



# AVA airport virtual assistant

## A new type of passenger information service

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The information service in an airport offers constant assistance to the passengers, and answers all the questions they may have during their time at the airport. Support is offered by mobile staff and also at fixed information points distributed throughout the different terminals.

The most frequent types of enquiry are: flight times; location of boarding gates; location of other points of interest, such as toilets, shops and restaurants. Most of these questions are specific and fixed, which makes you wonder whether in the majority of cases a physical person is really necessary to resolve the enquiry.

For this reason AERIAM, in collaboration with ICON Multimedia, has developed a solution that optimises the participation of physical staff in the information service, via the use of the Airport Virtual Assistant (AVA).



AVA (Airport Virtual Assistant) is a multimedia information point programmed to offer information of interest to the passengers in an airport.

To complete this objective AERIAM, in collaboration with ICON Multimedia, has developed a personalised information system, accessible from set information points (multimedia kiosks), strategically placed throughout the airport terminal. The will have the following minimum features:

- Ergonomically designed for use by almost all passengers
- Attractive aesthetic design
- Possibility to add extra equipment (camera, speakers, microphone...)

### Usage methods

AVA (Airport Virtual Assistant) is configured to allow it to be used intuitively by all passengers, simply and quickly, the information being easy to identify and directly available.

To achieve all of this, the information is accessed via simple menus with shortcuts to all the required information. They will be equipped with virtual keyboards, providing information by the use of touch sensitive buttons that allow the passenger to find the information they require.

The first touch of the screen produces an attractive welcome screen allowing the passenger to select the language in which they wish to communicate with the AVA (Airport Virtual Assistant).

Once the language has been selected, the AVA (Airport Virtual Assistant) main menu will appear, offering buttons to access the following options:

- Information about flights and flight times
- Location of boarding gates
- Location of points of interest
- Information about airport procedures
- Speak with the passenger information service

## Information about flights and flight times

AVA (Airport Virtual Assistant) is connected to the airport's corporate operational system so that it can show the flight arrival and departure times both in real time and at the request of the passenger.

The user can consult scheduled flights, listed across a number of pages. Once the flight has been identified, the passenger can select it to display information and maps detailing the route that the passenger should take, from their current location, to arrive at the boarding gate associated with the flight in question.

## Location of boarding gates

The system can offer a map of the terminal, showing the location of the boarding gate selected by the user, dynamically indicating the route that should be taken from that specific multimedia information point (AVA - Airport Virtual Assistant) to arrive at the gate in question.

## Location of points of interest

Based on the same philosophy as the previous service, the user can request the location of any point of interest (toilets, shops, restaurants etc) on a map of the terminal and the system will provide a dynamic route that the passenger must take from that particular multimedia information point (AVA - Airport Virtual Assistant) to arrive at the required destination.



## Information about airport procedures

The system stores a collection of descriptions of the different airport procedures that may be of interest to the passenger in its database (e.g. baggage check-in, security screening, passengers with reduced mobility etc.). These procedures can be consulted from any multimedia information point (AVA - Airport Virtual Assistant) at the request of the user, accessed from a drop-down list.

## Speak with the passenger information service

The system will allow the passenger, via a camera, microphone and speakers incorporated into the information point (AVA - Airport Virtual Assistant), to contact directly with a

member of the passenger information service staff, in real time, resolving any further enquiries that the passenger may have.

## Records of usage

The system will store all the enquiries made by the passengers at each AVA - Airport Virtual Assistant unit, along with the date and time of each enquiry, so that this data can later be analysed by the airport.

## Administration and edition of contents

AVA - Airport Virtual Assistant allows any PC connected to the airport multiservice network, via usernames and passwords, to administrate/edit the contents of each and every part of the system detailed in the previous sections.

\* Intellectual property rights to the product AVA - Airport Virtual Assistant are shared between Aeriam Technologies S.L. and Icon Multimedia S.L.



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