



LLM-based assistance bot to modernize airport operations



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Service offered: Advanced AI solution to streamline airport operations

Industry: Communications and IT

BACKGROUND

The client holds a firm in air transport communications and information technology. They approached us to upgrade the system to simplify the airport experience for passengers and airport staff. On the whole, they wanted us to create an innovative system that could provide a seamless and stress-free airport journey for users.

SOLUTION IMPLEMENTED

- We had many brainstorming sessions with the clients to understand their needs and developed a full-fledged AI solution for airports with facial recognition techniques.
- This helped the staff to facilitate identity checks with the comparison of video footage with the database records. This will alert the staff in case of any discrepancies.
- We developed an LLM-powered airport bot to offer clear-cut answers to common questions such as flight delays, terminal locations, etc without any requirement for manual input from the passengers.

OUTCOMES



35%

Improvement in process efficiency and customer satisfaction



45%

Reduction in Manual processes

The client was extremely happy with the developed AI solution as it enhanced the efficiency and satisfaction of both the airport personnel and passengers. By streamlining the identity checks and automating the delivery of crucial data, the project not only minimized the workload on airport staff but also greatly improved the passenger experience. The solution enhanced the predictability and safety of airport operations and made a new standard in the air transport industry

Technology Used

 FastAPI  python™

 MySQL®

 aws

 ReactJS