

AirGenie

Transforming End-to-End Travel Experiences with Conversational Agents



Personalized support through instant chat has become the standard for modern travel. Whether booking, checking flight status, or making requests during the trip, customers expect quick, helpful assistance every step of the way. This level of support comes from automating your operations with Conversational Agents, enabling faster responses, reduced manual effort, and consistency across every touchpoint.

MEET AIRGENIE—SUTHERLAND'S AGENTIC AI-POWERED CONVERSATIONAL AGENTS FOR TRAVEL

AirGenie is a Conversational Agent built to provide continuous support to travelers across flight booking, gate changes, baggage tracking, flight status & end-to-end travel activities, all through intelligent, on-demand communication.

BUSINESS CHALLENGES IN TRADITIONAL EMPLOYEE EXPERIENCE CHATBOTS

- Fragmented customer journey across booking & post-travel stages
- High call volume and lack of 24/7 multilingual support
- Limited personalization and an ineffective customer-centric approach due to lack of integrated data systems

CORE FEATURES AND CAPABILITIES OF AIRGENIE

Smart Booking Assistant

Manages common questions such as flight status, hotel availability, booking confirmations, and itinerary changes.

Personalized Suggestions

Suggests relevant hotels, tours, restaurants, and add-ons based on trip duration and location.

24/7 Multilingual Support

Offers round-the-clock assistance in multiple languages with personalized responses via instant chat.

Sentiment Analysis

Detects customer emotions and can seamlessly escalate issues to human consultants for empathetic resolutions.



Reduces overall **operational cost** through booking automation.



Higher **revenue per traveler** via smarter upsells.



Faster **issue resolutions** and reduction in **call volume rates**.



Unlocking Digital Performance.
Delivering Measurable Results.

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