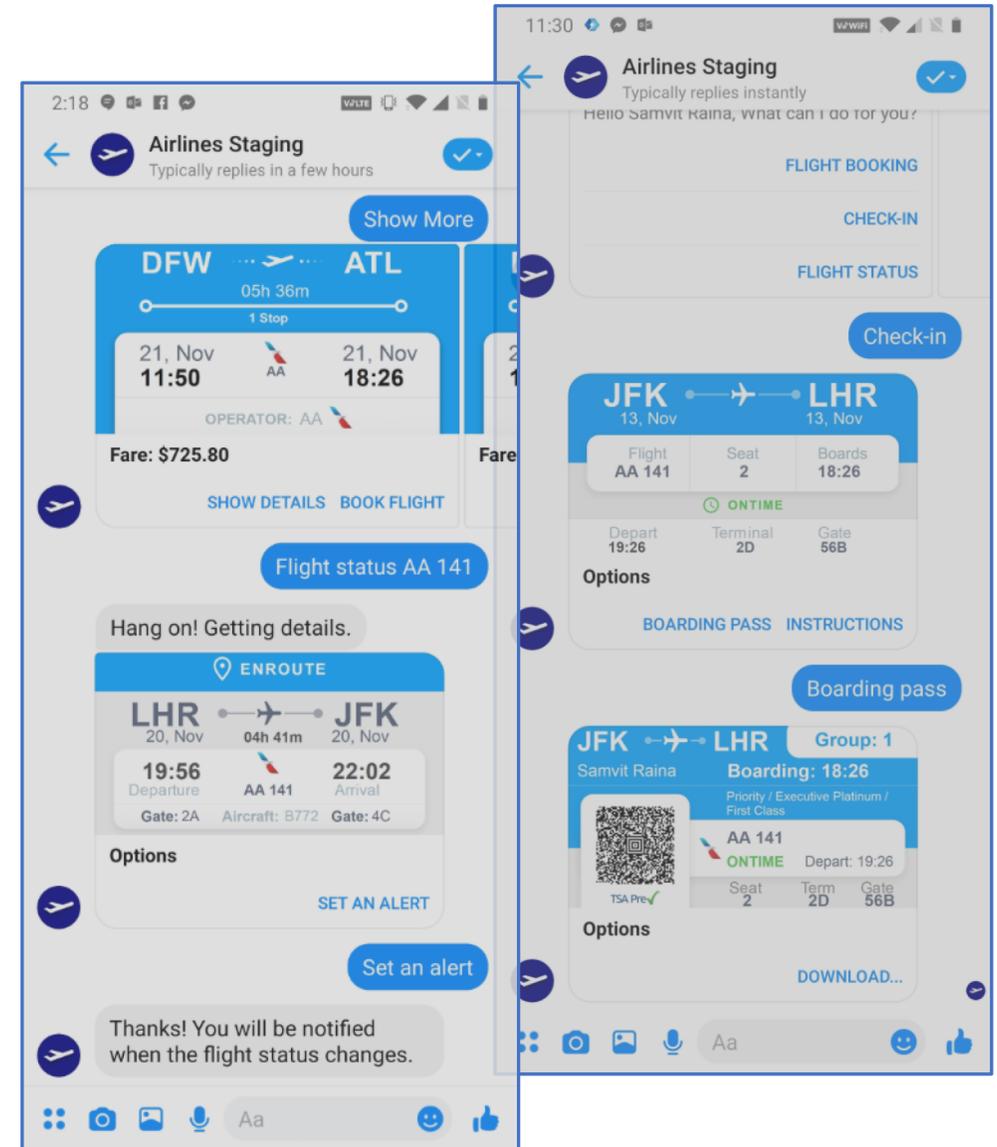# Airline Conversational AI Industry template

Objective

- Augment customer engagement over popular messaging channels
    - Infrequent flyers who are price sensitive and are not loyal to any one airline
    - Customers who want to declutter their smartphones
    - Users who are more comfortable using a messaging platform and value simplicity
- No downloads or registration necessary
- Leverage existing services and infrastructure (APIs, webservices etc.) and provide the same rich functionality as the mobile app

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Functionality available in our template

- Flight Booking

- Flight Status and Disruption notification

- Seat selection, Check-In and Boarding Pass

- FAQs

- Weather mash-up for proactive notification of possible delays

- Sort, Filter and paginate intelligently with minimal user input

- Pre-integrated to Amadeus

Can be deployed on multiple messaging platforms

With guided structured flow or Natural language understanding

Next direct flight from SFO to DFW on American
One-way flights from SFO to LAX today?

Alerts:Your 19:19 flight to LHR is delayed by 45 minutes.

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Deployment steps

- Discovery and understanding of desired functionality
- Integration needs and access to environment(s)
- Design cards for branded UI and UX
- Development
- Testing
- Make available for UAT / Friendly user trials

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