

# AI in Travel

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**EGENCIA**<sup>®</sup>

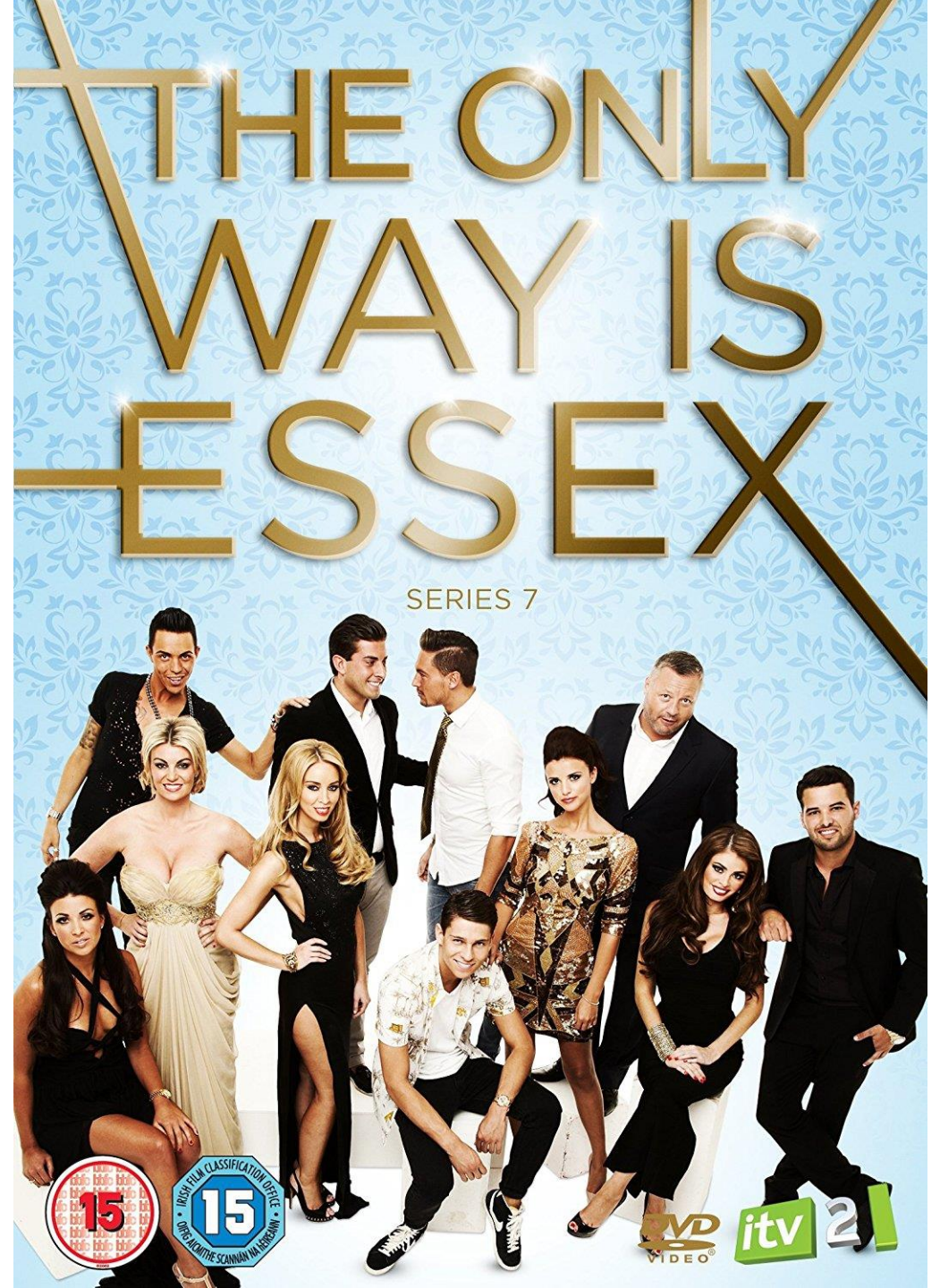
BUSINESS TRAVEL • EXPEDIA, INC.



surrounded by intelligence



OK.  
not always



# All About Alexa



Speak 140

Type 40

# Who needs 3 Echo devices?



## 42% of owners have 2 or more!



# what about travel?



- \_ Search Input
- \_ Results curation
- \_ Relevance

- \_ Hotel room guest experience
- \_ Robot staff

- \_ Airport assistance

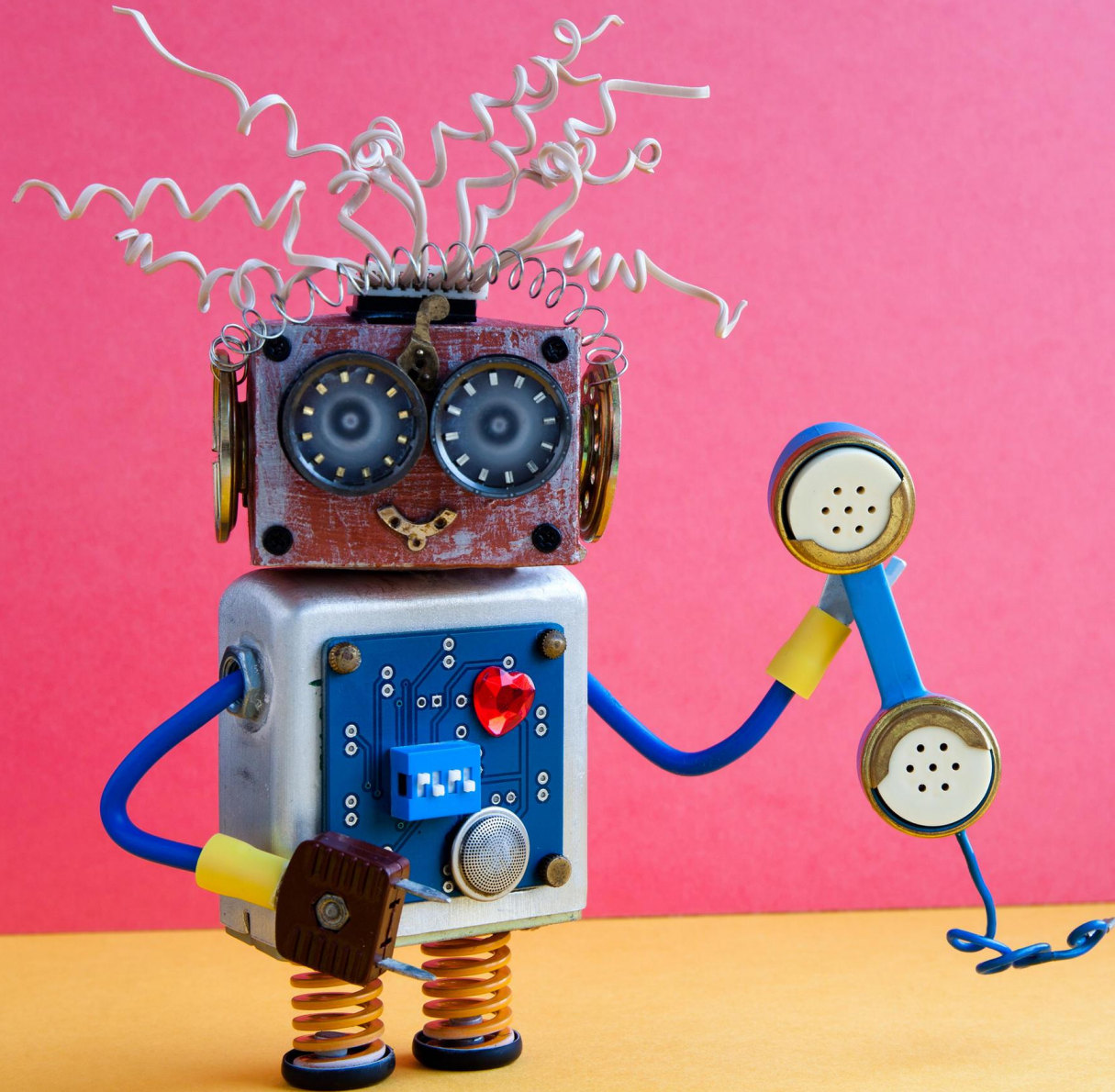


AI software does  
in seconds what  
took lawyers  
360,000 hours  
per year



180

man years



Who you  
gonna

call?



process  
tasks  
faster

reduce call  
propensity

live  
sentiment  
analysis

monitoring PNRs  
to find savings

chat bots for FAQ  
free humans for  
high value support

real time speech  
analysis of  
customer  
interactions



2,190





**Mike Mc Loughlin**

@zuroph

Follow



I moved into this house in 2008. It always annoyed me that the lower level of the dishwasher wasn't tall enough to fit my biggest dinner plates. Been handwashing them all this time. This week I discovered you can raise the upper shelf and all my plates fit fine. TEN  YEARS

1:56 pm - 26 Jan 2018





# Meanwhile...

NETFLIX

Home **TV Shows** Movies Originals Recently Added My List



KIDS

DVD



## TV Shows

GENRES ▾

### My List



## Octonauts

**98% Match** 2015 TV-Y 3 Seasons

Next Up

**S1:E14** "The Slime Eels / The Arctic Orcas"

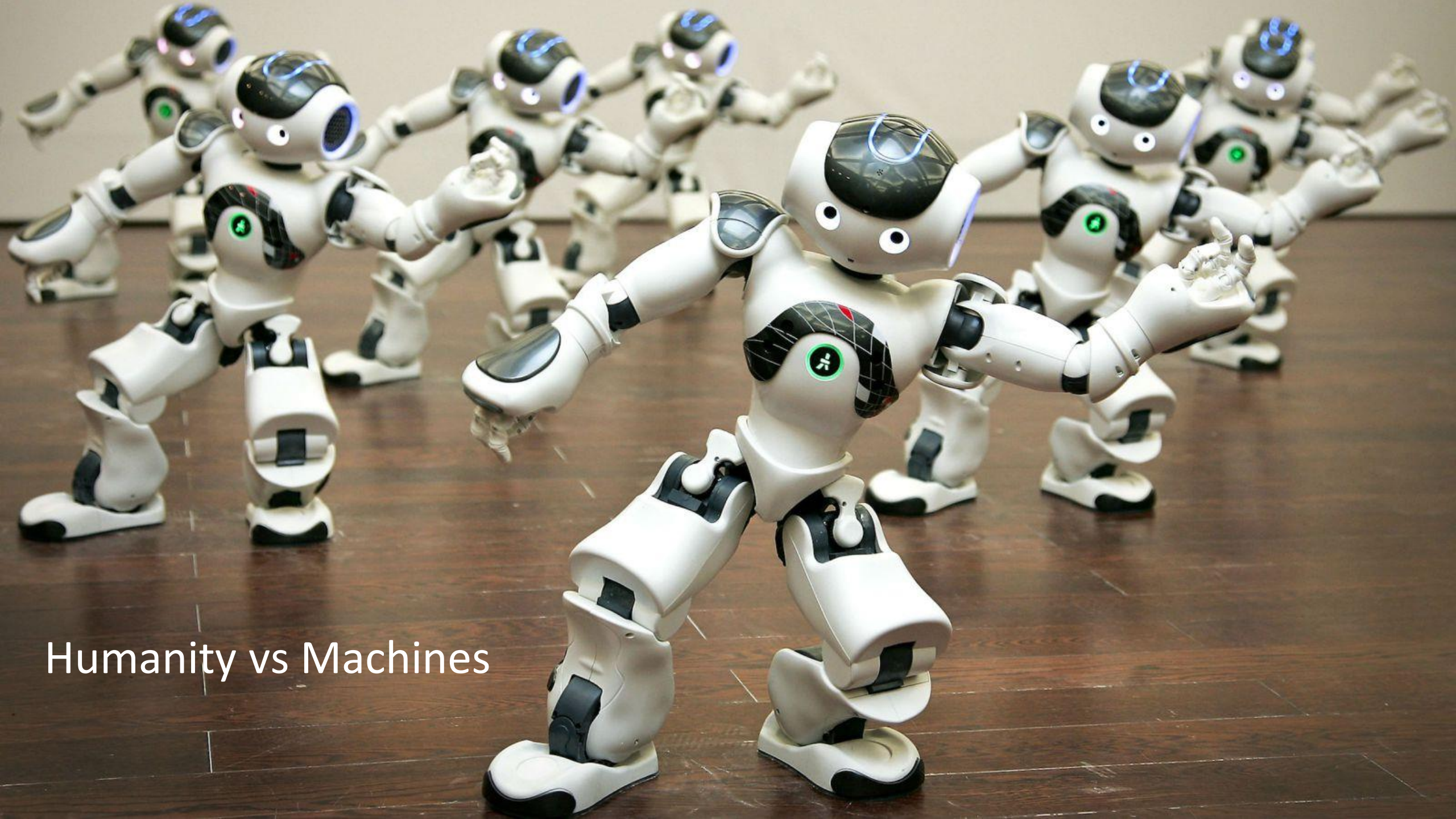
Slime eels stand between Kwazii and pirate treasure; orcas come to the rescue when Captain Barnacles and Peso are lost in the Arctic Sea.



MY LIST







Humanity vs Machines

# APPENDIX



# Resources

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- <https://techcrunch.com/2017/06/23/42-percent-of-amazon-echo-owners-have-bought-a-second-device-or-more/>
- <http://nationalpublicmedia.com/smart-audio-report-fall-winter-2017/>
- <https://www.tnooz.com/article/artificial-intelligence-everywhere-gbta-frankfurt/>
- <http://www.goldspringconsulting.com/2018/01/09/our-2018-travel-trends-survey-results-are-in/>
- Books: Homo Sapiens and Homo Deus, Yuval Noah Harari
- <http://www.financialexpress.com/industry/travel-technology-taking-a-trip-artificial-intelligence-makes-it-easy/992356/>
- <https://www.forbes.com/sites/moorinsights/2018/01/23/top-smart-homehome-automation-products-from-ces-2018/>
- <https://www.youtube.com/watch?v=38sL6pADCog&t=32s>
- <https://www.technologyreview.com/s/603529/socially-sensitive-ai-software-coaches-call-center-workers/>