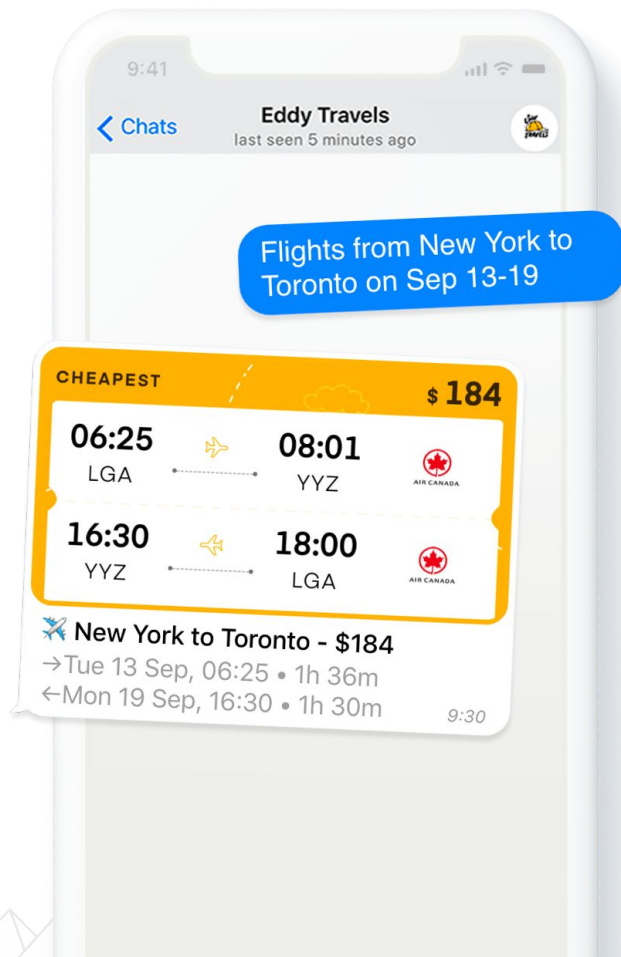




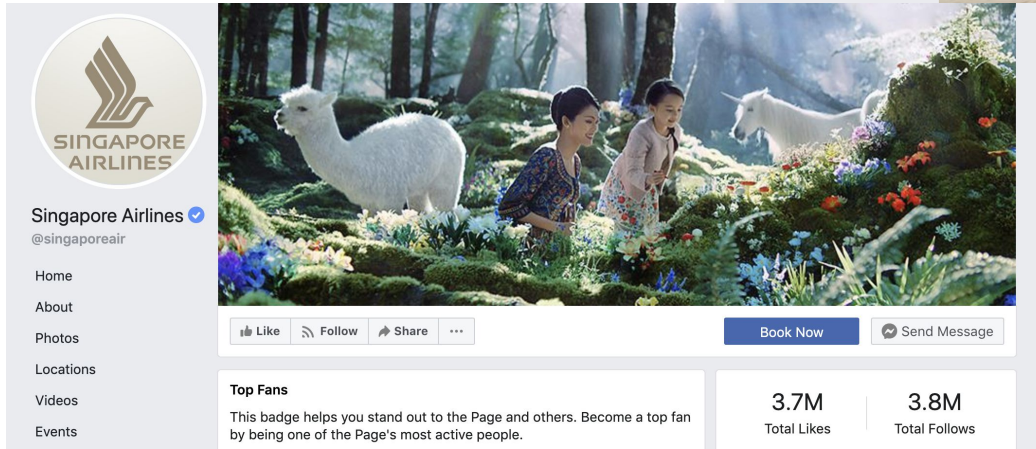
Increase Sales with an AI Travel Assistant

Eddy Travels Inc.
www.eddytravels.com

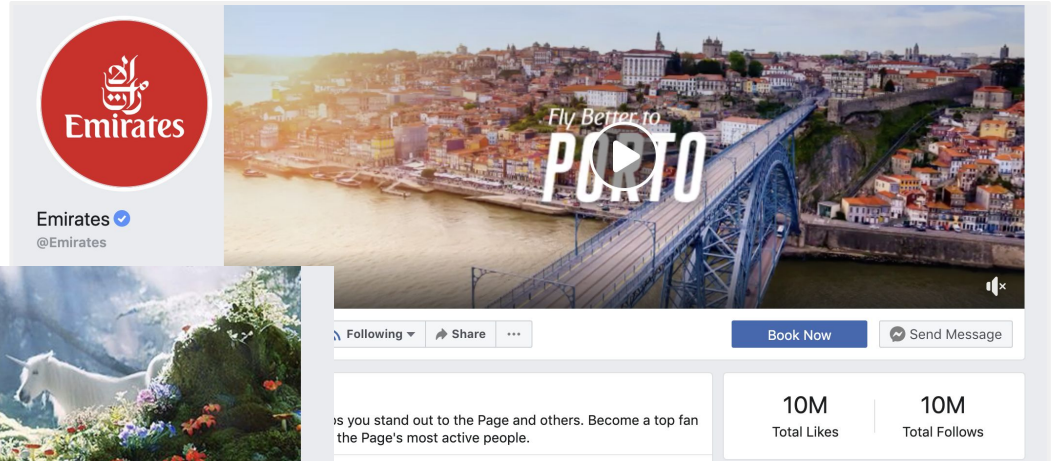


Travel companies invest a lot in social media

Travel companies often have millions of followers on their social media accounts and invest heavily in producing beautiful and engaging content.



Screenshot of the Singapore Airlines Facebook page. The profile picture is the Singapore Airlines logo. The cover photo shows a woman and a child in a lush, magical forest with a white alpaca and a unicorn. The page has 3.7M Total Likes and 3.8M Total Follows. A 'Top Fans' badge is visible, stating: 'This badge helps you stand out to the Page and others. Become a top fan by being one of the Page's most active people.'



Screenshot of the Emirates Facebook page. The profile picture is the Emirates logo. The cover photo is a scenic view of a city with a bridge over a river, with the text 'Fly Better to PORTO' overlaid. The page has 10M Total Likes and 10M Total Follows. A 'Top Fan' badge is visible, stating: 'You stand out to the Page and others. Become a top fan by being one of the Page's most active people.'

As a result, customers expect to be able to connect directly with businesses on social media and request the latest information about their products and services.

Problem: failing to respond to people's travel requests

Customers expect companies to respond and provide services wherever they have a digital presence.

Unfortunately, many travel business are failing to respond to customers' questions and requests on social media.

This results in bad customer experience and lost business opportunities.

Disappointed, customers publicly share their negative comments, hurting the brand's image further.



Stephanie

Amazing with all the complaints..everyday on here..and no one from AA responds..their customer service is nonexistent..after experiencing a cancelled flight last year..and not being able to be rebooked for 2 days (costing us hundreds of dollars extra f...
[See More](#)

Like · Reply · 7w · Edited



Jan

Flight U2 8956 was cancelled. Easy jet staff said "call this number" that number is a machine with music that never answers. I will also now loose my next flight with easy jet. No solutions at all. I'm stuck in an airport in Vienna with no place to go. Holidays spoiled Thanks to EasyJet. Thank you for your HORRIBLE AND WORST SERVICE EVER.

Like · Reply · 23h



Nils

↳ Vueling

12 hrs · 🌐

Heeeeeeeello!?!?! Please answer. No way to contact you. Your international support number is down!!

Like

Comment

Share

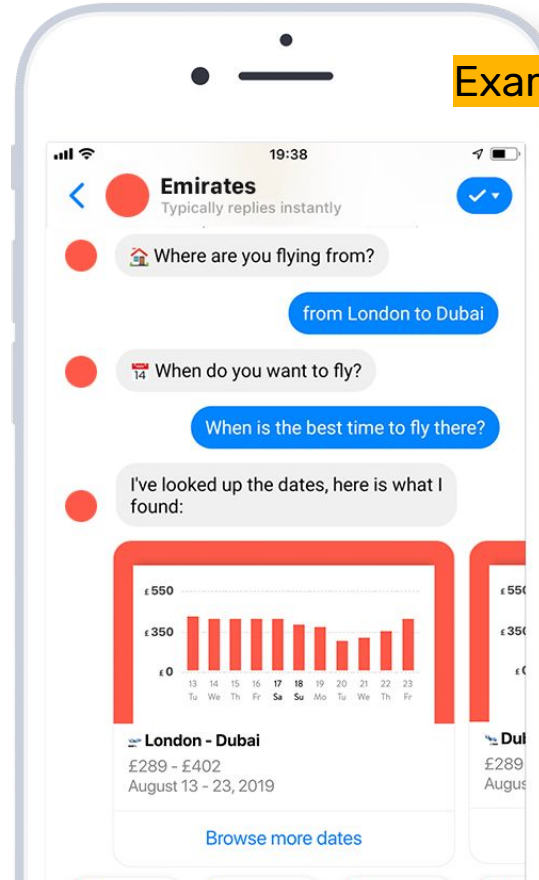


Solution: White-labeled chatbot for travel companies

Eddy Travels has built an AI-powered travel assistant that is now available to companies for white labeling.

It allows businesses to present their travel products and services directly in popular messaging apps, generate additional sales, and increase the ROI from social media.

Example



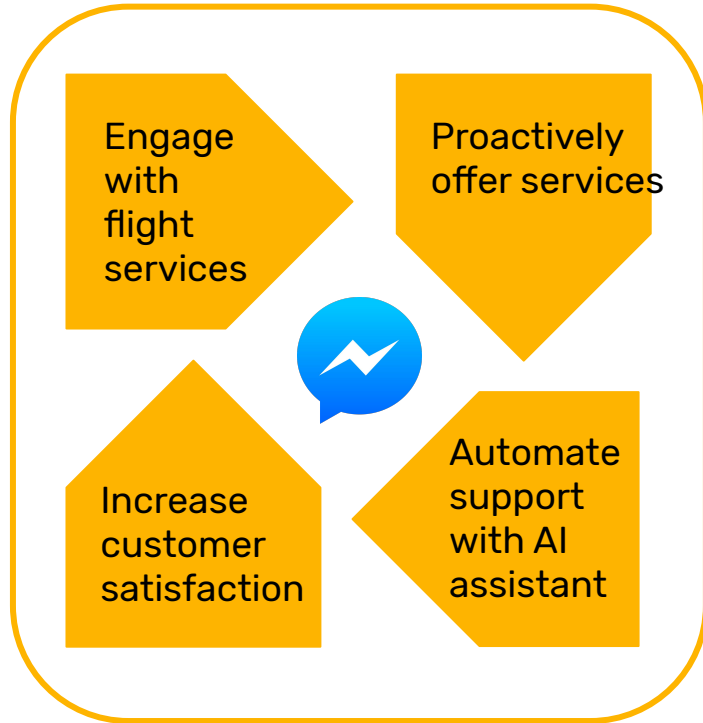


Business value: new customers & increased ROI

- **Reach new customers**
 - Facebook Messenger and WhatsApp are the most popular chat apps in the world
 - Automate responses with our cutting edge Natural Language Processing
 - Personalize offers with machine learning
- **Increase ROI from social platforms**
 - Connect social media content campaigns to personalised sales offers via a chatbot
 - Follow up with paid advertising leads in a new way
- **Add new sales channels**
 - Continue the conversation - suggest additional products and services after bookings
 - Recommend partner offers for accommodation, car rentals, travel insurance, etc.
- **Automate support**
 - We can integrate the Eddy Travels chatbot with any support tools and automatically forward requests or full conversations



Engage customers on Facebook Messenger

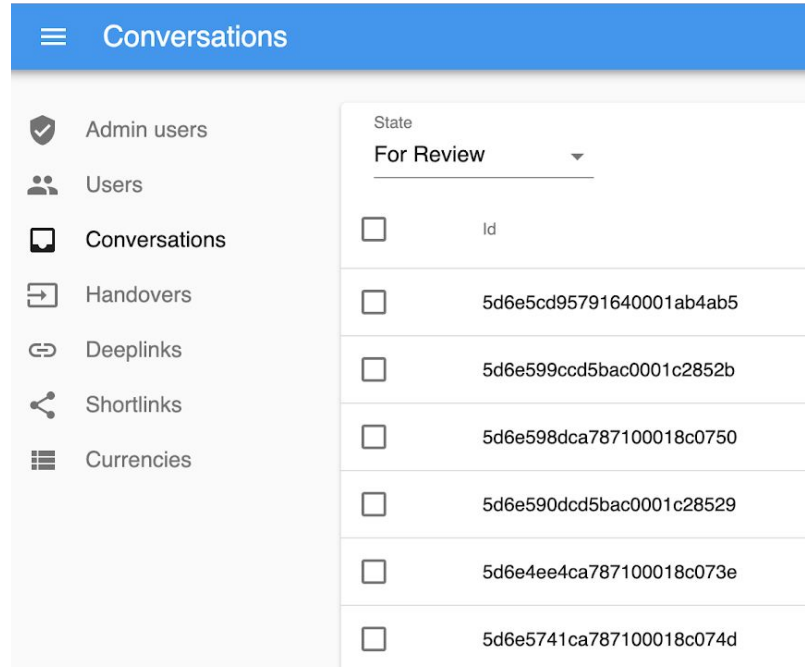


1. Enable Messenger replies on the Facebook page.
2. Offer travel services and information on Messenger such as:
 - a. Flight and hotel search
 - b. Booking confirmations
 - c. Travel updates
 - d. Tickets and boarding passes
3. Establish Messenger as a support channel in the minds of customers by providing travel info quickly.

Integrate with any CRM/support tools

In the screenshot on the right, you can see our support and campaign management web app.

We built it to manage unique chatbot support cases and promo campaigns. It was simple to integrate into it and show conversations and campaigns from all chat apps (not only Messenger).



Conversations	
State	
For Review	
<input type="checkbox"/>	Id
<input type="checkbox"/>	5d6e5cd95791640001ab4ab5
<input type="checkbox"/>	5d6e599ccd5bac0001c2852b
<input type="checkbox"/>	5d6e598dca787100018c0750
<input type="checkbox"/>	5d6e590dcd5bac0001c28529
<input type="checkbox"/>	5d6e4ee4ca787100018c073e
<input type="checkbox"/>	5d6e5741ca787100018c074d

Our tech stack



Natural Language Processing (NLP) - Custom-built for Travel



Voice & text processing + images*



In any chat app

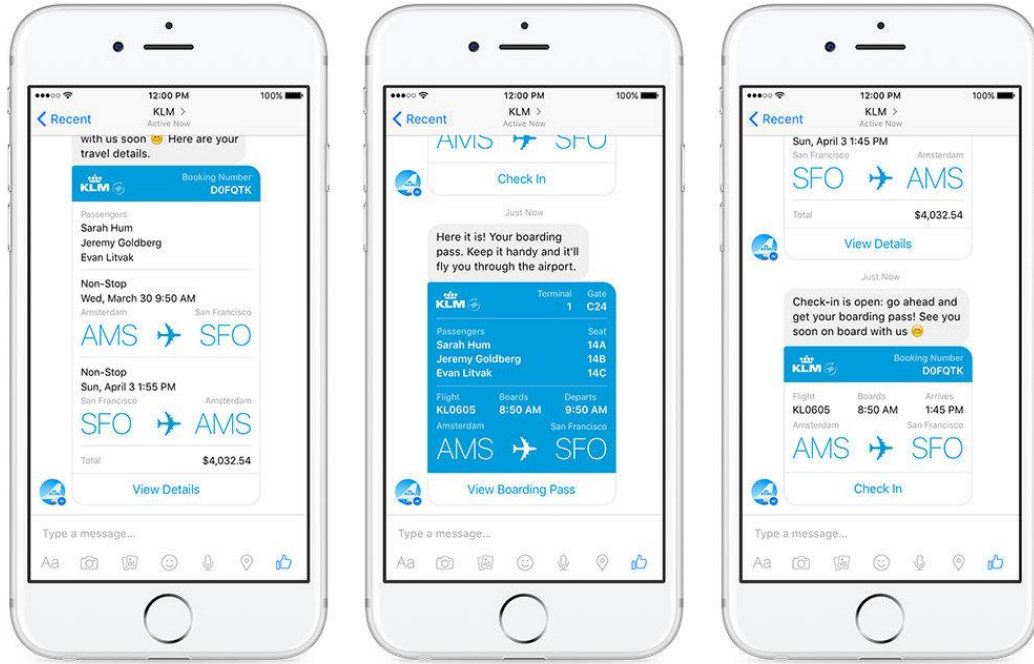


Web platform

Technology options for white-labeled chatbots

- Natural Language Processing (NLP)
 - Intent and entity detection
 - Fuzzy matching
 - Conversation continuity
 - Multi language support
 - Fully customizable
- Voice UI
 - Support for different audio formats
 - Speech-to-text
- Personalization
 - According to user profiles
 - Preset rules for specific groups
- Integrate with
 - Chat apps
 - Facebook Messenger
 - WhatsApp
 - Twitter...
 - GDS
 - CRM and support platforms
- White label
 - Custom branding, design assets and copy
- Distribution
 - SaaS for simple deployment

Case study: KLM chatbot on Messenger



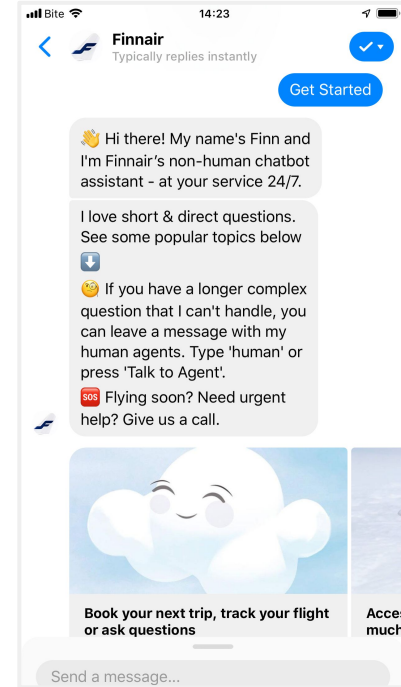
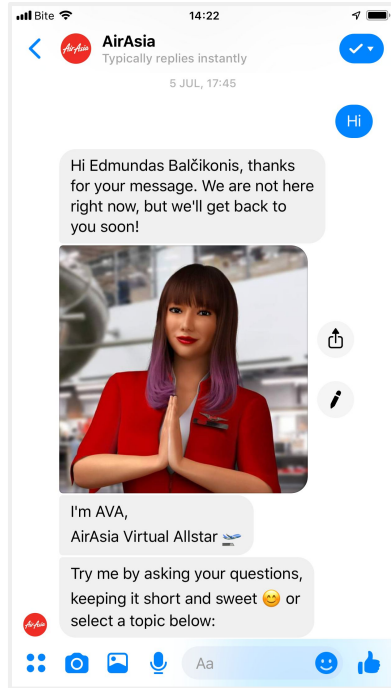
“As a test, we activated the private message button on the page and our volumes went up tremendously. We realised that our customers wanted to communicate with us in a direct conversation.”

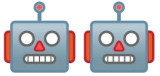
“KLM sends 65% of flight updates, 40% of boarding passes and 20% of booking confirmations via messaging apps”

Source: <https://www.reuters.com/article/idUKWAOA80HW41GZ196A>

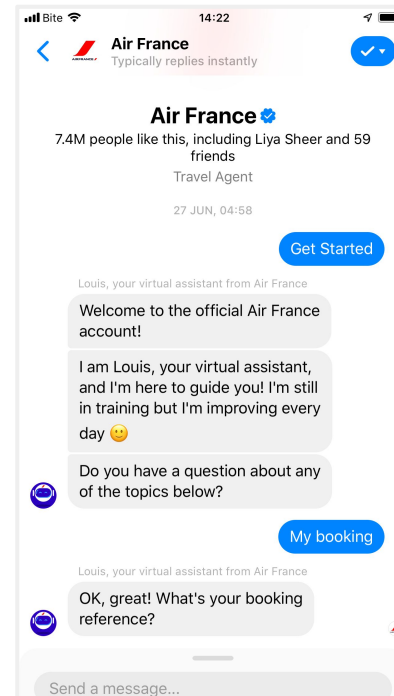
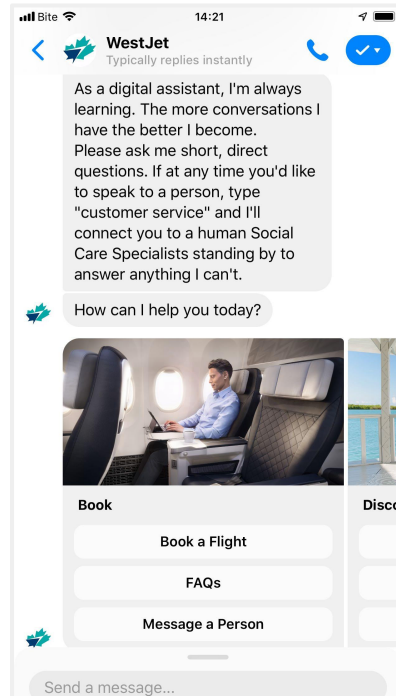


Examples from the travel industry - airline chatbots





Even more international airline chatbots



Demo case study: Travelers face a lot of unknowns and risks when getting ready for a flight

How do I get to the airport?

How long is the security check?

What can I do at the airport?

Which is my terminal?

Which boarding group I am in?

When should I arrive to check in?

Where can I charge my phone?

Where is my gate?

What food is on the flight?

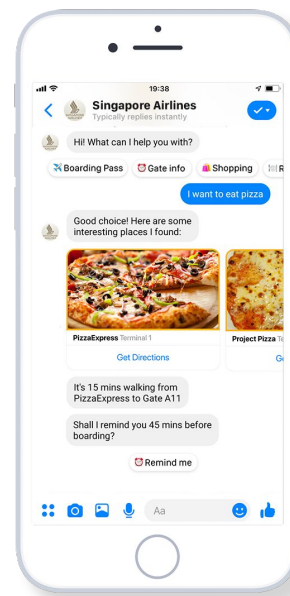
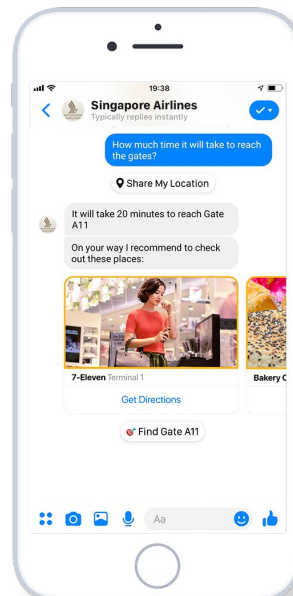
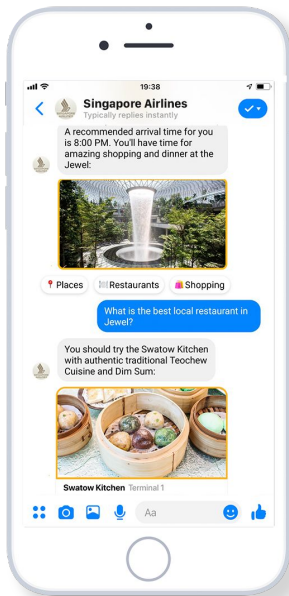
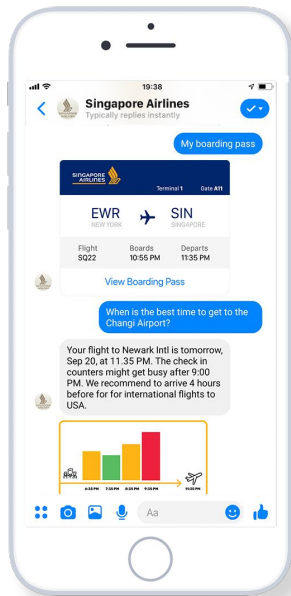


CHECK IN

WAITING TIME

BOARDING

Demo mockup: Providing guidance throughout the whole on-ground customer journey in the most popular chat apps.



CHECK IN

WAITING TIME

BOARDING

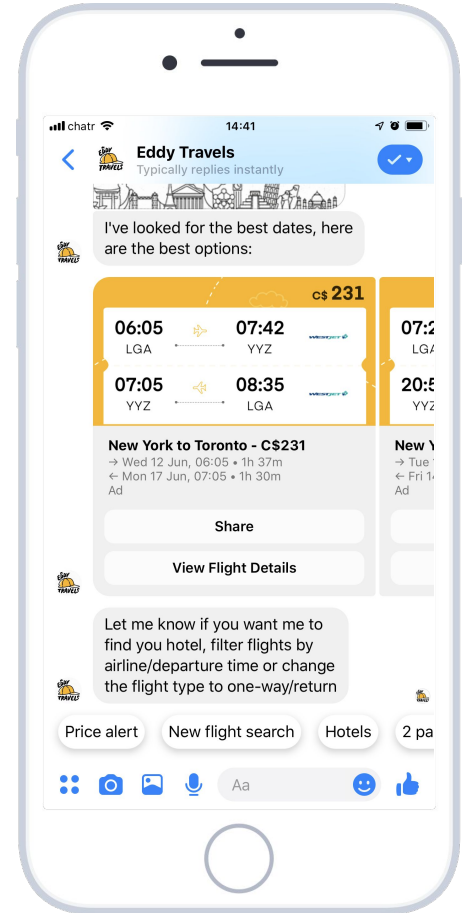
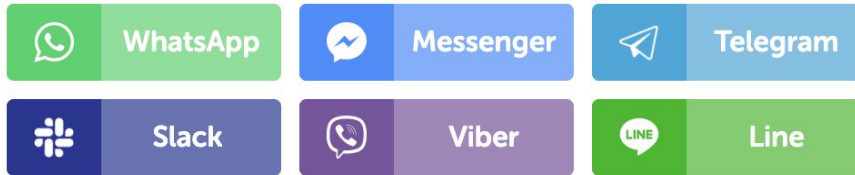


Try Eddy Travels, the AI travel assistant

Eddy Travels is already available to billions of travelers worldwide in the most popular messaging apps - Facebook Messenger, Telegram, WhatsApp, Viber, Line, and Slack.

The digital assistant is powered by our custom-built natural language processing (NLP) system and integrates travel offers from such leading companies as Skyscanner.

Try Eddy Travels today: www.eddytravels.com





Plan your next trip in minutes

Eddy Travels is one of the only AI travel assistants on Messenger, Telegram, and WhatsApp with voice understanding.

Travelers can send a text or voice message to Eddy Travels and get personalized suggestions for the best flights, hotels, tours, and other travel services.

Over 12,000 travelers from around the world now make more than 4,000 flights and accommodation searches every month.

Flights from New York to Toronto on Sep 13-19 9:30 ✓

CHEAPEST \$ 184

06:25 LGA	→	08:01 YYZ	
16:30 YYZ	←	18:00 LGA	

✈️ New York to Toronto - \$184
→ Tue 13 Sep, 06:25 • 1h 36m
← Mon 19 Sep, 16:30 • 1h 30m 9:30

Hotels in London on Sep 19-30 9:30 ✓

The Summerfield - \$76
Rating: 8.7
19 Sep - 30 Sep 9:30

Tours in Cuba 9:30 ✓

Cuban Rhythms Tour
8 days • Havana to Havana
From \$675 9:30



I'll just write down what I'm hearing to avoid mistakes 😊
💡 → "flights from London to New York next month"

🔍 Searching for flights from London to New York between Sep 1 - Sep 30 with return between Sep 1 - Sep 30... 9:30

Example of voice message processing





About Eddy Travels

Eddy Travels Inc. is a Canadian startup company set up by founders from Lithuania on December 28, 2018. Executive [summary](#).

- I. Techstars Toronto 2019 class [graduates](#)
- II. Startup Lithuania - [The Best Startup of 2019](#)
- III. Lithuania Chapter „World Summit Awards 2019“ - [Best Travel Startup](#)
- IV. Accepted to the Intelak C6 bootcamp by the Emirates Group

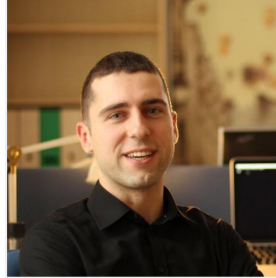


Founders of Eddy Travels



Edmundas Balčikonis
CEO

Previously - Founder and CEO of TrackDuck, a startup which was [acquired by InVisionApp Inc.](#) in 2017.



Pranas Kiziela
CTO

Previously - Senior Software Architect at Velocity, a machine learning adtech startup from LA, USA.



Adomas Baltagalvis
CMO

Spent over \$2mn on Facebook ads in the last few years, generating more than \$30M in sales for clients.



**Interested to learn more?
Please reach out!**

Edmundas Balčikonis

Co-Founder and CEO

Eddy Travels Inc.

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+37063720635, eb@eddytravels.com

