5 DIGITAL STEPS
TAKE TRAVELERS TO NEW HEIGHTS

1. PLANNING & BOOKING
Start your journey even before arriving at the airport, with a suite of solutions that work alongside the airport and airlines’ contact center and reservation systems. Maximize automation and AI with chatbots to complement the real human experience.

2. ARRIVAL AT THE AIRPORT
Navigate the airport efficiently with personalized information that is communicated to travelers, including queue information and walk-time to gates. Use multimedia to request human assistance for passengers with reduced mobility.

3. CHECK-IN
Customized bots provide real-time interaction and let travelers know which documents to have ready and when, in the language of their choice. With bots, communications are automatic, fast and secure, with a personal touch.

4. DWELL TIME
Improve the traveler experience while they wait for their flights. Provide passengers with Wi-Fi, flight updates, relevant information/news, or retail offers. Use real-time analytics and crowd-sourced information to personalize services.

5. POST-TRAVEL
Help travelers find their baggage, connect with friends and family, find a ride to their hotel or home, or just locate a great place to eat. And stay connected, pop-up a survey to improve services.

LEARN MORE ABOUT ALE AIRPORT SOLUTIONS