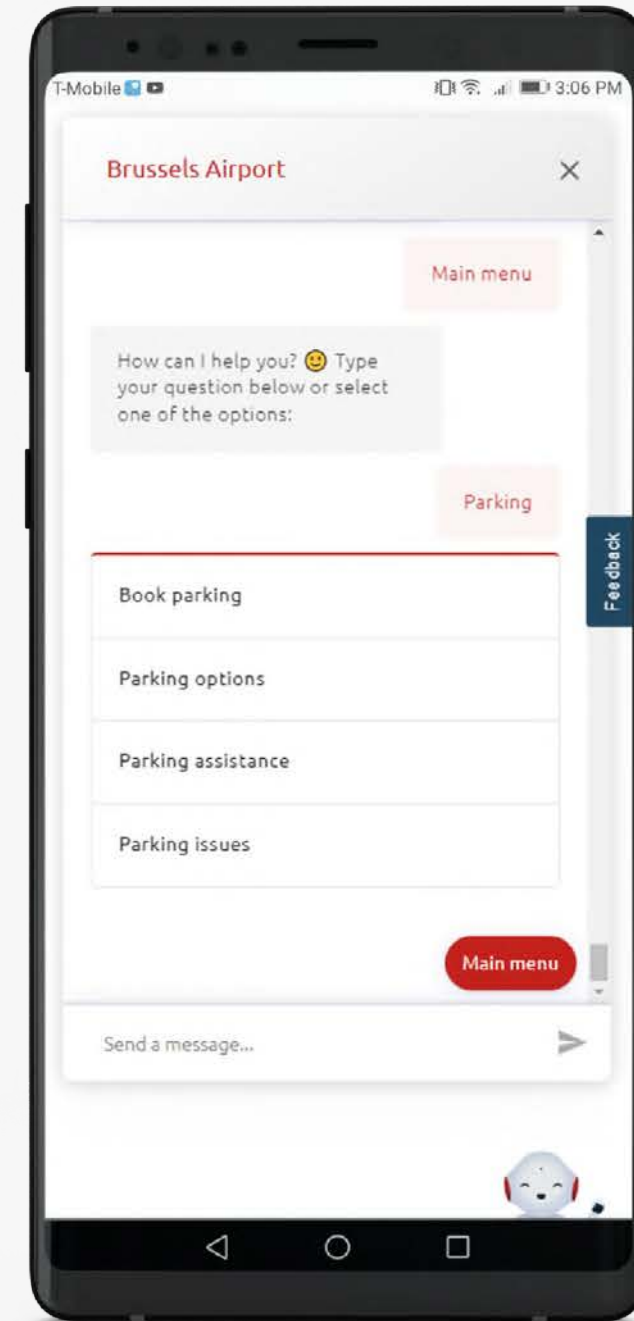


increase in sales with chatbot implementation*

Use the Airport chatbot as a sales tool by offering personalized recommendations like parking reservations and duty free hours throughout a traveler's journey. Chatbots can also answer additional questions from passengers during the purchase process to help them complete their orders.

- Shops, Restaurants, Services & Amenities
- Airport Parking & Reservations
- Airport Duty Free

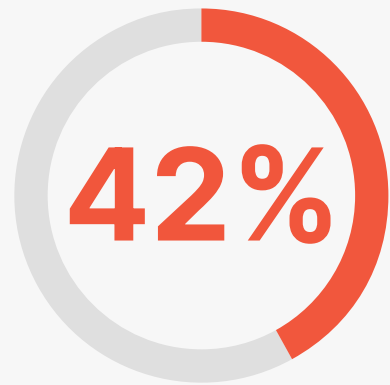
Source: [Intercom](#)



[Brussels Airport Assistant "BRUce"](#)



COVID-19 Updates

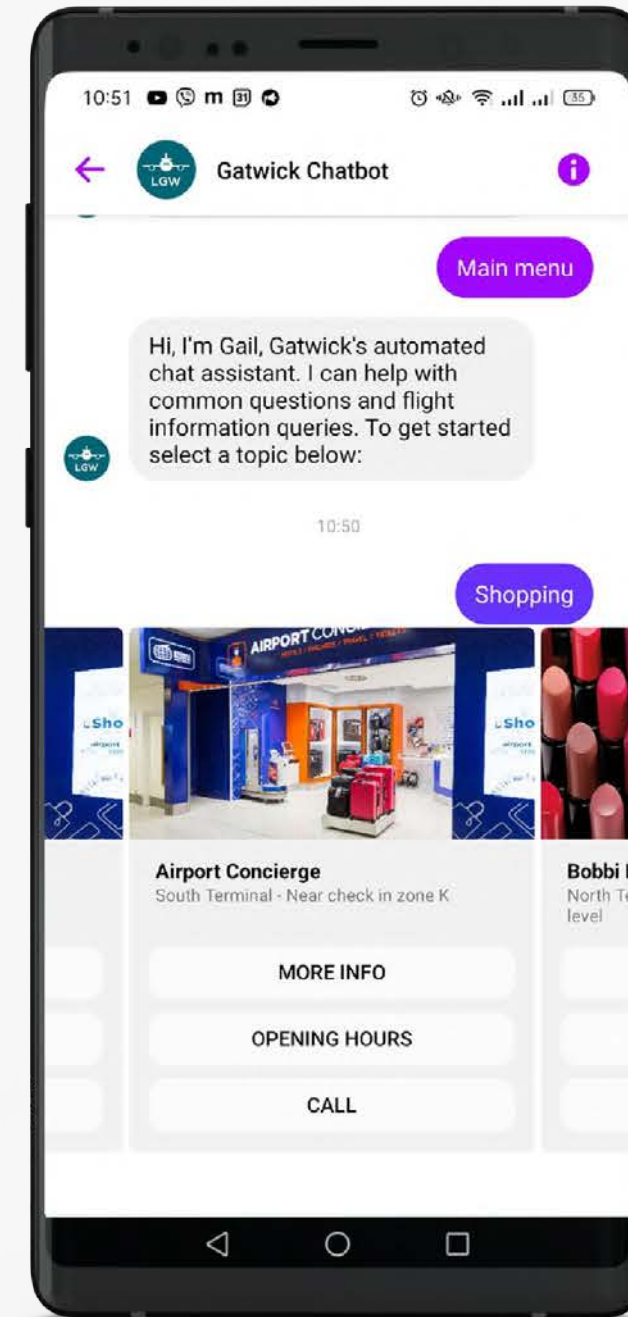


of out to a contact center to resolve COVID-related issues around travel *

Use the Airport chatbot today to increase awareness about the Covid-19 pandemic among your passengers. And also inform passengers about such information as travel restrictions, measures taken by the airport to combat the pandemic and changes in store opening hours.

- COVID Travel Requirements
- COVID-19 PCR and Rapid Testing
- (COVID-19) Travel Updates

Source: [Globenewswire](#)



[Gatwick's Airport Assistant "Gail"](#)

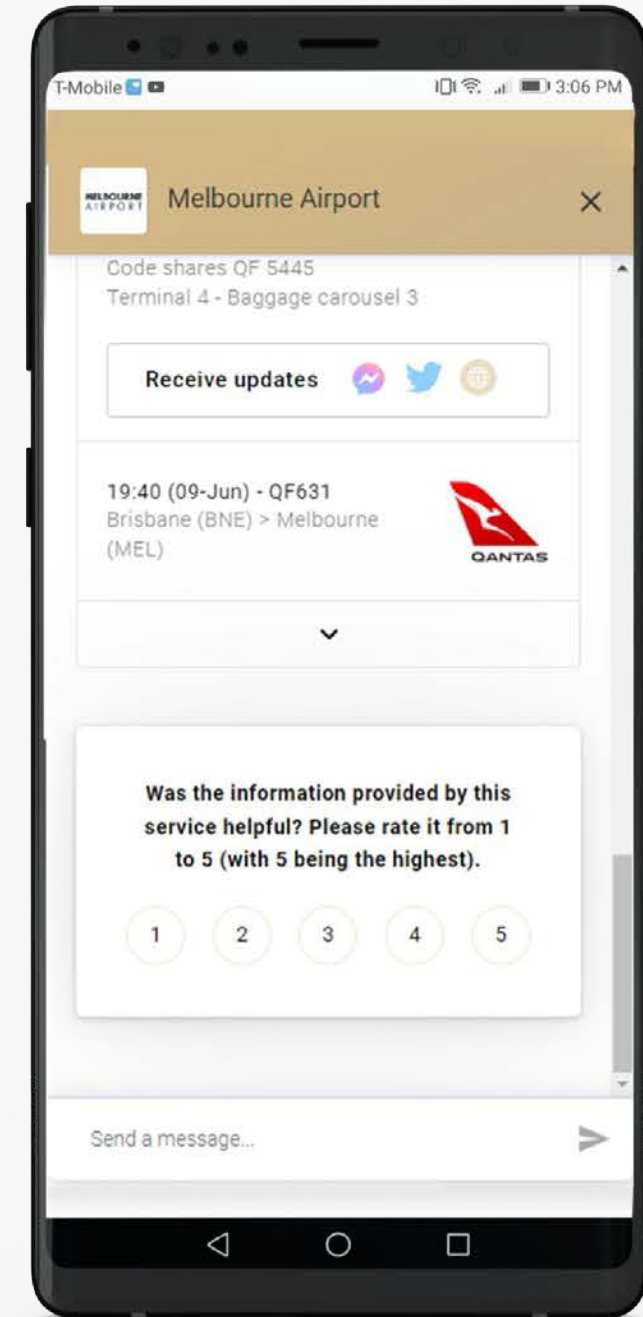


Feedback Collection



reduction in operating costs with customer service automation *

Manage customer feedback with an **AI-powered chatbot**. The Airport bot can be used as a feedback channel for passengers to leave feedback about their experience. This includes data collected about services, facility cleanliness, staff availability, or shops that the passenger would like to see at the airport. Use all the information you collect to improve the quality of the passengers' experience.

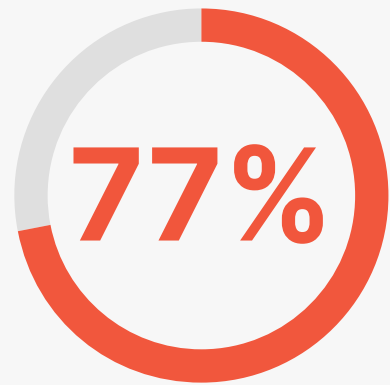


Source: **Venturebeat**

Melbourne Airport



Building Brand Loyalty

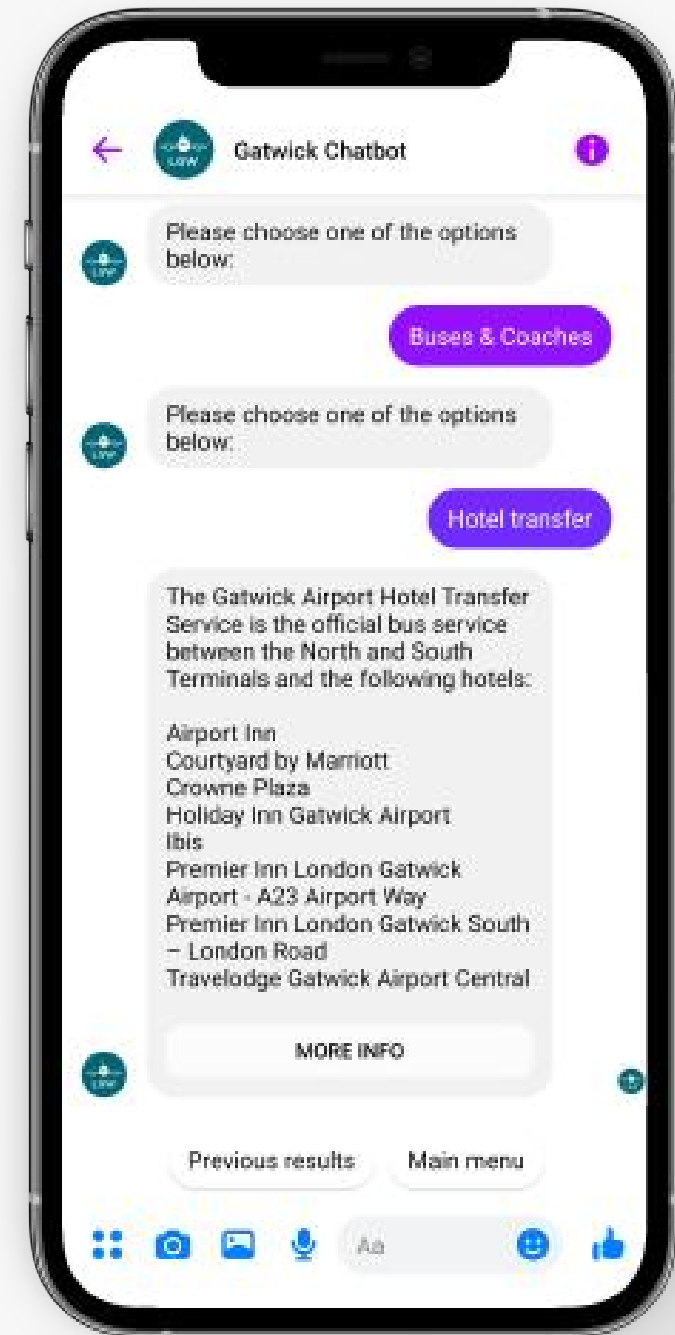


of customers say they're more loyal to businesses that offer top-notch service *

Airport chatbot helps your customers manage their loyalty accounts by providing quality customer support with FAQ responses and reminding them to use their balance or rewards. As a result, companies can provide complete service in the conversation, thereby increasing customer satisfaction and brand loyalty.

- Airport Branding
- Rewards Programs

Source: [Zendesk](#)



[Gatwick's Airport Assistant "Gail"](#)



Passenger Data Gathering

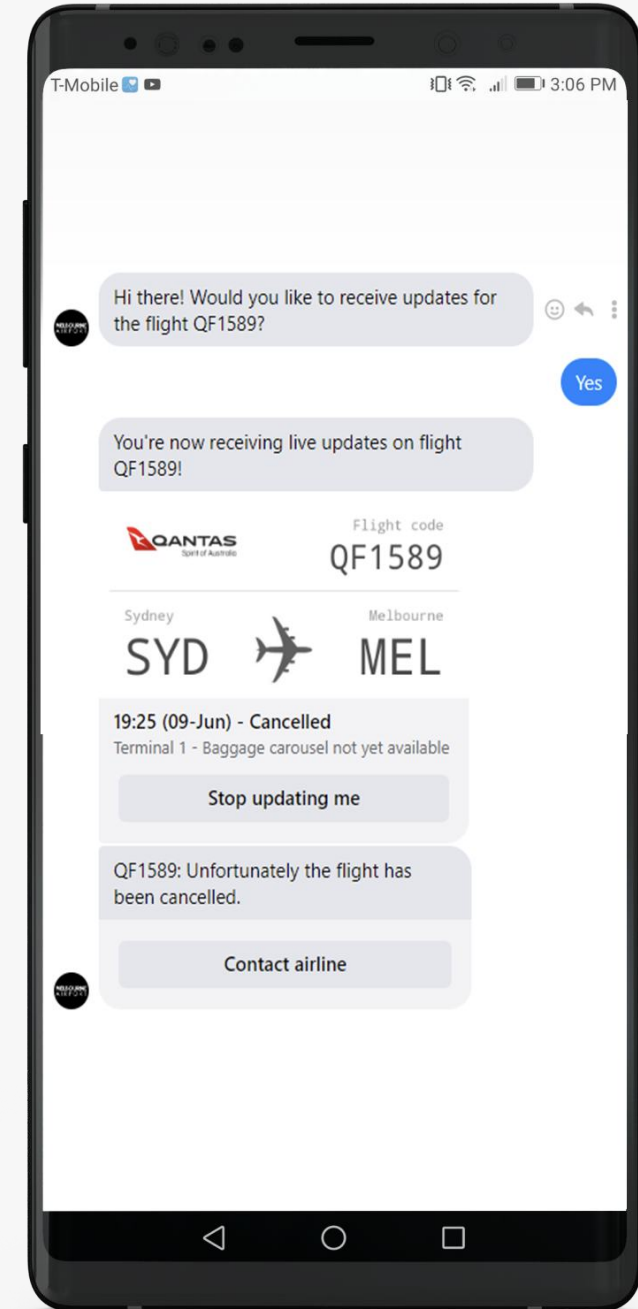


of consumers are more likely to buy when brands offer personalized experiences *

Build an individual relationship with each passenger. Before the start of conversation, the airport chatbot uses the passenger's data to first understand his profile or persona, and then start communicating with him in the most effective and relevant way. This means that the content of the response is based on both flight and passenger data, providing highly personalized contextual responses.

- Gathering Passenger Data
- Offer More Personalized Experiences

Source: [Epsilon](#)

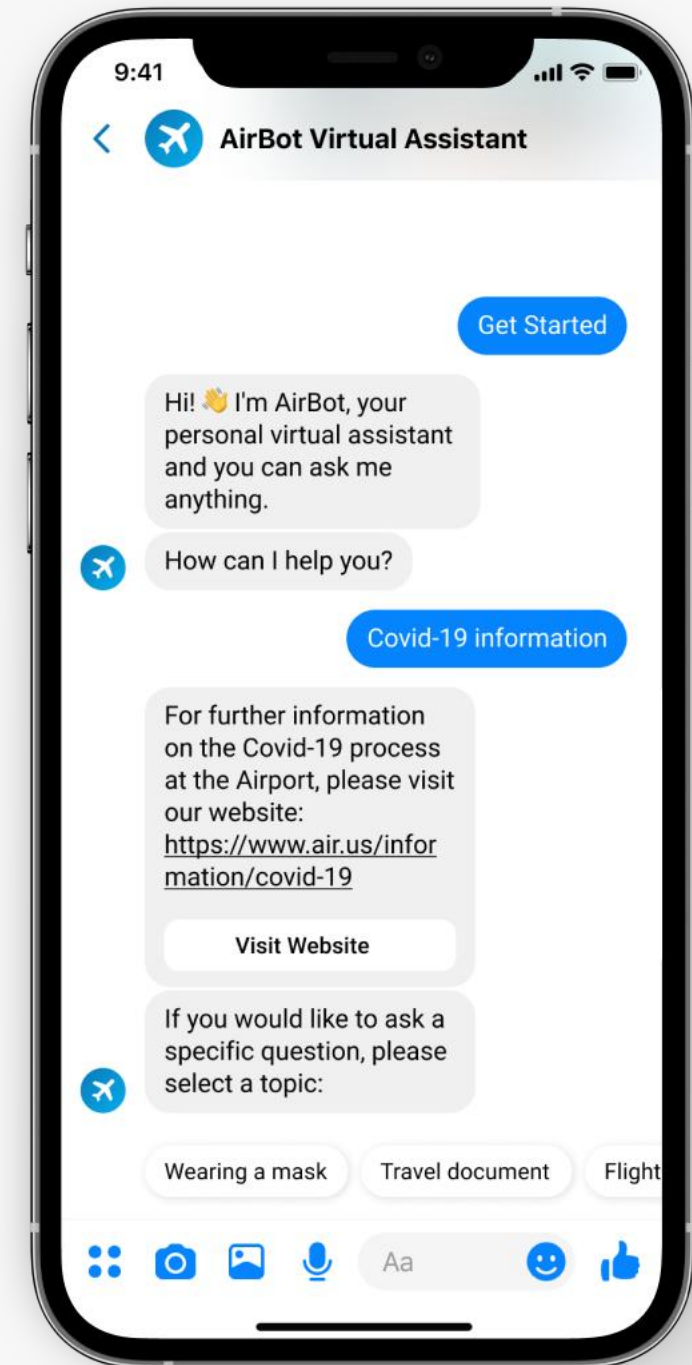


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Our Points of Contact



Ted Franz

VP of Sales & Partnerships

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customers where they communicate today.
Chat or voice**

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