Unlocking *autonomous AI agents* for flight booking and payment with Lufthansa Innovation Hub

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Lufthansa Innovation Hub | swifty

Speaker: Stanislav Bondarenko

swifty — **_Co-founder & CEO_**

Lufthansa Innovation Hub — **_Founder in Residence_**
Leading travel innovation lab

GET YOUR GUIDE — **_Strategy & Operations Lead_**
Travel-tech unicorn

BCG / **McKinsey&Company** — **_Management Consultant_**
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Generative AI application in the traveller journey

PRE-TRIP

Operations

MOBILITY

TRIGGER

EXPERIENCES

ENGAGE

POST-TRIP

ACCOMODATION

Trip arrangement: planning, inspiration, and booking

On-trip: Guest engagement and assistance
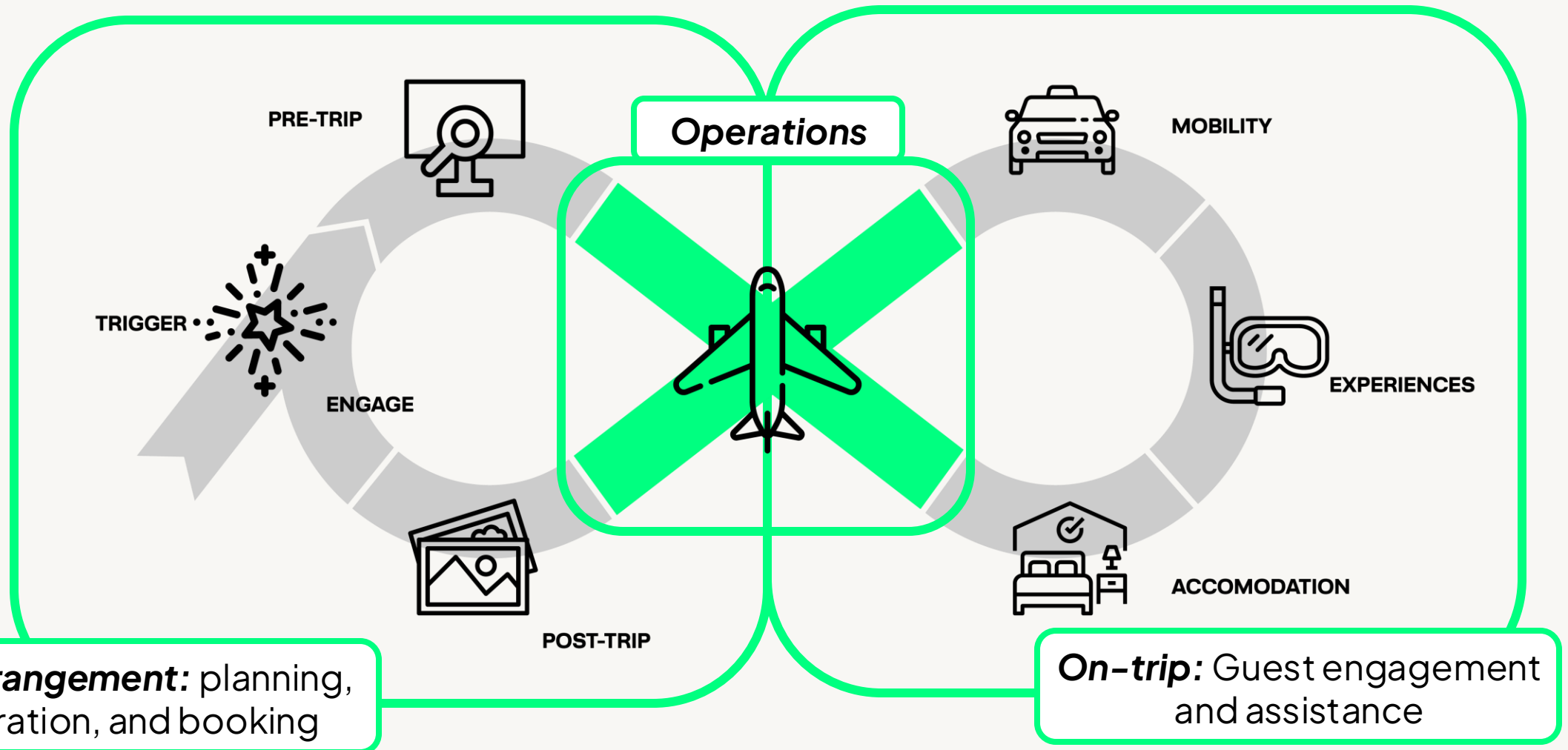
Key use cases for generative AI in the travel industry

Exemplary (non-exhaustive)

Travel Specific ←→ Industry Agnostic

Travel planning and itineraries	Customer support and management	Content marketing generation	Workforce training and recruiting	Internal knowledge sharing
AI-enabled conversational search provides tailored travel itineraries, considering user preferences, trip details, and pricing.	Enhances guest communication and query management through AI-generated text, video, or multilingual speech content.	Gen AI designs marketing copy, images, and promotional materials, ideal for vacation rental listings in the travel context.	AI generates training materials, learning paths, and virtual training assets for efficient workforce development.	Streamlines internal documentation access using AI-powered conversational interfaces for better communication.
Roam Around	nlx	Listify	docebo	respeak
mindtrip.	Duve	Jasper	eightfold.ai	glean
Tailbox	HiJiffy	copy.ai	Plaito	Moveworks

Sign up to TNMT newsletter
https://tnmt.com/newssub/
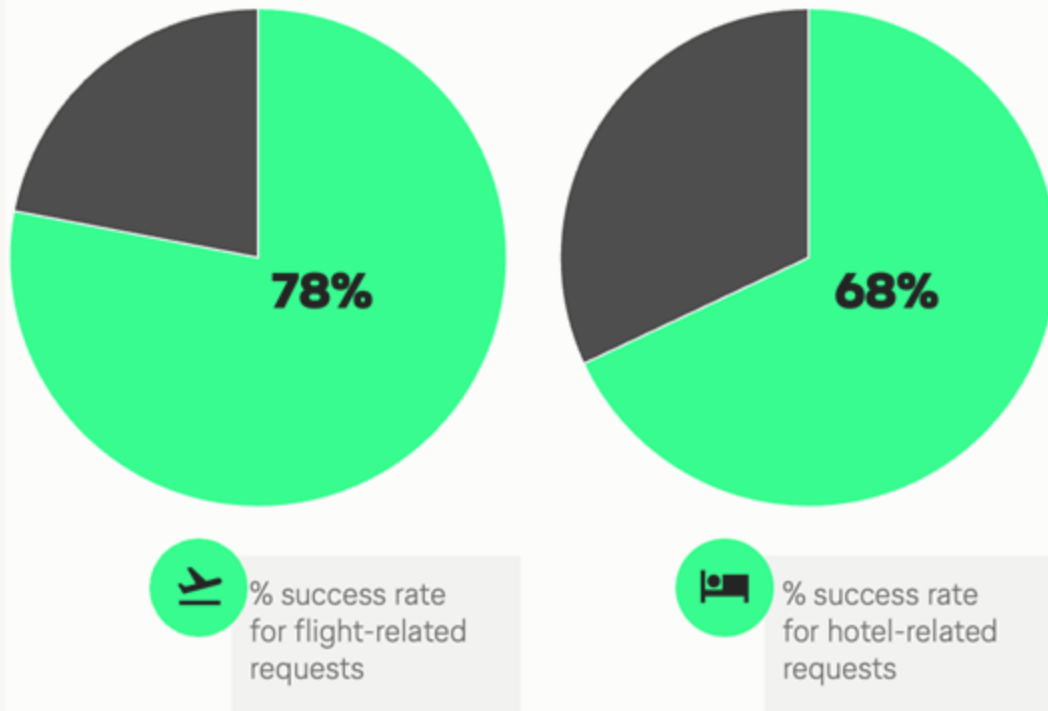
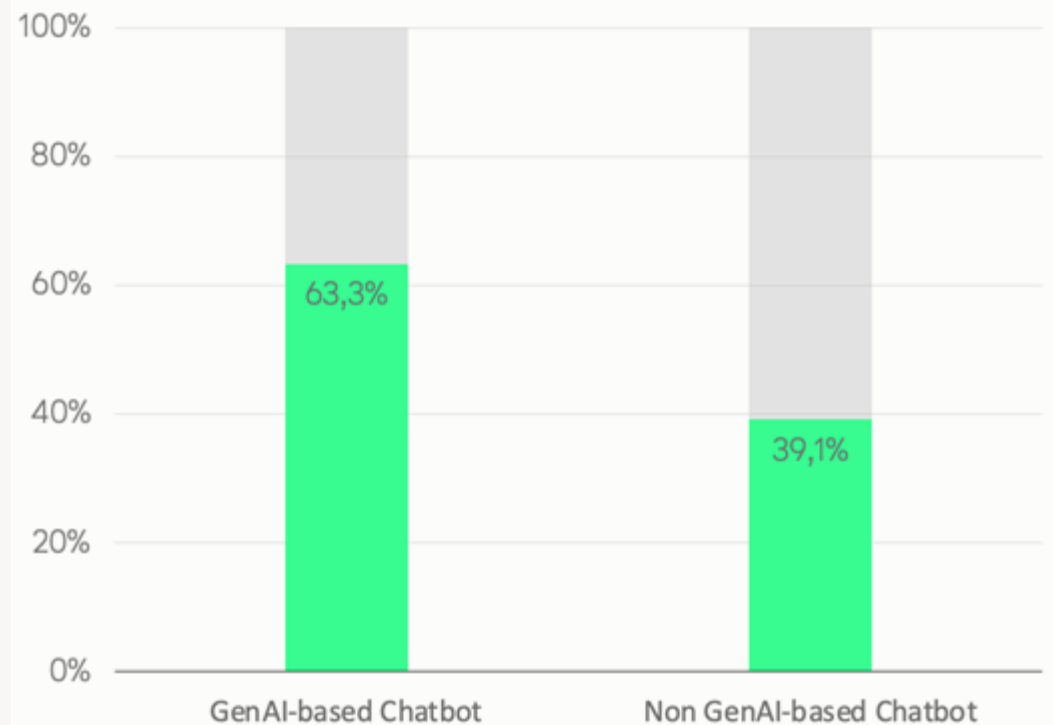# Gen AI can scale customer service during the airline staff shortages

Self-service success rates by Trip.com chatbot as of Oct '23

78%

68%

✈ % success rate for flight-related requests

🛏 % success rate for hotel-related requests

Avg. score of 21 airlines' chatbot functionality (100% = 15/15)

	GenAI-based Chatbot	Non GenAI-based Chatbot
	63,3%	39,1%

Engine:
State-of-the-art
AI travel agent

Inventory:
End-to-end trip
arrangement

Channels:
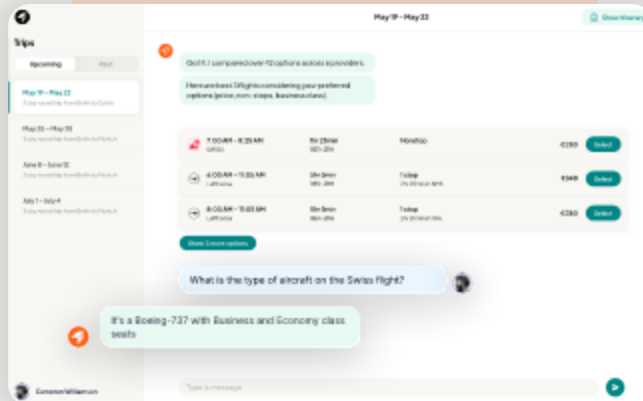Meets user
where they are
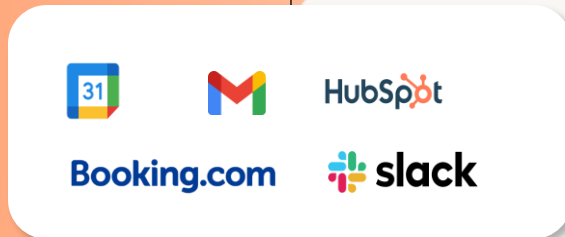
Travel will be booked with autonomous AI agents

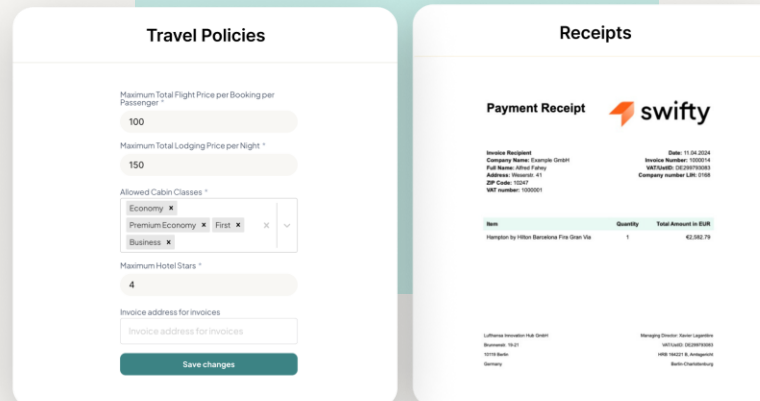# Agents can book your next trip in just 5 minutes

1.
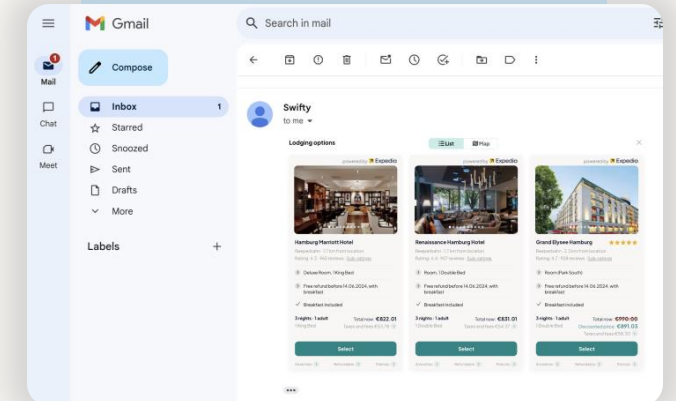*Chat or speak* to book your flights, hotels, trains and more

2.
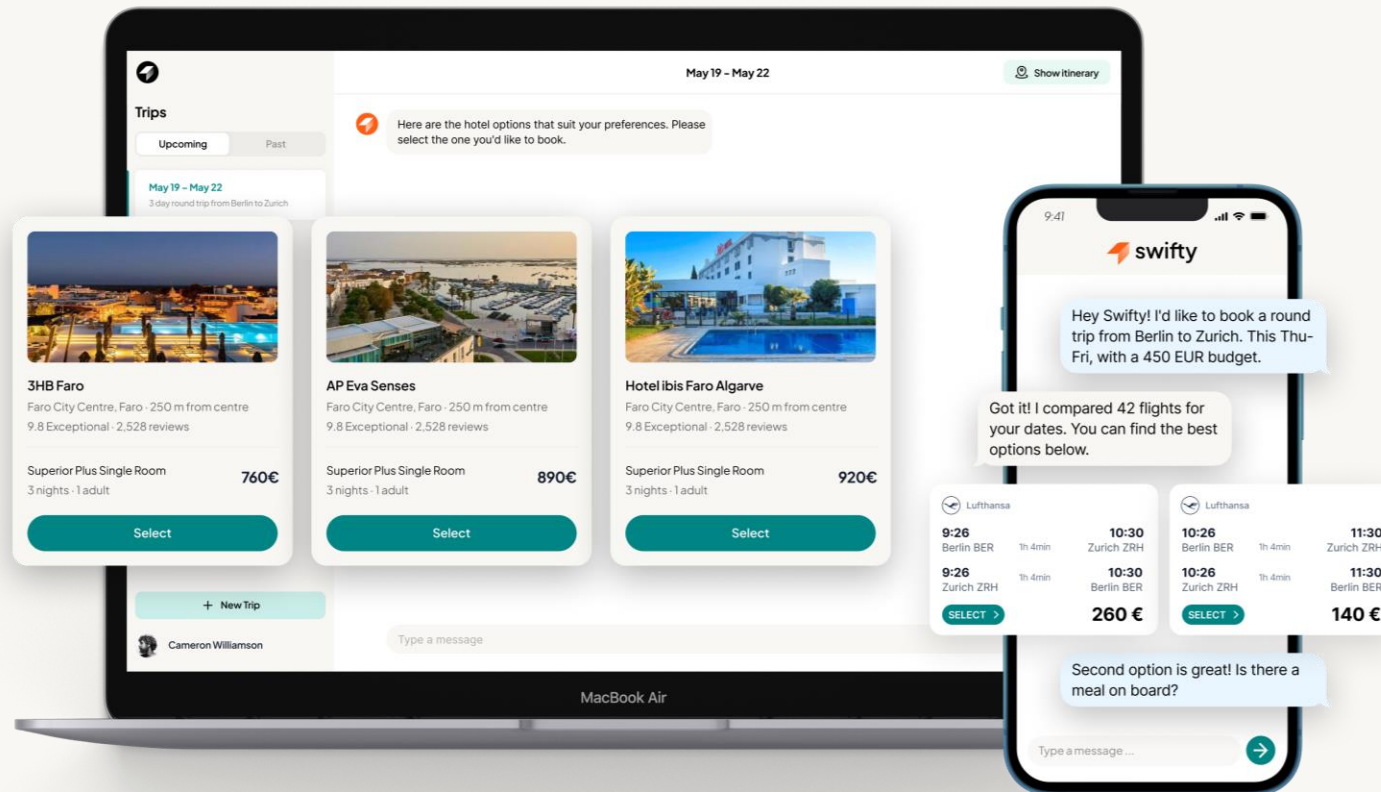Enterprise features with *receipts, travel policies* and much more

3.
*White label integrations:* e.g. travel agency email or airline website

Use Case: Swifty unlocks AI booking for airline digital channels

- Integrated AI search and booking solution in **web, apps, email, WhatsApp**

- Enhanced **cross-sell capabilities** within the chat solution

- Higher booking efficiency and **better user experience**

- **"Pick and choose" inventory** tailored to the customer's portfolio

Use Case: Swifty **supports travel agencies and TMCs** with customer requests
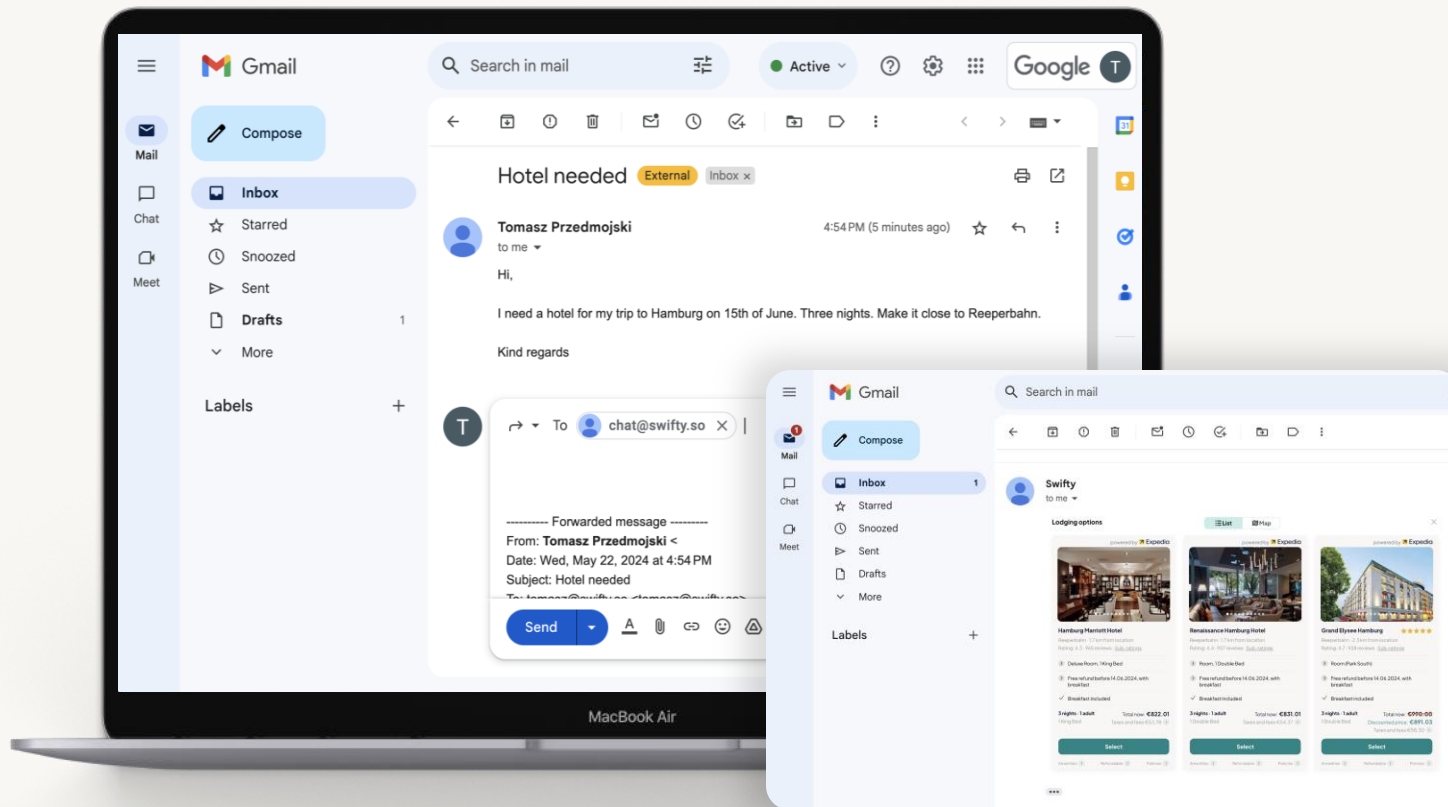
- *Less manual work* for travel agents on standard requests

- *Significant time savings* freeing up resources for more complex tasks

- Providing an *easy-to-use interface* integrated into the current process

- *Increased efficiency and user experience* for the client

Meeting **travel agents** needs in their email workspace

**Agent receives a request
and forwards it to Swifty**
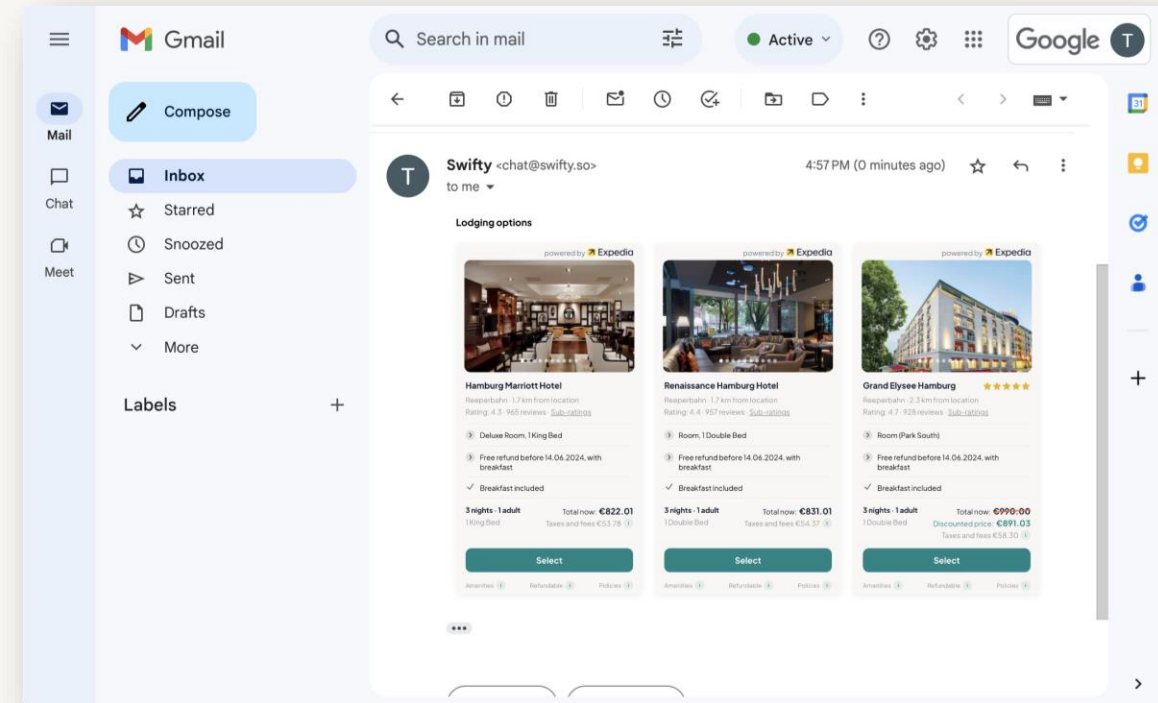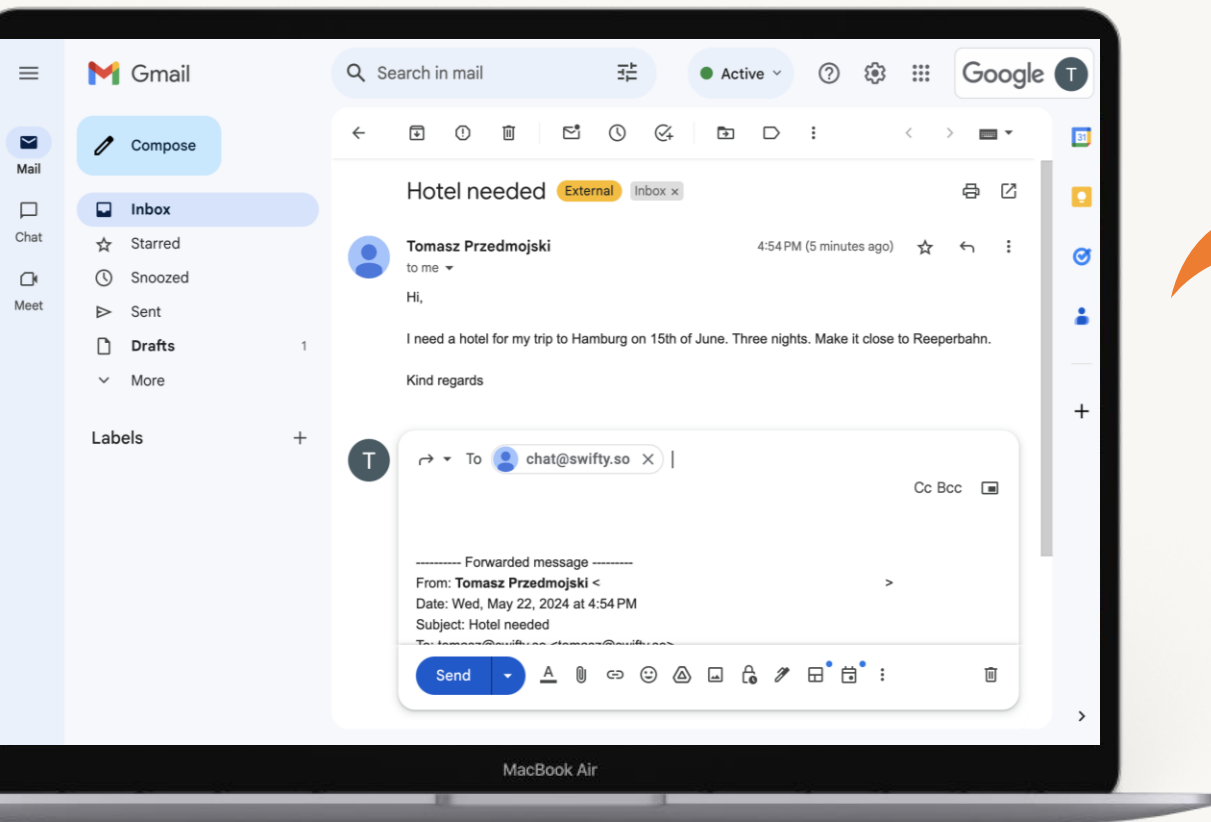
**Swifty answers with
a shortlist of fitting options**

We have built **the first autonomous AI agent** in the travel industry

LLM-based travel agent

- Integrated with best LLMs designed to function as a *travel agent*

- *Autonomously* handles travel planning, booking, payment, and receipts *within the chat interface*

Online booking engine

- Partnered *with hotel and train providers* enhancing upsell for the ancillaries for the airlines

- Integrated *with Duffel* allowing access to flight options from 90% of US and European airlines via NDC and GDS

PhocusWire

LUFTHANSA UNVEILS SWIFTY, AN AI ASSISTANT FOR BUSINESS TRAVEL

Handelsblatt

Frankfurter Allgemeine

Lufthansa lässt ChatGPT buchen

Lufthansa lässt KI Geschäftsreisen organisieren

swifty

Thank you!

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